

July 25, 2013

ADDENDUM #3

13-117 COMMUNITY DEVELOPMENT SOFTWARE

ST. CHARLES COUNTY

Addendum #3 is being issued to respond to proposal inquiries.

1. Please describe each source of information which a data import is needed into the new system.
 - What is the data source? *Various data sources*
 - What data format is available? *Text file*
 - What application does the information come from? *Various applications*
 - Please include the following import categories:
 - Permits information - *None*
 - Planning Information - *None*
 - Code Enforcement (Violations) - *None*
 - What are the Property Data Sources? *Various applications*
 - Is an import of information from Munis needed? *No*
 - What information?(Permitting, Inspections, other??) *Information to be imported before implementing will consist of the following fields: Parcel id, Account number, Owner Name(s), Owner(s) mailing address, Property address, School District, Fire District, Legal description, Subdivision name, Township, Ward, Precinct number, Political subdivision name, County council district, State representative district, Congressional district, Ambulance district, Sewer district, Water district, State Senate district, Zoning, flood plain, Electric provider and Gas provider.*
2. Question #1 in section 6.3 of the requirements. – “Server Function: SQL, IIS, Application or Batch” - Please further explain this requirement and expectations for it.
 - *SCC would like the server requirements and expectations for the vendor’s software solution.*
3. What GIS system is in place? If Esri, do you have ArcGIS Server? What Version? What Esri components are in place and the versions?
 - *ESRI ArcGIS Server 10.1, St. Charles County maintains current software upgrades*
 - *Geodatabases are operational on two web servers for proper failover*
 - *No current extensions are installed*

4. Please explain what solution is presently in place for Citizen Access and what database or data source the Citizen Access information would be imported from.
 - *Custom built mapping website: <http://map.sccmo.org>*
 - *Applications, permits, checklists and licenses are located at: <http://cd.sccmo.org/CommunityDevelopment/>*
5. What billing software solution is in place for the County?
 - *MUNIS*
6. What payment processing system is in place for the County? *Manual process*
7. Question 2 in Section 6.14 of the Requirements is "Does your system offer the ability for authorized users to templates?" Please explain what is meant by templates.
 - *Some examples below:*
 - *Business Licenses*
 - *Inspections*
 - *Permits (various types: Building, Land, Flood plain etc.)*
 - *Certificate of Compliance*
 - *Checklists for various types of work*
8. Question 9 in section 6.14 is - "Can the user definable fields include computed fields that take values from other user definable fields (and/or system fields) and compute new values from existing fields?" Please give an example of this.
 - *Examples below:*
 - *Permit Expiration Dates*
 - *Date issued – 7/1/13; Expiration date + 90 days from the last activity (i.e. issued, inspection)*
 - *License Fees*
 - *2 year license fee \$200*
 - *Late fees: \$50 per month; maximum plenty \$300*
 - *2 year license due 12/31/12; contractor renews license on 1/17/13. There is a \$50 penalty fee for being late.*
 - *2 year license due 12/31/11; contractor does not renew until 7/1/13. There is a \$300 penalty fee and a charge of \$200 for the remainder of 2013. The contractor will need to renew again by 12/31/13.*
 - *Inactive status on your license \$50 fee before the license expires*
 - *2 year license due 12/31/12; Contractor pays \$50 inactive fee on 12/18/12. Contractor reactivates their license 6/15/13. No penalty and a fee of a \$200 for the remainder of 2013.*
 - *License type expiration cycles*

- *License type A – odd year expiration dates*
- *License type B – even year expiration dates*
- *License type C – even year expiration dates*
- *License type D – odd year expiration dates*

9. How many total concurrent users do you anticipate for the system? Please detail read only and full service users. Please detail users in the following categories of

- *Permitting – full = 4, read only approx. 35*
- *Planning – full = 5, read only approx. 35*
- *Code Enforcement – full = 6, read only approx. 35*
- *Electronic Plan Review – full = 6-8, read only approx. 35*
- *How many field inspectors would use the mobile solution concurrently? 11*

10. Is the County interested in utilizing an application building solution to create modules on its own which would integrate with the system provided?

- *Not at this time*

11. What budget is presently available for the solution?

- *TBD*

12. How many field/mobile users does the County expect to use the new system? Is the number of field/mobile users in addition to, or included with, the number of back office users mentioned in the solicitation (32)?

- *See number 9 answer*

13. Do you anticipate staff outside of Community Development will access this application? If so, how many individuals, and in which departments?

- *Yes. Unlimited users.*

14. Please describe the general renewal process? (e.g., all renew on the same day each year. Each license types contains only a straight renewal – no other types of related applications or amendments.)

- *Please reference the answer to question number 8 of this response, addendum #3*

15. Of all your business license types, how many do you want to offer for citizens to apply and pay for online? Will there be a unique page flow for each business license or will they all follow the same page flow in the application process?

- *Currently St. Charles County Government does not offer this option but would like this option for all license types.*

16. Please describe the requested integration with “Blue Beam” software referenced in the RFP?
 - *Marking up drawings and plans via touch screen*

17. Please describe your desired electronic plan review technology. Is your desire to continue use of Blue Beam, or replace it with a new solution?
 - *St. Charles County Government currently is not using Blue Beam, we would like the option of marking up drawings and plans via touch screen without altering the original document.*

18. Do you have any specific reports (defined format) that must exist at the time of go-live? If so, how many reports do you desire? (The definition of a report is any document emitted by the system including letters, citations, permits, statistical reports, etc.)
 - *Yes, approximately 150*

19. Please describe your agency’s report writing resources.
 - *Word, Excel, Access, SQL*

20. As part of the training protocol, does the County want to be trained in report writing and development; and if so, what percentage of reports does the County wish the vendor to write as part of the implementation? (For example, vendor writes 20 reports, County is trained to write 30 reports.)
 - *St. Charles County Government would like the vendor to write all reports and but also train the administrative staff how to write reports.*

21. Please estimate the number of reports and custom documents the County would like developed based on High, Medium or Low complexity for scoping purposes.

Complexity	Description	Number
High	Reports that require complex queries, joins, multiple sources, etc. Examples include statistical and analytical reports, schedules, management summaries and agendas.	Approx. 15
Medium	Reports that require some calculations and summaries.	Approx. 14

Examples include forms and transaction reports (receipts, permits, inspection tickets, journals, logs). Many reports fall under this category.

Low Reports that require a simple pull from a limited number of database fields and presentation on a document. Examples include letters such as Certificates of Occupancy, notices, and mailing labels).

22. Please complete the following table with all systems data that must be converted into the new system.

System Name	Vendor	DB Type	# of Base Records	# of data fields
In house application	SCC	Text	154,000	Approx.70

23. Will the County require a periodic Address, Parcel, and Owner (APO) load into the new, selected system? If yes, please complete the table below.

System Name	Vendor	DB Type	# of Parcel Records
In house application	SCC	Text	154,000

24. Do any County-issued contractor licenses require a State-issued professional license? If so, do you get that data in electronic format and would you like the ability to periodically load that data into the new system? *Yes, we currently do not receive this information electronically*

System Name	Vendor	DB Type	# of LP Records

25. Does the County have resources to put the legacy data into a prescribed format, and then participate in the conversion process in the new system?

- *St. Charles County will provide the data described in number 22*

26. How many support staff do you anticipate having assigned to this project, and in what capacity?
- *Unknown at this time but two Information Systems individuals will lead the project*
27. Please describe the intended functionality with the listed "interface with Assessor (Thomson Reuters)". Is this simply the integration with land records data? Is this data spatially enabled as part of the County's GIS? Is it available via web service?
- *St. Charles County Government will want an interface or scheduled task with the Assessor's software to push permit information to the Assessor. St. Charles County Government will also want an automated process (scheduled task) to update the proposed Community Development Software with the data outlined in question 1 (fields) on a monthly basis.*
28. What third party business systems do you anticipate integrating this new Community Development software with (eg. document mgmt, financials, etc)?
- *None at this time*
29. What vendor systems has the County seen or had demonstrated relative to this RFP?
- *St. Charles County Government staff has viewed several different presentations from various vendors over the past couple of years of research.*
30. What system(s) or process is currently in place to manage the Development Services tasks described in this RFP?
- *Vendor – Tyler Technologies*
31. Does the County currently have Adobe Acrobat X licenses or Adobe Acrobat 9 licenses that can be upgraded to Acrobat X? If so, do all the plan review personnel have licenses allocated to them for Acrobat Pro? If not, does the County have a volume price agreement of government rate agreement for the Adobe suite of products?
- *St. Charles County Government currently has Acrobat XI, and yes in regarding to the volume price agreement.*
32. If the end business solution is the same in a cloud solution as a County-hosted solution, which would the County prefer and why?
- *Offered solution can be either hosted or on-site. Hosted solutions require 99.99% uptime, detailed disaster recovery methodology, any scheduled maintenance plans and data backup offerings. On-site solutions must be able to run in a Microsoft Hyper-V virtual environment running on Windows Server 2012 and SQL 2012 if applicable. The Community*

Development department has a need for 24/7 operation requiring maximum availability of the application in the events of natural disaster.

33. Is it important for the selected solution to be 508c compliant for disabled citizen access?
 - Yes

34. What is your preferred training method- train the trainer, or train the end user? How many staff will need to be trained?
 - *Train the end users in person; approximately 35 individuals*

35. What is the County's current disaster recovery strategy? How are systems backed up? Is there a second data center?
 - *St. Charles County has a second data center*

36. Does the County run a VM environment, and if so, which product?
 - *On-site solutions must be able to run in a Microsoft Hyper-V virtual environment running on Windows Server 2012 and SQL 2012 if applicable.*

37. Please summarize the County's existing security policy for your current system.
 - *Active directory user log on authentication.*

38. What criteria will be used for the evaluation of proposals?
 - *Please reference 5.1.a Evaluation Criteria within RFP Sealed Proposal 13-117*

39. Will the County consider extending the proposal deadline by one week (August 2, 2013) to allow vendors adequate time to incorporate your answers to vendor questions?
 - *The proposal due date has been extended to August 1, 2013 at 10:00 a.m. CST per Addendum#2 RFP 13-117 Community Development Software*

40. 6.14 Customization, Item 2: The requirement states "Does your system offer the ability for authorized users to templates." Should it read "Does your system offer the ability for authorized users to customize templates?"
 - Yes

41. Will the County release a word version of the RFP? (or at a minimum sections 6 and 7).
 - Yes

42. In addition to the total concurrent user count will you please provide number of total users who will need to be trained?
- *Approximately 35 users total*
43. What is the County's anticipated timeline for this project?
- *2013-2014*
44. Will you please clarify the device of choice for mobile computing? Are the field inspections looking to be able to work in a disconnect as well as connected state?
- *Apple iPads and yes*
45. Has the City seen any product demonstrations from vendors in the past 2 years? If so which vendors?
- *St. Charles County Government staff has viewed several different presentations from various vendors over the past couple of years of research.*
46. Can you please clarify what Response Management entails for the County? Is the County I interested in a call center module to route inquires and complaints (i.e. graffiti, street light out, potholes, code enforcement issues) submitted online, via telephone, and/or email to assigned staff or department?
- *Yes*
47. Is the County interested in scheduling inspections and obtaining inspection information via a touch tone phone with IVR?
- *Yes*
48. Is the County interested in integration to your Finance System? If so, what Finance system is being used?
- *Not at this time*
49. Is the County interested in any other interfaces i.e. Document Management system?
- *Not at this time*

A Microsoft Word version of the RFP 13-117 Community Development Software has been posted to the following location:
http://finance.sccmo.org/finance/index.php?option=com_simplecalendar&view=calendar&Itemid=24

Bidders shall sign this Addendum as acknowledgment and return it with the bid.

BID ADDENDUM

Addendum #3

Dated _____

We, the undersigned, acknowledge the receipt of the above addendum(s) as dated.

By: _____

Title: _____

Company: _____

Date: _____