



City of Norwich

Department of Finance – Purchasing Agent
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ADDENDUM

RFP No.: 20-22

Addendum No.: 1

Issued: May 6, 2020

Opening Date and Time: May 15, 2020 at 2:00 P.M.

Title: Permit and Inspection Software (Rebid)

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.



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Permit and Inspection Software (Rebid)

Response to Requests for Information

Question 1: Is the CITY open to a cloud hosted solution?

Response 1: *Yes. This software will be accessed from different buildings in a variety of locations. A cloud based solution is required. We do not have the infrastructure for a locally hosted solution.*

Question 2: How many and what departments/divisions/disciplines are included in this RFQ that will be processing applications for permits, licenses, complaints (not tied to a permit or license) and annual totals on average over the past few years that are in scope for this project?

- a. Will any other departments wish to automate their permit/license processes?
- b. Can the CITY please provide a list of departments/divisions/disciplines, application types and annual totals that are in scope and covered by this RFP

Response 2: *Approximately 2,000-2,500 Building and Zoning permits. Housing, building, Blight approximately 2,000 Complaints or Violations. UHD approximately 2,500 complaints The other departments/divisions have relatively low counts for permits, licenses, and complaints that we would consider moving onto a new software.*

Question 3: The CITY is interested in migrating your historical records from the legacy system(s) to the new platform?

- a. What does that data comprise?
 - i. Permit, Inspection, Fees --- More? (Please list all business process elements (tables) required for migration)
 - ii. What format can the data be provided in? (SQL?)
 - iii. How many separate data sets will there be?
 - iv. Will the CITY ensure the data is clean and a unique identifier across all data sets can be used to ensure records are affixed to the proper location?

Response 3: *Yes.*

a.i. All Building, Zoning, Code Enforcement, and Planning, Permits, inspections, certificates, complaints violations. The UHD has public health complaints.

a.ii CSV

a.iii 1-4

a.iv Yes

Question 4: Is the CITY interested in any integrations?

- a. Please provide details (i.e. Address Database, GIS, Finance, Contractor Licensing, Document Management other?)
 - i. Please list all solutions you wish to integrate with

Response 4: *Please see the "Integrations and Interfaces" section of the RFP*

Question 5: How will the CITY wish to handle address, parcel & owner (APO) information?

- a. Local dataset?

- b. Other data source? Please list.
- c. Will you wish to have an integrated solution that will provide updates on the APO information on a scheduled basis

Response 5: *We would like the Norwich address, parcel, and owner information to come from the Assessor's Vision Appraisal CAMA system and be integrated on a scheduled basis. : Applied Geographic MapGeo software is the current vendor that maintains the City's parcel data.*

Question 6: Has the CITY seen any presentations of products related to this RFQ in the last 12 months?

- a. If yes, what products have you seen?

Response 6: *Yes. Permitlink and Viewpoint.*

Question 7: Has the CITY had any external guidance on the creation of this RFQ?

Response 7: *No. The City hasn't had any external guidance on the creation of this RFP.*

Question 8: Will the CITY have staff available for this project, project management and associated deployment help/tasks? Please provide any details regarding.

Response 8: *The management of this project would be performed by the Planning & Neighborhood Services Department.*

Question 9: Will the City please consider an extension, May 15th is a short time off and some additional time would be greatly appreciated to provide a response.

Response 9: *No*

Question 10: Would the City consider email only submission due to the current pandemic and the uncertainty of delivery services?

Response 10: *Due to pandemic, the City will allow electronic submissions to whathaway@cityofnorwich.org. The Subject of the email must be "RFP 20-22 Permit and Inspection Software Proposal". The attachments must be in .pdf format and the total size of the attachments must be 8 MB or less.*

Question 11: Is this a budgeted project?

- a. If so what has been budgeted

Response 11: *The budget for it will be set after this RFP process.*

Question 12: Why is the City reissuing the RFP?

Response 12: *The City decided to reject all proposals from RFP 20-20 due to cost considerations. The new RFP (20-22) is substantially the same. The new RFP addresses questions that came up during the first RFP process and requests proposers to break down items in the cost proposal worksheet a little more detail. With this additional information, the City should be able to determine whether to implement some or all aspects of the Scope of Work.*

Question 13: Does the City have an established budget for the project, and if so can you share it?

Response 13: *The budget for it will be set after this RFP process.*

Question 14: For the SOC 2 requirement you are seeking, is this a mandatory requirement for submission? We would not typically provide that information in the RFP stage, as we would definitely need to have an NDA in place if we were to share Azure's SOC 2 reports.

Response 14: *You may note this as an exception in your proposal.*

Question 15: Is the City open to negotiating the terms and conditions included in the RFP? There is a requirement that we have a signed statement confirming that we agree to the Contract Considerations section and the Professional Services Agreement terms. This is slightly contradictory to the section called "Exceptions and Deviations" where you say we can list exceptions to RFP requirements.

Response 15: *You may list exceptions and deviations to the RFP requirements. The City retains the right to accept the exceptions and deviations or to reject proposals if the exceptions and deviations aren't in the City's best interest.*

Question 16: Do you anticipate extending the bid due Date?

Response 16: *No.*

Question 17: What additional details are you willing to provide, if any, beyond what is stated in the bid documents concerning how you will identify the winning bid?

Response 17: *Please refer to the selection criteria on pages 7 -8 in the RFP.*

Question 18: Was this bid posted to the nationwide bid notification website at www.mygovwatch.com?

Response 18: *No.*

Question 19: Other than your own website, where was this bid posted?

Response 19: *State of Connecticut Department of Administrative Services Contracting Portal.*

Question 20: On Apr 16, 2020, the City of Norwich issued a statement to “reject all proposals due to cost considerations” pertaining to the original RFP 20-20. That being said, in the rebid RFP 20-22, the requested scope of work does not seem to have been significantly reduced upon initial review.

- A. Can the City clarify what has been changed or removed in RFP 20-22 compared to the original RFP 20-20 other than the reformatting / separation of the pricing table into several tables?
- B. If we are correct in our preliminary assessment (in that the scope of work is not reduced) can the City clarify its intention in issuing this rebid?

Response 20: *Please see Question 12.*

Question 21: Would the City consider waiving the physical printing and mailing requirements with respect to the current COVID-19 pandemic?

As a company policy, we have transitioned to working remotely and have been attempting to best observe recommended public health and safety protocol. We feel that facilitating this printing request would pose unnecessary and avoidable health risks to our employees and would encourage the City to support a policy of electronic submittal for RFP responses.

Response 21: *Please see Question 10*

Question 22: When the first RFP was rejected due to cost considerations, was that due to the COVID issues and budget concerns?

Or were there cost considerations based on the pricing received from the RFP's that were submitted?

Response 22: *Please see Question 12.*

Question 23: Our solution is licensed by the features included with each user. Please see the following for a summary of the differences between a “Full” and “Participant” User. Full users have complete feature access unless restricted by an admin: scan, add, edit / version documents, build forms / workflows, participate in workflows, administer system. Participant users have read-only access to documents in the repository and can fill and submit forms to add content to the repository. They cannot create forms or edit document metadata.

- a. For the departmental user breakdown provided, will all users need full user licenses, or can some use a participant license?
- b. For other departments, there is a desire for an unspecified number of read-only users. Can you provide an estimate for the number of these read-only users?

Response 23: *a.) We expect that all of the users provided in the RFP would need full user licenses based on the definition above.*

b.) We estimate that there may be 15 read-only participant users in other departments based on the definition above.

Question 24: For customer facing portals, different tiers are available based on monthly usage. Please indicate which tier of portal is most appropriate for both forms submissions (payments) and document views.

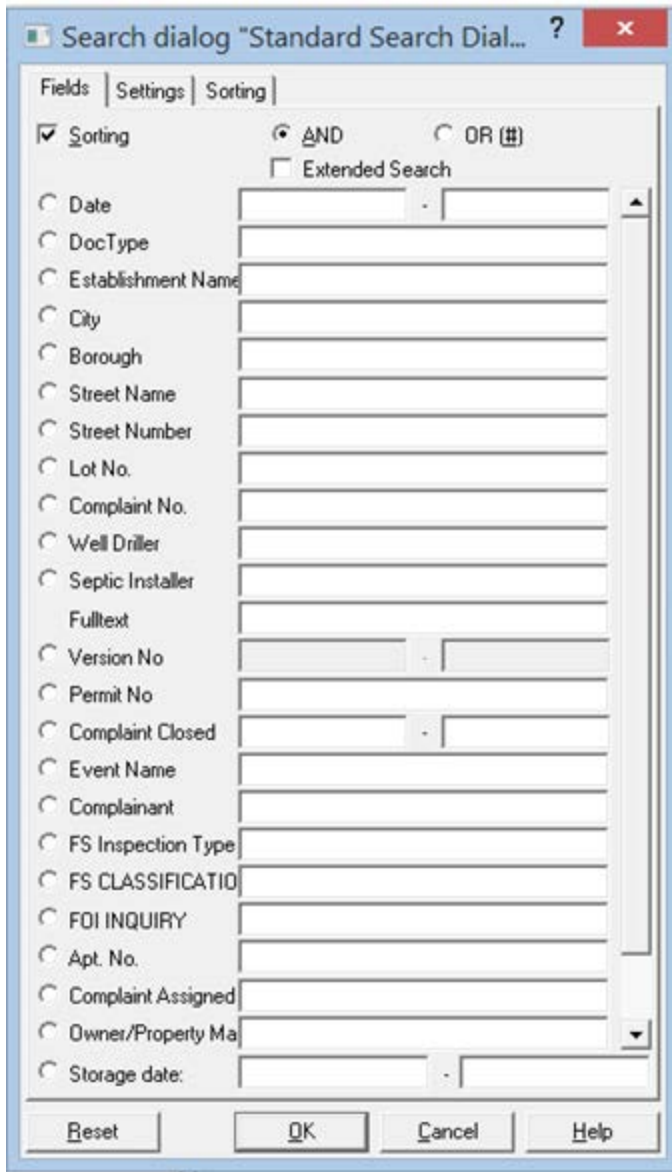
- a. **Public Portal:** This option allows read-only access to the repository by non-licensed public users. Portal tiers are up to 1,000 view per month, up to 10,000 views per month, and up to 100,000 views per month. Which tier is appropriate for this project?
- b. **Forms Portal:** This option allows forms submissions by non-licensed public users. Please indicate your preference with regards to the form's portal option, along with estimated monthly submissions (payments). Portal tiers are up to 1,000 submissions per month, up to 10,000 submissions per month, and up to 100,000 submissions per month. Which tier is appropriate for this project?

Response 24: *We estimate that the City would be at the 1,000 views/submissions tier for the Public Portal and Forms Portal based on the definitions above.*

Question 25: For the migration from DocuWare:

- a. Can you provide the make, model, and version of system that we will be working with?
- b. Please provide estimates for content being converted, both in document count and storage space (GBs).
- c. For the DocuWare database:
 - i. Please estimate database size
 - ii. Please estimate how many database tables will need to be migrated (ex. documents, versions, metadata, annotations, etc.)
- d. Do you have a set number of document types or metadata categories to be converted?
- e. Do you use any forms or workflows in DocuWare that must be recreated in the new solution?
 - i. If yes, please provide an estimated count with examples.

Response 25: *Docuware Desktop DW5 and online DW6.7. 10,000 + documents ; 2.43 TB (2488.32 GBs). Docuware is used to scan in completed documents, not currently used for forms etc. Here is a screenshot of the fields that are used when adding a document.*



Question 26: Has the issuer already considered any solutions?

- a. If so, which?
- b. Have you seen demonstrations?
- c. Please feel free to provide feedback on any systems under consideration.

Response 26: *Please see Question 6.*

Question 27: Is there any relevant incumbent for any portion of the work being requested in the RFP?

Response 27: *Please see Applications Listing in the RFP*

Question 28: Please provide details on each potential integration, including desired functionality and the version of the software we will be working with:

- a. Intuit QuickBooks
- b. New Vision Systems
- c. Munis Version 11.3
- d. CivicPlus
- e. Vision Appraisal
- f. Trittech IMC

- g. ArcGIS by ESRI - *Current ESRI ArcGIS 10.2.1 Desktop, 10.6.1 Server/Portal. Targeted upgrade in August 2020 to ESRI 10.6.1 Desktop, 10.7.1 Server/Portal*
- h. Microsoft Dynamics GP/Cogsdale
- i. Quality Data Service, Inc

Response 27: *Please see the "Integrations and Interfaces" section of the RFP*

Question 29: For forms and workflow development, will the selected vendor be responsible for building the required forms and workflows, or will the proposer's staff be performing development after proper training?

- a. If vendor development is preferred, please provide some examples of forms and workflows, as well as an estimated count, for cost estimation purposes.

Response 29: *The City's staff can build the forms and workflows after the vendor provides the staff with proper training and examples.*

Question 30: If we are not selected, will there be any opportunity for a debrief or other feedback?

Response 30: *The City will provide feedback to vendors not selected with the non-selection notice.*

Question 31: Can conference calls and web meetings be used for this project, or is on-site attendance a requirement?

Response 31: *The City would prefer on-site attendance for the implementation and training. However, if you would like to present cost alternates for on-site and virtual implementation and training.*

Question 32: Our customers generally prefer remote training due the ease of scheduling and travel savings. Remote training sessions are recorded and provided to the customer to allow them to reuse as needed. Is this approach acceptable, or would you require on-site training?

Response 32: *See Question 31.*

Question 33: Do you plan on using a single sign-on service (SSO)?

- a. Which provider(s) do you have or plan to use?

Response 33: *Not at this time.*

Question 34: Do you have an Active Directory (AD) containing the users for the new solution?

- a. If so, can we sync with your AD to significantly reduce the amount of time required for user configuration?
- b. Which provider or solution do you use for AD?

Response 34: *No AD sync provided. We can provide a list of users in a CSV format for import into your system. You will need to provide a field list for the CSV.*

Question 35: How important is scheduling and calendar integration, when compared to other desired features?

Response 35: *It is fairly important, but not as critical as other desired features.*

Question 36: Given that many of us are still working from home, will the City accept emailed responses instead of hard copies?

Response 36: *See Question 10.*

Question 37: When the first RFP was rejected due to cost considerations, was that due to the COVID issues and budget concerns? Or were there cost considerations based on the pricing in the RFP responses?

Response 37: *See Question 12.*

Question 38: Please clarify how you envision this system working across all entities application types, workflows, personnel, collection of fees and reporting requirements with any other integrations needed.

Response 38: *We envision that the system would provide granular security to allow the various entities/departments only to view and edit the records that they need to view and edit. There are many permit types that would include staff from the City, Norwich Public Utilities, and Uncas Health District in the workflow.*

Ideally, the fees collected would be able to be routed to the separate bank accounts for the City, Norwich Public Utilities, and Uncas Health District and create export files for revenue collections that can easily be imported into their general ledger systems.

Question 39: Another integration question is whether you are interested in a GIS integration and how that will happen - single consolidated GIS with all layers provided in the web service url we need for integration and must be Esri based?

Response 39: *Assuming the solution is compatible with ESRI versions we have then there should be no issue with us providing the webservice required. The challenge is what data are you looking for? NPU has a good landbase data for all areas that NPU provides service to such as all of City of Norwich and portions of surrounding towns. There likely would have to be a mash-up of our GIS data and State GIS data.*

Question 40: It will be a requirement for us to submit a response that you can confirm at your very earliest convenience for the Master Address Table - all address parcel and owner data -- that the City will need to provide us with one single consolidated file or confirm we will use Google addressing solely for all applications/submissions by applicants to identify said property involved in their project.

Response 40: *This is dependent on how flexible the solution is with using different address sources for multi-town deployments. For example use Master Address Table from Vision Appraisal for City of Norwich but all other towns leverage the Google Address Table. If not, might be easier to use the Google tool as long as it links to our parcel within City.*

Question 41: Can you provide additional information for the below two Applications that will be interfacing with the new system?

- City Clerk: New Vision Systems
- Police: Trittech IMC

Response 41: *Interfacing with these two applications is not critical. Please see the "Integrations and Interfaces" section of the RFP*

Question 42: On page 3-4, there is a Current Application Environment section that shows the following applications listed to Interface. The Application Listing table does include a Brief Description, but can additional information be provided? This information will help us determine if there will be any technical infrastructure conflicts that may exist or additional costs.

Response 42: *Please see the "Integrations and Interfaces" section of the RFP*