

**TOWN OF GILBERT
ADDENDUM NO. 3
TO REQUEST FOR PROPOSAL FOR:**

**Project Name: Development Services Software & Services
Solicitation Number: 2014-1105-0033**

August 8, 2013

Supplemental Specifications and Clarifications

This Addendum contains a total of 6 pages: <http://www.gilbertaz.gov/rfp>

The following requested information and clarifications to the RFP Documents for the project shall become a part of the Contract Documents. The original RFP Documents maintain validity in their entirety. **The Proposer shall acknowledge receipt of all addendums in their submittal. Failure to do so will result in the proposal being declared non-responsive.**

***** NOTICE:** The Proposal **submission deadline is Thursday, Aug 22, 2013** at 12 p.m. *******

1. Please list the number of record types for each of the following in the Town's current system:
 - Inspections - 105
 - 2 - Code Compliance Inspections (Initial / Follow-up)
 - 35 -Engineering Inspections
 - 50 - Building Inspections
 - 15 - Fire Inspections
 - 3 -Traffic Inspections (Pre-Conf, Initial, Follow-up)
 - Permits - 107
 - 34 - Building
 - 22 - Planning
 - 5 - Code Compliance
 - 28 - Engineering Permits
 - 9 - Fire Permits
 - 9 - Traffic Permits
 - Licenses - 19

2. 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.)

Answer: Renewal letters are generated monthly, 6 weeks before the current license expiration date. The letter requests the renewal fee to be paid by the expiration date and states a late fee is added 30 days after that date. An addendum is sent with certain license types that require additional documentation to be submitted each year.

Routing queues are created and the new license is sent once payment is received and posted to the account. Customers can pay in person, mail or online.

3. 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?

Answer: Ultimately we would like all applicants to apply online. There are 19 business license types. They are generally processed through approximately 6 distinct workflows, each license type will dictate documentation requirements and data collection from the applicant.

4. Does the Town have any specific reports (defined format) that must exist at the time of go-live? If so, how many reports does Town desire? (The definition of a report is any document emitted by the system including letters, citations, permits, statistical reports, etc.)

Answer: 32 of the 60 reports identified are necessary at go-live.

5. Please estimate the number of reports and custom documents the Town 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.	0
Medium	Reports that require some calculations and summaries. Examples include forms and transaction reports (receipts, permits, inspection tickets, journals, logs). Many reports fall under this category.	Approx 75%
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)	Approx 25%

6. Do any Town-issued business 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?

Answer: Town of Gilbert business licenses do not require a State-issued professional license.

7. What is the budget for this project?

Answer: This is a competitive solicitation. It is the Town’s position that revealing the budget for the project is not in the Town’s best interests. In addition, proposers need to be aware that since this is a Request for Proposal, price is not the sole determining factor.

8. What vendor systems has the Town seen or had demonstrated relative to this RFP?

Answer: The Town of Gilbert currently uses Tyler Technologies Eden ERP solution. More specifically, Eden’s Permits & Inspections module and Licensing module. The Town of Gilbert team are evaluating various systems that go beyond our current solution and more importantly, seeking a solution that addresses the technical and performance requirements stated in the RFP.

9. Please list/clarify all interfaces required to or from the new, selected system; please include as much detail as possible.

Answer:

Interface Name	One-Way or Two-Way	Frequency (Batch, real-time)	Description
Eden – Utilities	One-Way	Real Time	When a new permit is issued, Eden Utilities needs to receive location data from the proposed Software Application to set up a new service location.
Cry Wolf	One-Way	Real Time	Cry Wolf sends data to the new Business License application.
Fire House	Two-Way	Real Time	A new business license application may trigger fire inspection through Fire House. “Hold” inspection if Business License past due. Upon payment and/or completion of the fire inspection update each system

			accordingly.
Outlook	Two-Way	Real Time	Application shall send/receive email and interface with calendars for scheduling.
OnBase	Two-Way	Real Time	Documents will be stored in OnBase and retrieved from OnBase using API's
Arc GIS	Two-Way	Real Time	Address entry in proposed Software Application shall return GIS maps/data
Eden-Cashiering	Two-Way	Real Time	Eden Cashiering should retrieve fee data from proposed Software Application, apply payment and update the proposed Software Application accordingly.
Eden- Financials	One-Way	Real Time	The Proposed Software Application will share fee data with Eden Financials.
PDF Markup (Blue Beam)			*More of a system tool/feature than an application interface.
Avaya 6.2	Both: One-Way	Real Time	Incoming call retrieves/displays associated record.
Avaya 6.2	Two-Way	Real Time	Incoming call retrieves a record & if a user is on an existing record and clicks the "Call" icon the number is dialed automatically
OnBase Agenda Management	Two-Way	Real Time	Permit or Business License applications that require council approval will interface with OnBase Agenda Management for council packet/agenda/attachment information.
Master Log	One-Way*		*More data conversion than integration
Permit App w/ Code Compliance App	Two-Way	Real Time	"Hold" permit issuance if outstanding Code Compliance issue and release "hold" upon issue resolution.
Permit / Plan Review App w/ Business License App	Two-Way	Real Time	"Hold" permit issuance if Business License is past due and release "hold" upon payment receipt.

10. The RFP mentions interest in electronic plan review, the ability to red-line, comment, overlay compare, and edit electronic plans. How many plan reviewers does the Town have? (this is used to calculate licensing cost)

Answer: The Town of Gilbert has 17 Plan Reviewers/Examiners

11. How many users does the agency anticipate will require access to the system at any one time? (Software is based on concurrent user licenses)

Answer: Below is a count of staff that will access the system per business area. The Software Application desired will be the primary line of business application for these users. Please include a recommendation on the appropriate ratio of users:concurrent licenses specific to the proposed Software Application.

Line-of-Business	Light Users	Heavy Users
Business License	13	5
Backflow		2
Code Compliance	2	6
Elec Plan Rev / Insp / Eng	1	58
IT/Sys Admin		1

12. The RFP mentions “The Software Application shall include a mobile application from which complainants can submit a complaint, check the status of a complaint, or receive push notifications when a complaint is updated.” Does the town want this application for citizens reflected in the cost proposal?

Answer: Yes, per the specifications outlined in the RFP.

13. The RFP states:

1.16.7 Evidence of Intent to be Bound. The Proposal Form within the Solicitation shall be submitted with the Proposal and shall include a signature by a person authorized to sign the Proposal. The signature shall signify the Proposer’s intent to be bound by its Proposal and the terms of the Solicitation and that the information provided is true, accurate and complete. Failure to submit verifiable evidence of intent to be bound, such as an original signature, shall result in rejection of the Proposal.

1.16.8 Non-Collusion and Non-Discrimination. By signing and submitting the Proposal, the Proposer certifies that: the Proposer did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of its Proposal; and the Proposer does not discriminate against any employee or applicant for employment or person to whom it provides services because of race, color, religion, age, sex, national origin, or disability, and that it complies with all applicable Federal, state and local laws and executive orders regarding employment.

Question: It is our assumption that both the “Evidence of Intent to be Bound” and “Non-Collusion and Non-Discrimination” are not ACTUAL documents that need to be submitted. Rather our signature on the Proposal form along with the submission of the Proposal, shall act as acknowledgment and willingness to adhere to these 2 policies. Is this assumption correct?

Answer: The assumption is correct. The signature on the Proposal Form along with the submission of the Proposal shall act as acknowledgement and willingness to adhere to these two policies. No additional signed document is required.

14. Is the agency interested in a call center module to route inquiries and complaints (i.e. graffiti, street light out, potholes, code enforcement issues) submitted online, via telephone and/or email to assigned staff or department? Does the Town want his reflected in the cost proposal?

Answer: A call center module is not within the scope of this project, although information about compatibility would be helpful.

15. What automated solution(s) has the town implemented before in other departments? Please briefly describe the experience. Did the project(s) implement on-time and on-budget?

Answer: The Town of Gilbert successfully implemented eCourt in the Prosecuting Attorney's office in 2011. The eCourt solution is the case management system used in the Prosecuting Attorney's office. The project began in approximately Oct. 2010 and ran smoothly through completion in approximately May 2011. The project implemented on-time and on-budget.

Questions Outstanding:

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

Answer: Response from Town of Gilbert is forthcoming in future addendum.

System Name	Vendor	DB Type	# of Base Records	# of data fields

All other specifications, terms and conditions of the solicitation shall remain unchanged.