

# **Request for Proposals (RFP) for Cloud-Based Regulatory Licensing Software for State Regulatory Agencies**

## **Introduction**

The Alabama Plumbers & Gas Fitters Examining Board (PGFB) seeks proposals from qualified suppliers to provide comprehensive modifiable off the shelf cloud-based regulatory licensing software solution designed specifically for state regulatory agencies. This software will facilitate efficient management and regulatory compliance for certified contractors, registered businesses, and continuing education providers.

## **Project Overview**

The purpose of this RFP is to identify a technology partner capable of delivering a robust, scalable, and user-friendly software solution that meets the unique needs of the PGFB. The software must streamline regulatory processes, improve communication, and enhance public accessibility to licensed service providers.

## **Functional Requirements**

### **1. Licensing and Registration**

Comprehensive management system for:

- a. Licensing and registration processes for contractors and businesses.
- b. Workflow automation for application processing.
- c. Investigations and disciplinary actions tracking.

### **2. Continuing Education Management**

Management of continuing education providers, instructors, and courses:

- a. Registration and credential management for continuing education providers and instructors.
- b. Course submissions and approvals.
- c. Tracking of continuing education hours for licensees.

### **3. Automated Communication**

Automated notifications for:

- a. License and registration status updates.
- b. Continuing education requirements and deadlines.
- c. Renewal reminders for licenses and registrations.

#### **4. Public Access Portals**

User-friendly portals for:

- a. Public access to search for and verify licensed contractors and businesses.
- b. Continuing education providers to upload hours directly to contractor files.
- c. Licensees to manage their profiles and renew licenses online.

#### **5. Payment Processing**

Integration of online payment processing for:

- a. License and registration renewal fees.
- b. Continuing education provider fees.
- c. Disciplinary fines and exam fees.

#### **6. Reporting and Analytics**

Comprehensive reporting tools for:

- a. Tracking licensing metrics and trends.
- b. Generating reports for regulatory compliance.
- c. Analyzing continuing education participation and outcomes.

#### **7. Support Services**

- a. Ongoing support services for all users.
- b. Must include user aids for all users.
- c. Must be able to respond to support requests within 24 hours of receiving the request.

#### **8. Training**

- a. Must include training for staff users prior to implementation.
- b. Must include training for staff users prior to any change to, or addition of any new module or feature, or update that changes a function, sequence, or location of information.

#### **Technical Requirements**

- a. Must be a cloud-based solution with high availability and scalability.
- b. Compliance with federal and state data security regulations (e.g., GDPR, HIPAA).
- c. Mobile-responsive design to ensure accessibility on various devices.
- d. Must include digital license card capabilities.  
Integration capabilities with existing systems and databases used by the PGFB.
- e. User-friendly interface and user experience design.
- f. Must include ongoing maintenance.
- g. All images and data are the property of the PGFB.

### **Proposal Submission Requirements**

Supplier must submit a detailed proposal that includes the following:

- a. Company background and experience in providing similar solutions to government agencies.
- b. Detailed description of the software functionalities addressing the requirements outlined in this RFP.
- c. Project timeline, including milestones and deliverables.
- d. Desirable to be operational before January 1, 2026
- e. Cost structure, including licensing fees, implementation costs, and ongoing support.
- f. Must include a minimum of three customer references from similar implementations.
- g. Information on ongoing support and maintenance services, including response times.

### **Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

- a. Alignment with functional and technical requirements - 40%
- b. Vendor experience and past performance – 25%
- c. Cost to the PGFB – 15%
- d. Detailed information regarding delivery of services – 20%

### **Submission Deadline**

Proposals must be emailed to:

[jimmy.morgan@pgfb.alabama.gov](mailto:jimmy.morgan@pgfb.alabama.gov)

Questions regarding this RFP must be submitted by 4:30 PM September 15, 2025 to [jimmy.morgan@pgfb.alabama.gov](mailto:jimmy.morgan@pgfb.alabama.gov)

Questions and answers will be posted as an amendment to the RFP in STAARS.

All proposals must be received by 4:30 PM on October 6, 2025. Late submissions will not be considered.

## **Conclusion**

The contract and any renewal must be reviewed and approved by the Chief Procurement Officer, the Contract Review Committee, and the Governor before it is effective.

The Plumbers & Gas Fitters Examining Board intends to execute an initial contract with the Contractor for a period of up to two (2) years, with one two-year contract renewal option and one (1) year renewal option equaling no longer than five (5) total years for the initial contract and renewals combined, pending written agreement of the vendor and the Plumbers & Gas Fitters Examining Board upon required state approvals, availability of funds, performance evaluations of the project, at the full discretion of the Plumbers & Gas Fitters Examining Board. The contract will commence pending CPO signature, Legislative Review Committee approval, and the Governor's signature. Each contract renewal will be presented to the Legislative Oversight Committee for approval.

The PGFB looks forward to receiving proposals from qualified vendors to partner in this important initiative to enhance regulatory compliance and service delivery.