



## **City of Norwich**

Department of Finance – Purchasing Agent  
100 Broadway, Room No. 105  
Norwich, CT 06360

Phone: (860)823-3706  
Fax: (860)823-3812  
E-mail: [whathaway@cityofnorwich.org](mailto:whathaway@cityofnorwich.org)

### **ADDENDUM**

**RFP No.: 20-20**

**Addendum No.: 1**

**Issued: March 5, 2020**

**Opening Date and Time: March 13, 2020 at 2:00 P.M.**

**Title: Permit and Inspection Software**

#### **Bidders Note**

This addendum is issued to provide all bidders with responses to the submitted Requests for Information.

All other terms and conditions remain the same.



## City of Norwich

Department of Finance – Purchasing Agent  
100 Broadway, Room No. 105  
Norwich, CT 06360

Phone: (860)823-3706  
Fax: (860)823-3812  
E-mail: [whathaway@cityofnorwich.org](mailto:whathaway@cityofnorwich.org)

### Request for Proposal No. 20-20 Permit and Inspection Software

#### Response to Requests for Information

**Question 1: Please list the number of named users for each department.**

*Response 1:*

<i>Department/ Entity</i>	<i>Total # of Potential Users</i>	<i># Users Requiring Mobile Access</i>
<i>Planning &amp; Neighborhood Services</i>	<i>10</i>	<i>8</i>
<i>Uncas Health District</i>	<i>14</i>	<i>9</i>
<i>Public Works</i>	<i>7</i>	<i>5</i>
<i>Public Utilities</i>	<i>15</i>	<i>10</i>
<i>Fire</i>	<i>6</i>	<i>6</i>
<i>Police</i>	<i>10</i>	<i>0</i>
<i>Assessor</i>	<i>4</i>	<i>0</i>

**Question 2: How many of these users will also require mobile (field) access for inspections and enforcement?**

*Response 2: See Response 1.*

**Question 3: Is the City interested in electronic plan review for markups, corrections and comments on plan sets?**

*Response 3: We are interested in electronic plan review.*

**Question 4: Please provide a list of permit, inspection and citation types for the UHD departments.**

*Response 4: Reviews applications and issues permits for private wells, subsurface sewage systems, temporary/ seasonal/ annual food service, public swimming pools, hair and nail salons and site and subdivision plans. Performs inspections for the public health code including housing complaints and lead-based paint hazards and issues certificates of compliance. In addition, UHD follows up on communicable disease reports. Issues citations for health violations. The UHD performs these services in 11 municipalities, including Norwich.*

**Question 5: Would the UHD like to post restaurant inspection results on the Public Portal?**

*Response 5: At this time, we are not interested in posting food inspections in a public portal. However, we would like the option as it may be required in the future.*

**Question 6: How many licensed users do they require? This would include their building official's as well as any administrative users.**

*Response 6: See Response 1.*

**Question 7: How are they managing the permitting process now? Are they just making the move to a digital solution now or are they having some challenges with their current digital solution and need to make a change?**

*Response 7: The building permit process is currently being managed on a digital platform. The other departments are largely using a paper-based system. All departments are interested in moving to a digital solution that improves efficiency.*

**Question 8: If they are using an ERP for city financial management, would integration with Vendor's software be required? We have the ability to integrate with other software platforms but we would need the cooperation of the other software provider to do so. The other software product would also need to have an API in order for the data sync to work between our product and theirs.**

*Response 8: If an integration with our ERP, MUNIS, is very difficult or impossible, the City would settle for an import/export of financial transactions with the City's general ledger codes mapped in the Vendor's software.*

**Question 9: Vendor's software is a SaaS product so we would need to know if Norwich would require synchronization from our cloud based servers to a local data store?**

*Response 9: We would be interested in seeing what the pricing would be for this as an optional item.*

**Question 10: Would Norwich require as part of implementation to have us build custom inspection forms? End users have the ability to create/customize their own permit inspection forms but most of our clients prefer to have the software ready to use upon completion of the implementation phase. If they wish to use their own inspection forms, we would need to review them to determine the time it would take to build them.**

*Response 10: The City may be able to use the standard inspection forms, however we would not be able answer this question for certain unless we compared our current form to the standard inspection form. We would be interested in seeing what the pricing would be for this as an optional item.*

**Question 11: As this is an RFP, please as what Norwich's procurement threshold is for a purchase of this type before it has to go to RFP ( our pricing is very competitive and my come in under their threshold)**

*Response 11: This question is moot since the City has already an RFP.*

**Question 12: Please ask what Norwich's vision is for a having a solution fully implemented, tested and ready to use? (Go Live date)**

*Response 12: We would like to Go Live by October 1, 2020.*

**Question 13: If the RFP doesn't specify directly, ask what features are on their "Must Have" features for a digital permitting solution? We need to know if we meet these requirements because they are generally essential to their decision making process and are not negotiable.**

*Response 13: The RFP actually does list what the "must haves" are for a permitting solution. Here is an excerpt from the RFP:*

**Scope of Services**

The services detailed below are those services expected to be provided by the Firm pertaining to the provision and implementation of Permit and Inspection Software for the Mandatory Modules/ Features and, at the Firm's choice, the Optional Modules/ Features.

- Project management
- Implementation & training
- Data conversion, migration, merging
- Interface development, testing, and implementation
- Operational design assistance
- System documentation
- Hosting
- Ongoing support & maintenance

**Mandatory Modules/ Features**

- Licensing/ Registration
- Permitting
- Inspections
- Code enforcement
- Electronic workflow approval
- Online customer application, and payment portal
- Scheduling/ calendar integration
- Automated reminders for both employees and customers
- Electronic document generation, routing, and management
- GIS integration/ geotagging
- Mobile version for field inspections
- Customer notification of approved permits, pass or failed inspections etc.
- Ability to designate properties in historic districts, flood plains, etc.