



City of St. George State of Louisiana

REQUEST FOR QUALIFICATIONS AND PROPOSALS FOR ADMINISTRATIVE AND DEVELOPMENT SERVICES

1.0 Introduction

The City of St. George (“CITY”) seeks qualifications and proposals for the services set forth in Attachment A.

Selected Contractor will be responsible for providing all equipment, materials, and staffing for City Services. Equipment shall be available no later than one business day following a request by CITY to perform any service within the Scope of Services in Attachment A.

Respondents shall submit Statements of Qualifications together with proposals including all fees and costs.

CITY reserves the right to modify or discontinue this Request for Qualifications and Proposals (“RFQ&P”) at any time without any obligation to any Respondent. All costs of preparation of proposals shall be borne by Respondents. CITY will not reimburse any expense incurred by any Respondent prior to the term of the contract.

Respondents must deliver an original and seven copies of the Statement of Qualifications and Proposals and an electronic copy on a flash drive in PDF on or before **May 22, 2025, at 12:00 PM CST** in a sealed plain envelope marked as follows:

City of St. George
ATTN: RFQ&P-Administrative
14100 Airline Highway
St. George, Louisiana 70817

2.0 Background

The City of St. George is a municipality with an area of approximately 60 square miles situated in the southeast corner of East Baton Rouge Parish. St. George is governed by the Lawrason Act, LA. R.S. 33:381, *et seq.* St. George’s elected Mayor is responsible for administration and its seven-member Council is responsible for legislative functions including appropriation of funding for CITY services and oversight of Planning and Zoning. An elected Chief of Police and East Baton Rouge Parish Sheriff’s Office provide law enforcement. St. George will maintain office space to house its City Hall, Chief of Police, Administrative Hearings and Mayor’s Court and the Administrative Operations Center.

This RFQ&P addresses the initial contract for services to be delivered to approximately 80,000 residents and businesses through a public-private partnership. CITY seeks to provide services (and expand as deemed necessary) through one or more public-private partnership(s) as is determined to be efficient, reliable, and cost effective.

Contractor will not be responsible for Animal Control, Fire Protection, Garbage Collection, Law Enforcement, Sewer Maintenance, BREC, Parish Library, Emergency Medical Services, Council on Aging, Mosquito Abatement, Mental Health Center, EBR Parish Schools or Sales and Use Tax Collection.

3.0 Schedule

Period	Activity	Date	Calendar Days
Issuance of RFQ&P	Notice of RFQ&P in Official Journal and on City's website	04/15/2025	Day 1
RFQ&P Question Deadline	Respondents can submit questions through email	4/30/2025 at 12:00 PM CST	Day 15
Deadline for City to Respond to Questions and Issue Any Final Addendum (if required)	City responds to questions	5/12/2025	Day 27
Statements of Qualifications and Proposals Due	Respondents submit Statements of Qualifications and Proposals	5/22/2025 at 12:00 PM CST	Day 37
Ranking of Respondents and Conduct Interviews		5/26/2025	Day 41
Recommendation to Council		5/29/2025	Day 44
Contract Period Begins		7/1/2025	

4.0 Questions and Communications

To ensure a fair and objective evaluation of all Statements of Qualifications and Proposals, Respondents SHALL NOT initiate contact or communications with any appointed or elected official of the CITY of ST. GEORGE regarding this RFQ&P until after award of contract or until this RFQ&P has been cancelled.

Questions concerning any portion of the RFQ&P shall be submitted via email **RFP@stgeorgela.gov** no later than **April 30, 2025, at 12:00 PM CST**. All inquiries together with responses thereto will be posted on the CITY's website, **<https://stgeorgela.gov>**, on or before **May12, 2025**.

5.0 Procurement Process Objectives

CITY desires to accomplish certain financial, managerial, and operational objectives and to provide residents and businesses with reliable, responsive, and cost-effective services. CITY's objectives are to:

- Provide responsive and quality services to its residents.
- Meet key performance indicator targets
- Provide a high level of continuous customer satisfaction
- Provide and utilize technologies and systems to ensure CITY has access to the most current tools and business processes for an effective and efficient municipal government.
- Administer all functions and services normally provided by a municipality to its citizens.

- Work in partnership with CITY’s elected and appointed officials to develop and implement CITY’s vision and objectives.

6.0 Evaluation Criteria

Legal and Financial Qualifications	Pass/Fail
Respondent is financially solvent	
Respondent is able to meet minimum insurance requirements of contract	
Respondent is able to meet minimum bonding requirements of contract	
Respondent has no conflict of interest with CITY	
Note: Respondent must receive a “Pass” rating in each category. A “Fail” rating in any category shall result in disqualification from consideration.	

Evaluation Criteria - Qualifications, Experience & Resources	Maximum Points
Type of organization, i.e., single respondent, joint venture, prime contractor with subcontractor(s) relationship(s)	10
Number of years in business	10
Relevant Experience	35
Staff resources	35
Information Technology Resources and Equipment	35
Transition plan including duration	35
Emergency and catastrophic response	35
Pre-negotiated contract price	25
TOTAL	220

7.0 No Conflict of Interest

Respondent shall not have a real or perceived conflict of interest with CITY or its appointed or elected officials. A conflict of interest includes:

- Respondent is owned by an immediate family member of an appointed or elected official of the CITY OF ST. GEORGE.
- Respondent or an owner of Respondent has a business relationship with an appointed or elected official of the CITY OF ST. GEORGE.

8.0 Format for Responses

Submissions must be bound and printed on 8.5" x 11" paper. Additionally, an electronic copy on a Flash Drive in PDF shall be submitted.

The statement of Qualifications shall be organized in the following manner:

A. Cover Letter Executive Summary — Identification of Respondent

- Respondent's name, address, and telephone number.
- Name of a single key contact person and contact information including telephone numbers and email address.
- Identify how long Respondent has been in business.
- Description of Respondent's structure, i.e., single entity, consortium, joint venture, prime contractor with subcontractors, etc. If Respondent is a consortium, joint venture, or prime contractor with subcontractors, describe business and working relationships with other entities.
- If Respondent is other than a single entity, describe how Respondent would respond to a situation where Respondent no longer had the participation of one or more entities or subcontractors.
- If Respondent has been subject to any governmental or regulatory sanctions, such as OSHA, discrimination, etc.

B. Contractor's Qualifications and Experience

- Describe Respondent's relevant experience with projects having a similar scope of services other than performing services for CITY. Respondent should list experience with Administrative Services, Financial Services, Emergency Services, Permit and Inspection Services, Planning and Zoning Services, Engineering Services, and Code Enforcement Services.
- For each project listed as relevant experience within the past five years, provide a listing in table format of project references including project name, client contact and phone number, brief description of project, annual contract value, and number of employees.
- Describe any other applicable experience including transition and start activities for a government agency program.
- Identify any projects within the past five years where Respondent or any subsidiary or related entity has been terminated prior to the end of the contract term. Please give an explanation of the reasons for termination.

C. Resumes

- Provide resumes of **key individuals** who will be responsible for administration of services and describe their roles and relevant experience.
- Once key individuals have been assigned, Respondent and CITY must agree on timing and the individual proposed for replacement.

D. Information Technology Resources and Equipment

- List information technology resources including software and hardware which will be available for provision of services in addition to those required by the Scope of Services.
- List information technology resources and equipment which are owned by Respondent and those which will be acquired prior to performing services.
- List information technology resources and equipment which will be solely dedicated to CITY.
- List information technology resources which would be shared with Respondent's other clients or customers.
- Explain Respondent's ability to access additional information technology resources during heavy work periods and during emergency or catastrophic situations.
- If Respondent is other than a single entity, indicate how Respondent would replace some or all of the information technology resources if any entity was to reorganize or terminate.

E. List of Litigation/Arbitration Disputes and Matters

- List the caption of all lawsuits or arbitration in which you have been a named party from January 1, 2020, through present.
- With respect to each lawsuit or arbitration please provide the following information, the jurisdiction/court in which the matter was/is pending, the nature of the dispute (factual summary and primary issues) and where applicable how and in whose favor the matter was concluded or resolved.

F. Equipment and Resources Other Than for Information Technology Resources and Equipment

- List equipment owned by Respondent to be used to provide services and list equipment to be acquired prior to performing services.
- List equipment which will be solely dedicated to CITY.
- List equipment which would be shared with Respondent's other clients and customers.
- Explain Respondent's ability to access additional resources other than information technology resources during heavy work periods and during emergency or catastrophic situations.
- If Respondent is other than a single entity, indicated how Respondent would replace some or all of the resources if any entity was to reorganize or terminate.

G. Insurance and Bonds

- Respondent must submit proof of liability insurance.
- Respondent must submit proof of ability to secure performance bonds, if required.

ATTACHMENT A

Scope of Work

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ATTACHMENT A

Scope of Work

CITY OF ST. GEORGE requires services for administrative and development services:

SERVICE FRAMEWORK OVERVIEW

Services shall be delivered in a prompt, skilled, and professional manner by qualified personnel in accordance with relevant industry benchmarks. All professional tasks requiring specialized skills or judgment shall be executed by qualified and competent professionals in their respective fields, with appropriate licensure when required by law. CONTRACTOR shall provide effective business oversight and supervision to successfully complete the services outlined herein. CONTRACTOR shall staff the facility designated as "St. George Administrative Operations Center."

CONTRACTOR shall allocate adequate personnel to fulfill the service requirements described herein. PARTIES acknowledge these personnel can be allocated within and external to ST. GEORGE facilities.

PARTIES agree to implement Performance Metrics ("PM") to evaluate key deliverables. The metrics development process shall encompass a mutually determined number of PMs per functional area, establishment of standardized reporting timelines, and defined measurement criteria. Where applicable, PARTIES consent to incorporating PMs into CONTRACTOR performance evaluation protocols.

1. OPERATIONAL SUPPORT FUNCTIONS

1.1 SOFTWARE APPLICATIONS

CONTRACTOR shall maintain appropriate licensing for software applications to perform Operational Support Functions including the following:

- Financial Management System (specifically for managing deposits, payment processing, journal entries, accruals, fixed asset inventory, general ledger maintenance, payroll administration, and Occupational License processing and tracking (Incode software is currently in use));
- Digital Permitting and Inspection Platform;
- Desktop Operating Environment (e.g., Microsoft Windows);
- Productivity and Communication Suite (e.g., Microsoft Office applications including Word, Excel, PowerPoint);
- Geospatial Information Platform (e.g., ESRI's ArcGIS Desktop or Enterprise Service with associated ESRI-compatible extensions); and
- Document Creation and Editing Tools (e.g., Adobe Acrobat Professional).
- CAD/Design programs (e.g., Autocad, Bentley Microstation, or other modeling software).
- Drainage Modeling Programs (e.g., HEC-RAS or similar)
- Traffic Analysis and Modeling Software (e.g., Sidra, Syncro, Vissim, TransCAD)

CONTRACTOR's proposal shall specify software applications to be used. All software applications shall be approved by ST. GEORGE.

1.2 FINANCIAL PROJECTIONS AND POLICY EXECUTION

- CONTRACTOR shall support ST. GEORGE in preparing comprehensive annual financial forecasts and analyses, including research on current and anticipated trends affecting ST. GEORGE as identified and agreed upon by ST. GEORGE officials.
- CONTRACTOR shall coordinate with relevant public entities to develop detailed financial projections and analyses.
- CONTRACTOR shall assist ST. GEORGE officials in developing oral presentations of financial forecasts and analyses.
- CONTRACTOR shall formulate plans and protocols to ensure implementation of Council policies and directives, and prepare status updates to inform ST. GEORGE officials of progress and outcomes related to public policy implementation.

2. STRATEGIC GUIDANCE AND OVERSIGHT FUNCTIONS

2.1 STRATEGIC GUIDANCE, FUNDING ADVISORY & GRANT FACILITATION

- CONTRACTOR shall provide advisory services to facilitate the transition of municipal operations from East Baton Rouge Parish, as directed by ST. GEORGE.
- CONTRACTOR shall designate appropriate personnel to participate in stakeholder meetings, public forums with external agencies and community stakeholder groups.
- CONTRACTOR shall identify potential funding opportunities including through federal, state, or alternative grant programs.
- CONTRACTOR shall complete applications for grant funding.
- CONTRACTOR shall track grant funded projects through implementation and maintain required documentation and submit quarterly and annual reports to required granting authorities and agencies.
- CONTRACTOR shall assist ST. GEORGE in acquiring materials or supplies according to grant guidelines.

2.2 AGREEMENT NEGOTIATION & ADMINISTRATION

- CONTRACTOR shall participate in third-party agreement negotiations, providing regular updates on terms, potential impacts, and status.
- Manage agreements through oversight of amendments, insurance compliance verification, and service delivery monitoring.
- Provide Recommendations Regarding Agreement Approval, Modifications, Extensions, And Terminations As Directed By ST. GEORGE officials.

2.3 CONSTITUENT SERVICES & INFORMATION REQUESTS

- CONTRACTOR shall deliver comprehensive constituent services, records management, communications, and emergency preparedness support for ST. GEORGE.

- Function as the primary contact point for in-person, telephone, and electronic inquiries, directing residents to appropriate departmental resources.
- Ensure all inquiries receive acknowledgment within one business day; deploy an automated response mechanism for high volume periods and establish after-hours communication protocols with emergency contact information.
- Enhance constituent service capacity as necessary to address growing demand.

2.4 PUBLIC RECORDS ADMINISTRATION

- Establish digital record-keeping systems, facilitate access to public documents in accordance with Louisiana law, and process public records requests while collecting and transferring associated fees.
- Implement secure document storage protocols for municipal records, including off-site digital backup systems to maintain document integrity.
- Develop Records Retention Guidelines in collaboration with ST. GEORGE and Louisiana Secretary of State.
- Convert physical documentation received from East Baton Rouge Parish to digital formats to enhance accessibility and long-term utilization.
- Organize and update ST. GEORGE ordinances at least quarterly and ensure the ST. GEORGE Code of Ordinances, and resolutions are timely published in accordance with law and on ST. GEORGE's website.

2.5 COMMUNITY COMMUNICATION & MEDIA COORDINATION

- CONTRACTOR shall maintain regular communication with residents, delivering timely updates as directed by the Mayor.
- Compose and disseminate press statements, media notifications, and public announcements; arrange press events and interviews for ST. GEORGE officials.
- Create and implement emergency communication strategies to ensure clear messaging during crisis situations.
- Facilitate community forums and public events to foster civic participation.
- Administer ST. GEORGE's website, social media platforms, and digital channels, ensuring seamless access to forms, newsletters, reports, and announcements.
- Develop visual materials to promote municipal initiatives.

2.6 DIGITAL SERVICES & PAYMENT PROCESSING

- Deploy an electronic submission system for applications and permits through ST. GEORGE's website.
- Establish an online payment platform with credit card and electronic payment processing capabilities, including a surcharge determined by the Council for payments to ST. GEORGE.

2.7 INTERAGENCY COLLABORATION & REGULATORY ADHERENCE

- Channel citizen inquiries to appropriate municipal, parish, or state departments.

- Conduct annual reviews and updates of procurement, contracting, and bidding protocols to ensure compliance with municipal ordinances and Louisiana statutes.
- Regularly update and maintain the ST. GEORGE's crisis communications and emergency preparedness frameworks in coordination with local, state, federal agencies, and relevant stakeholders.
- Ensure compliance with Louisiana ethics regulations as specified in LA R.S. 42:1101 - 41:1170 annually.
- Provide strategic leadership and advisory services to support both the ST. GEORGE's operational requirements and long-term communication objectives.

2.8 ADMINISTRATIVE ASSISTANCE

- CONTRACTOR shall provide administrative and clerical support for all ST. GEORGE functions and departments covered by the AGREEMENT, including the Planning and Zoning Commissions and staff, Permitting and Inspection, Code Enforcement, and General Administration. Support shall include telephone reception, customer greeting services, document management, correspondence preparation, and execution of other essential administrative tasks to ensure efficient operations.
- CONTRACTOR shall provide administrative and clerical support for administrative hearings.
- CONTRACTOR shall:
 - Prepare materials for, attend, and create digital recordings of Council meetings, Planning and Zoning sessions, Board of Adjustment meetings, Construction Board of Appeals meetings, hearings, and other public meetings.
 - Address public inquiries.
 - Publish required meeting notifications, minutes, ordinances, and hearing announcements in the Official Journal and on the ST. GEORGE website.

3. TECHNOLOGY MANAGEMENT AND DIGITAL PRESENCE

3.1 NETWORK INFRASTRUCTURE AND SERVICES:

- CONTRACTOR shall deliver, install, and support computerized network infrastructure software and hardware to effectively manage ST. GEORGE's computing requirements.
- CONTRACTOR shall provide fully managed NEXT Generation firewall with Unified Threat Management capabilities at network boundaries and as needed for internal network segmentation.
- CONTRACTOR shall implement and maintain a network cabling/data transmission infrastructure for communications, networking, and information sharing at the St. George Administrative Operations Center.
- CONTRACTOR shall create a 24/7 Network Operations Center to monitor networks and connected devices, implementing appropriate measures to resolve issues within the defined network service agreement parameters.
- CONTRACTOR shall deploy systems and network redundancy.

- CONTRACTOR shall ensure network infrastructure which can accommodate growth requirements.
- CONTRACTOR shall implement network security monitoring systems.
- CONTRACTOR shall oversee network carrier relationships and internet/voice services. Redundant high-speed internet connectivity with automatic failover capability shall be provided.

3.2 TELECOMMUNICATIONS:

- CONTRACTOR shall implement flexible cloud-based voice services allowing its personnel to work remotely or from office locations.
- CONTRACTOR shall install and support a telephone system at the St. George Administrative Operations Center with sufficient capacity and advanced functionality to manage incoming call volume.
- CONTRACTOR shall enable primary office number redirection during natural disasters when ST. GEORGE facilities are inaccessible.

3.3 CYBERSECURITY:

- CONTRACTOR shall provide 24/7 security monitoring and response services, including SIEM solutions, to detect and address security vulnerabilities in ST. GEORGE systems, networks, and Microsoft 365 cloud services. Security responsibilities include:
 - Administering Microsoft 365 security configurations and maintaining a scalable Active Directory network.
 - Adhering to industry security standards, including the Least Privilege Principle.
 - Implementing authentication protocols, including Multi-Factor Authentication for systems, VPN, and cloud-based services.
 - Deploying advanced threat protection for all ST. GEORGE devices and electronic communications.
 - Conducting regular security awareness training personnel.
 - Implementing physical security measures to prevent unauthorized access to IT infrastructure.
 - Ensuring Payment Card Industry compliance for on-premises financial transactions.
 - Limiting application accessibility through firewall controls, exposing only necessary services to external networks.
 - Implementing secure certificate controls for websites and applications and enforcing web content filtering.
 - Applying encryption to stored credentials and sensitive information.
 - Restricting local administrator privileges and maintaining privileged accounts for essential administrative functions only.
 - Enforcing application installation policies requiring IT department authorization.

3.4 DATA MANAGEMENT AND SYSTEMS

- CONTRACTOR shall implement, configure, and maintain secure data systems to minimize operational disruptions and prevent data loss at St. George Administrative Operations Center. Responsibilities include:
 - Implementing nightly and offsite replicated data backup procedures as approved by the MAYOR.
 - Providing secondary backup solutions for Microsoft 365 cloud-based information.
 - Ensuring compliance with Louisiana data retention regulations and maintaining permanent email archives for public records requests.
 - Establishing and maintaining a secure information repository with controlled access mechanisms.
 - Maintaining database systems for business licensing and community development functions.
 - Providing technology support during service interruptions or emergency situations and developing comprehensive disaster recovery and business continuity strategies.
 - Performing monthly system updates and security patches with advance notification unless immediate remediation is required.
 - Applying security best practices in system development, configuration, and protection.

3.5 DIGITAL PRESENCE AND APPLICATION HOSTING

- CONTRACTOR shall host and maintain ST. GEORGE's website and applications, ensuring:
 - A functional Content Management System (CMS) for content updates.
 - Implementation of security controls, data protection, and backup procedures.
 - Proactive monitoring and timely resolution of system and network interruptions.

3.6 END-USER SUPPORT

- CONTRACTOR shall support ST. GEORGE officials and contractors by:
 - Implementing, configuring, and maintaining workstations and printing devices for consistency and compatibility.
 - Providing internet connectivity and email communication capabilities.
 - Delivering training on deployed services and applications.
 - Operating a staffed technical support desk during business hours.

3.7 DOCUMENT PRODUCTION SERVICES

- CONTRACTOR shall implement and maintain ST. GEORGE print services, including scanning and document-sharing capabilities.

3.8 TECHNOLOGY MODERNIZATION, REPLACEMENT, AND APPROVAL PROCESSES

CONTRACTOR shall:

- Conduct periodic reviews of IT infrastructure and recommend enhancement opportunities.
- Obtain ST. GEORGE approval prior to changing software, hardware, or security upgrades.
- Ensure technology equipment warranties and service agreements remain current.

3.9 EMERGENCY CONTACT PROTOCOLS:

- CONTRACTOR shall provide ST. GEORGE with emergency contact information and role designations for the CONTRACTOR's IT personnel, promptly notifying ST. GEORGE when this information changes.
- SUPPLEMENTARY SERVICES:
 - CONTRACTOR shall provide additional technology services as requested in writing by ST. GEORGE for special initiatives, for specified hourly rates.
- OPERATIONAL GUIDELINES:
 - CONTRACTOR shall provide copies of all internal technology-related policies to ST. GEORGE upon request.
 - CONTRACTOR shall conduct periodic assessments of ST. GEORGE's evolving technology requirements.

4. FINANCIAL OPERATIONS

- CONTRACTOR shall adhere to procedures and maintain such records as mandated by law and ordinances, ST. GEORGE's Director of Finance, ST. GEORGE's auditors and policies established by ST. GEORGE for management of funds as outlined in the Service Framework.
- CONTRACTOR shall support and assist ST. GEORGE's Finance Director with financial functions, and coordinate with local, state, and federal agencies responsible for the collection and disbursement of taxes, assessments, fees, charges, and other impositions for revenue collection due ST. GEORGE.
- CONTRACTOR shall administer existing processes for fees, charges, and miscellaneous revenues related to franchise fees, business licenses, and other taxes and fees implemented by ST. GEORGE.
- CONTRACTOR shall recommend to ST. GEORGE and implement enforcement measures to facilitate collection of fees, charges, or other impositions in accordance with ordinances, law and approved policies and procedures.

4.1 FISCAL MANAGEMENT

- CONTRACTOR shall maintain a Fund Accounting System in accordance with the Governmental Accounting Standards Board ("GASB") and Generally Accepted Accounting Practices ("GAAP") and prepare and distribute monthly management reports as required by applicable law.
- CONTRACTOR shall prepare monthly financial statements showing revenues and expenses to date compared with budget projections and submit monthly reports to ST. GEORGE.
- CONTRACTOR shall maintain and administer accounts receivable processes to enable timely revenue collection.

- CONTRACTOR shall maintain and administer accounts payable protocols to ensure payment of obligations in a timely manner when necessary funds are made available by ST. GEORGE.
- CONTRACTOR shall ensure tax revenues are collected from the City-Parish including general sales and use tax.
- CONTRACTOR shall develop the accounting infrastructure and database to collect all charges and fees for services related to occupational license tax, licenses and permits tax, and planning and zoning and subdivision development fees.

4.2 SPECIALIZED ACCOUNTING FUNCTIONS

- Capital Asset Accounting — Account for and maintain an inventory of ST. GEORGE assets, in accordance with GASB, that are constructed, purchased, or donated to ST. GEORGE.
- Grant Accounting - Account for and maintain all required documentation for grants.

4.3 BUDGET DEVELOPMENT

- Provide necessary materials to Director of Finance and departments for the preparation, amendment, and presentation of annual budgets, assist in the development of annual budgets, and attend all required meetings and hearings related to the budgets. Materials shall be presented in oral, print, multimedia and/or web-based formats as directed by ST. GEORGE officials. Budgets shall be prepared in accordance with the Louisiana Local Government Budget Act.

4.4 PROCUREMENT MANAGEMENT

- Assist in the consistent application of approved procurement policies and procedures in compliance with ordinances, state laws and regulations.
- Participate in cooperative purchasing arrangements when determined to be in the best interest of ST. GEORGE.
- Develop Requests for Qualifications and/or Proposals for distribution to potential vendors and suppliers for services as directed by ST. GEORGE and in accordance with applicable procurement policies and procedures and state law, and obtain quotes and prepare bid documentation for procurement of supplies in accordance with Louisiana law.

5. PERMIT ISSUANCE AND INSPECTION FUNCTIONS

- Establish collaborative relationships with the Planning and Zoning Commissions, Board of Adjustments, and Construction Board of Appeals.
- Establish collaborative relationships with the St. George Fire Department and Eastside Fire Department that provide services to ST. GEORGE residents, and State Fire Marshall.
- Establish collaborative relationships with East Baton Rouge Parish and Louisiana Department of Public Health.
- Establish and operate a customer service department at St. George Administrative Operations Center in a location approved by the Mayor for accepting applications and processing permits.

RESIDENTIAL PLAN EVALUATION

- Plan evaluation for all new residential construction including houses and accessory structures shall be completed within five business days upon receipt of a complete building permit application which includes all required supporting documentation and plans.

COMMERCIAL PLAN EVALUATION

- Plan evaluation for all new commercial projects shall be completed with ten (10) business days upon receipt of a complete building permit application which includes all required supporting documentation and plans.

SITE EVALUATIONS

- All site evaluation requests made prior to 8:30 AM shall be performed the same business day. Any site evaluation request made after 8:30 AM shall be conducted on the next business day.
- Site evaluations may be scheduled by contacting the permit office or through an electronic notification system.
- Permits shall be issued at the customer service location through an electronic system.
- Organize and administer self-funding programs for building permit inspections and services.
- Issue all permits required for development including plan review process, inspections and certificates of occupancy in accordance with all applicable codes including current International Building Code ("IBC"), International Residential Code ("IRC"), Unified Development Code ("UDC"), Louisiana Law and ST. GEORGE ordinances.
- Ensure that all construction activities are permitted and inspected with strict adherence to ST. GEORGE's codes and ordinances.
- Conduct periodic inspections of on-site construction work and enforce specifications and standards established in applicable ordinances, codes, and laws. Inspections shall include excavation, subsurface drainage, inlets and manholes construction, base processing, sidewalks, curbs, median construction, and roadway pavement either asphalt or concrete.
- Provide assistance in reviewing construction plans submitted by developers to the Planning and Zoning Department.
- Review and issue all occupancy permits for Residential and Commercial uses. All said occupancies are to comply with all local and state building codes to include all guidelines established by the UDC, Department of Public Health, State Fire Marshall, local fire department, and Alcohol and Beverage Control. Issuance of all permits shall include new construction, soil erosion, sedimentation control, additions, remodeling, fence permits, pool permits, manufactured homes, and modular homes.

- Issue trade permits and conduct inspections for the following trades: plumbing, mechanical, electrical, and building. All inspections shall include but are not limited to slab rough-ins, wall and ceiling rough-ins, trim outs and finals.
- Review and approve plans and issue permits for all signs.

6. LAND USE PLANNING SERVICES

- Establish collaborative relationships with all consultants engaged by ST. GEORGE.
- CONTRACTOR shall develop, implement, manage, and conduct planning and zoning activities for ST. GEORGE.
 - Process applications, develop agendas, publish notices, prepare and deliver packets electronically to the Planning and Zoning Commission.
 - Attend all meetings, record, and prepare minutes for the Planning and Zoning Commissions.
- Provide information regarding zoning and building codes to the general public, builders, developers, Mayor, Council, and Planning and Zoning Commission.
- Develop and recommend policies and procedures for all Planning and Zoning activities.
- Oversee development and utilization of Land Use Maps and Zoning Maps.
- Develop, implement, manage, and conduct Board of Adjustment activities for ST. GEORGE.
 - Process applications, develop agendas, prepare and deliver electronic packets for Board of Adjustments meetings.
 - Attend and document all Board of Adjustments meetings.
- Review, approve, and conduct onsite inspections of all new developments for compliance with plans and applicable ordinances.
- Review setbacks and zoning for all commercial and residential building permits.
- Review and approve residential plans including all submitted materials, such as Plot Plan, Flood Determination Form, Certificate of Elevation, and sewer tie-in to ensure compliance with all local and state codes including FEMA regulations.
- Assist with updating the Unified Development Code, Zoning Code, and Subdivision Regulations.

7. TECHNICAL ENGINEERING FUNCTIONS

The following services shall be performed by professional(s) licensed in the State of Louisiana as civil engineer(s) (or similar as described below). Professional(s) shall be available during normal business hours. Professional(s) shall be familiar with ST. GEORGE's zoning and building codes, and shall have expertise in local drainage, sewer, and traffic management for both state and local design guidelines. Professional(s) shall be available for site visits, shall attend Planning and Zoning Commission meetings, and Council meetings as necessary.

8. FLOODPLAIN ADMINISTRATION

- Provide a dedicated team including a Certified Floodplain Manager (CFM) or Engineer shall determine flood zone and base flood elevation for all proposed structures.
- Review, approve, and maintain records of elevation certificates.

- Review, approve, and maintain records of FEMA Letters of Map Amendment/Revision.
- Attend meetings with community and stakeholder groups locally for floodplain management.
- Develop forms for flood zone determination, proposed certificates of elevation, form board elevations, and final approved slab elevation for all structures.
- Coordinate on matters regarding Hazard Mitigation Plan as it relates to floodplain administration and stakeholder/public meetings.
- Develop and oversee code as it relates to fill mitigation and best floodplain management practices.
- Offsite Drainage Assessments – engineer shall provide assessment for all projects within a conveyance zone - in a consistent measurable manner.

9. COMMUNITY RATING SYSTEM

- Provide a dedicated team including a Certified Floodplain Manager (CFM) or Engineer to oversee the CRS Program.
- Initiate and maintain communication throughout ST. GEORGE's application to the Community Rating System (CRS).
- Maintain documentation to meet compliance requirements such as floodplain maps and risk assessments.
- Provide training for staff, stakeholders and the public about the CRS program's requirements and benefits.
- Develop communication strategies to inform the community about the CRS program and advantages.
- Develop Flood Hazard Mapping to identify flood-prone areas using topographic, hydrological, and meteorological data.
- Coordinate and obtain all existing documentation from EBR for transition from CRS system.
- Conduct Flood Risk Assessments to determine the level of flood risk in different areas and for various property types.
- Coordinate and maintain systems for GIS tools to view mapping for flood zone, record inundation, community flood determinations, etc.
- Coordinate with Building Code Enforcement to strengthen or enforce flood-resistant building codes and compliance.
- Coordinate with FEMA and CRS personnel for community assistance visits and annual reporting to maintain and improve ST. GEORGE's Rating System status.
- Implement educational campaigns and workshops for outreach.
- Develop and review stormwater management regulations for runoff and drainage systems.
- Regularly track, monitor and report data related to flood mitigation activities and their effectiveness.
- Implement software tools for risk analysis.
- Develop public facing website for residents to access flood risk information.

- Work with Insurance agents to ensure the community is informed about flood insurance options under CRS discounts.
- After significant flood events, conduct a review to evaluate the CRS program's effectiveness.

10. TRAFFIC ADMINISTRATION

- Certified Engineer or PTOE shall perform and/or verify traffic and road safety analysis.
- Review, approve, and maintain records of Traffic/Safety Analysis and Modeling.
- Attend meetings with community and stakeholder groups locally for traffic/safety and transportation policy
- Obtain and maintain records of traffic impact credits and determination of future credits.
- Develop forms for traffic policy, proposed certificates of elevation, form board elevations, and final approved slab elevation for all structures.
- Coordinate on matters regarding Hazard Mitigation Plan as it relates to floodplain administration and stakeholder/public meetings.
- Develop and oversee code as it relates to traffic, safety and best access management practices.
- Offsite Traffic Assessments – engineer shall provide assessment in a consistent measurable manner.
- Provide technical assistance for transportation/safety related grant applications.

11. DRAINAGE PROJECTS ADMINISTRATION

- Track drainage related capital improvement projects – ongoing from EBR and new programs.
- Meetings and coordination with - EBR Drainage Department, Amite River Basin Commission, CRPC, LADOTD Public Works, LADOTD district, Louisiana Watershed Initiative, Water Institute, CRPC - on policy and related matters.
- Provide technical assistance for drainage related grant applications.

12. CONSTRUCTION PLAN EVALUATION AND APPROVAL

- Review and approve preliminary construction plans.
 - I. Conduct initial site visits prior to the pre-application meetings.
 - II. Advise applicants regarding the impact of proposed development on drainage, traffic, and sewer systems.
 - III. Participate in Development Review Committee meetings.
- Review Drainage Impact Study and Water Quality Impact Studies.
- Review Traffic Impact Studies and Offsite Traffic/Safety Improvements.
- Prepare compliance assessment for inclusion in recommendations to the Planning and Zoning Commission.
- Review Landscape Architecture related requirements.
- Review and approve final construction documentation.
- Coordinate and facilitate a pre-construction meeting between Department of Public Works, contractors, and developers.

13. APPROVAL AND INSPECTION OF ALL LAND DEVELOPMENT

- Issuance of land disturbance authorizations, and inspection of earthwork activities.
- Issuance of tree removal authorizations, and site inspections.

14. WATERSHED MANAGEMENT

- Be responsible for inspection of Best Management Practices on construction sites.
- At the direction of ST. GEORGE, CONTRACTOR shall be responsible for annual reporting of Watershed Management practices to meet all local, state, and federal regulations regarding ST. GEORGE's compliance as an MS4 co-permittee with the Parish of East Baton Rouge.
- Review and approve Stormwater Pollution Prevention Plans ("SWPPP").
- Assist ST. GEORGE with compliance with the Clean Water Act and associated federal and state regulations requiring construction site operators engaged in clearing, grading, and excavating activities that disturb one acre or more, including smaller sites in a larger common plan of development or sale, to obtain coverage under a National Pollutant Discharge Elimination System ("NPDES") permit for their stormwater discharges. ST. GEORGE is required by Environmental Protection Agency ("EPA") to design programs to:
 - Reduce the discharge of pollutants to the "maximum extent practical" (MEP).
 - Protect water quality.
 - Ensure compliance with the appropriate water quality requirements of the Clean Water Act.
- Assist ST. GEORGE in preparing and implementing the required Storm Water Management Plan ("SWMP") describing implementation of the following six minimum control measures with recommended software: (MS4 Permit Manager by CBI Systems, LTD, www.cbisystems.com):
 - Public Education and Outreach regarding Clean Water Act
 - Illicit Discharge Detection and Elimination
 - Construction Site Runoff Control
 - Post Construction Site Runoff Control
 - Pollution Control and Good Housekeeping
 - Public Involvement and Participation
- Assist ST. GEORGE in preparing the required Annual Report to be submitted to EPA and the City/Parish of East Baton Rouge that includes the following:
 - Description of the status of compliance with permit conditions and measurable goals.
 - Progress report on implementing storm water programs and reducing pollutants to Maximum Extent Practical ("MEP")
 - Describe planned activities and proposed changes for any of the program elements during the specific period.

15. REGULATORY COMPLIANCE AND CODE ENFORCEMENT SERVICES

- Develop and implement processes for enforcement of construction codes, building regulations, use regulations, zoning ordinances, land use restrictions, and sign ordinance.

- Issue violation notices to individuals or entities who fail to comply with construction codes, building regulations, use regulations, land use restrictions, sign ordinance, and other similar laws, codes, and ordinances.
- Document violations and provide testimony in enforcement hearings and in any litigation regarding enforcement of construction codes, building regulations, use regulations, zoning ordinances, land use restrictions, sign ordinance, and other similar matters.

16. INFRASTRUCTURE PROGRAM ADMINISTRATION

- Collaborate with designated ST. GEORGE representatives to develop a Capital Improvement Program (CIP), secure funding or financing, and assist with grant identification, application, and submission.
- Provide recommendations for administering and implementing the approved CIP and related financing.
- Establish a framework for contract administration, project accounting, and oversight of public infrastructure projects.
- Develop purchasing procedures to ensure transparency and compliance with procurement laws.
- Use innovative technology to evaluate the condition of city streets and signage to evaluate the need for repair and maintenance.

17. FINANCIAL OPERATIONS EXPANSION & RESOURCE AUGMENTATION

- Recruit necessary personnel, subcontractors, and/or consultants to manage the volume of work required to perform the scope of services identified in this RFQ/P.
- Process payroll for ST. GEORGE officials and employees.
- Assist Director of Finance and Auditor in the preparation of the Comprehensive Annual Financial Report ("CAFR") in accordance with GAAP.

18. PLANNING & ZONING OPERATIONS EXPANSION & RESOURCE AUGMENTATION

- Recruit necessary personnel, subcontractors, and/or consultants to manage the volume of work required to implement current planning and future land use planning activities of the ST. GEORGE.
- Assist in the development and implementation of the Comprehensive Land Use Plan.
- Conduct a comprehensive analysis of the existing UDC to align with the ST. GEORGE's long-term vision and development goals.
- Coordinate with consultants, regional agencies, and stakeholders to align planning initiatives.
- Facilitate public engagement and stakeholder meetings to gather input on land use policies.
- Ensure planning initiatives comply with state and federal regulations.

19. GEOGRAPHIC INFORMATION SYSTEMS (GIS)

- With the exceptions of aerial and topographical mapping, CONTRACTOR shall maintain all information for ST. GEORGE, and maintain existing maps, and the necessary documentation for the maintenance, retrieval, reproduction, and storage of GIS information. GIS information shall include mapping of water and sewer infrastructure, and all infrastructure within ST. GEORGE. ST. GEORGE plans to enter into a Cooperative Endeavor Agreement (CEA) with the City-Parish to utilize the EBR GIS system. ST. GEORGE intends to develop public works layers in the EBRGIS system to ensure synchronization of public services and information. GIS information shall be updated not less than monthly.
 - Core elements of the GIS database shall be established to allow ST. GEORGE to store and access GIS files and data. CONTRACTOR shall provide current GIS-related files and data in response to requests and city's needs and publish current GIS maps on ST. GEORGE website in PDF format for citizens' use.
 - CONTRACTOR shall develop and maintain existing and future ST. GEORGE address inventory and database for use by ST. GEORGE and CONTRACTOR's employees, the City of Baton Rouge and Parish of East Baton Rouge Parish, and the State Department of Revenue to assist ST. GEORGE with obtaining local and shared revenues and other uses. The database shall include house numbers.
 - CONTRACTOR shall coordinate with East Baton Rouge Parish to establish and maintain municipal addressing system.
 1. CONTRACTOR shall confirm new addresses and provide current addresses as requested.
 2. CONTRACTOR shall transmit new addresses with corresponding maps to Geographic Information System, United States Postal Service, East Baton Rouge Parish Assessor, East Baton Rouge Parish Registrar of Voters, and 911 Emergency System.
 3. CONTRACTOR shall utilize GIS to create exhibits utilized for funding advisory and grant services.

20. BUSINESS DEVELOPMENT SERVICES

- Develop strategies to support existing businesses and attract new industries.
- Promote the ST. GEORGE as a business-friendly location through marketing and outreach initiatives.
- Identify and provide funding advisory opportunities and technical assistance to grant applications for business development initiatives.
- Provide data-driven recommendations to guide economic policies and land use strategies.
- Develop and implement strategies to promote business development initiatives.
- Engage stakeholders through public relations, events, and digital platforms.
- Provide regular updates and recommendations to municipal leadership.