Questions and Answers from
Washtenaw County RFP #7145 – 11-18-16

For Licensing, Permitting & Code Enforcement Solution
Request for Proposals

Issued: October 27, 2016
Proposals Due: December 9, 2016

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The following information is from the non- mandatory Conference Call on 11/7/16 @ 2 pm EST -

- Participants in Conference Call: Washtenaw County, Tyler Technologies, SBS Portals, Hedgerow, Accela, FutureNet Group, Inc, Avocet, BS&A & CSDC

Tyler Technologies
1. Should the first tab (cashiering) of the specifications spreadsheet be filled out?
   Answer: Washtenaw intends to utilize a cashiering system that the agency currently owns (Tyler Cashiering) which uses web services to communicate with other systems. If you currently have a web service API or are open to creating web services specific to cashiering, please indicate this in the comment area in the first tab. If your software solution operates more efficiently with an alternate cashiering system and this is your agency's preferred model you are welcome to fill out the first tab.

2. Is the number of users identified in table 13, page 34, distinct or overlapping?
   Answer: The number of users is distinct.

3. How many inspectors / code enforcement officers are out in the field?
   Answer: We anticipate 34 inspectors / officers to be able to use the software in the field.

SBS Portals
1. We do not have a cashiering solution – should we apply?
   Answer: Washtenaw intends to utilize a cashiering system that the agency currently owns (Tyler Cashiering) which uses web services to communicate with other systems. If you currently have a web service API or are open to creating web services specific to cashiering, please apply.

2. Could you please provide an overview of the current system Washtenaw is using?
   Answer: Please review section VII: Scope of Work (D)
   a) Tidemark – 14 individual case types and 1 'project' case type that allows different cases to be linked together
   b) Selectron IVR (Version 4)
   c) eConnect – online consumer portal

d) Sword Solutions – restaurant inspection
e) Excel

Hedgerow
1. Is there a preferred approach to implementation (all at once or phased in)?
   Answer: Washtenaw is looking for a recommendation from the vendor in their bid proposal.

Avocet Technologies – no questions

Accela
1. Do you have to interface to the current Selectron system or are you looking for a replacement solution?
   Answer: Washtenaw is open to looking at alternate IVR systems but it must be equal to or better than the Selectron system that is currently implemented.

Futurenet
1. What version of Selectron is Washtenaw County currently using?
   Answer: Washtenaw is currently using version 4.

2. What mobile platform would you prefer for your code enforcement solution?
   Answer: Washtenaw is in the early phases of testing Windows 10 tablets. Individual departments are able to purchase IPADs at this time. We would seek a recommendation from the software vendor on what devices their system operates most efficiently on.

BS&A
1. Does Washtenaw County have a preference between using Tyler Cashiering vs another cashiering system?
   Answer: Washtenaw intends to utilize a cashiering system that the agency currently owns (Tyler Cashiering) which uses web services to communicate with other systems. If you currently have a web service API or are open to creating web services specific to cashiering please indicate this in tab 1 of the requirements. If your software solution operates more efficiently with an alternate cashiering system and this is your agency's preferred model, please address the benefits of your cashiering.

CSDC – no questions

The following are Questions Asked via E-Mail thru 11/10/16 -

Praeses
1. Will you make the Request for Proposal available as a Word document to assist bidders in preparing responses?
   Answer: Yes, we will provide a word version of the Request for Proposal and will post it to the website. Vendors are not to alter any of the language within the document.

2. Does the County envision County employees configuring its own forms and workflow, or does the County prefer a vendor configured solution?
   Answer: The vendor needs to configure, at a minimum, the cases we currently have in Tidemark and train the county employee to develop future cases.

3. In its due diligence process, has the County had any onsite vendor demonstrations in the last twenty-four months? If so, please describe with whom.
   Answer: Washtenaw has spoken with vendors at conferences, participated in webinars and had two individual 'go-to' meeting style demos that lasted less than 2 hours. The 'go-to' demos were with Hedgerow and Inspect2GO. We have had 0 onsite vendor demonstrations.

4. Has the county prepared a budget for the acquisition and deployment of the Licensing, Permitting & Code Enforcement Solution? If so, will the county provide the budget numbers?
   Answer: We have budget allocated for the project. The draft budget will not be disclosed at this time.

5. Reference Section C, page 7, paragraph heading "On-going Hosting Services", at this point in time does the County have a preference of a hosted solution or does the County prefer an on-premise solution?
   Answer: The County does not have a preference. The County is most concerned with the user and customer experience and the ability of the software to fulfill our needs.

6. Will you make the non-mandatory conference call that took place on Monday, 11/7, available to the respondents as a transcript or recording?
   Answer: The questions that were asked, including the participants on the call, and answers are included in this document.

Accela
1. Are we able to attend the pre-bid meeting in person?
   Answer: the pre-bid meeting is available via conference call only.

FutureNet Group, Inc
1. Are we able to attend the pre-bid meeting in person?
   Answer: the pre-bid meeting is available via conference call only.

CSDC Systems
1. We kindly ask that you consider extending the proposal deadline by 3 weeks. This will allow all vendors to thoroughly understand the necessary scope, consider and apply the results of the pre-bid meeting, and provide the most comprehensive and concise proposal possible.
   Answer: Washtenaw will keep the December 9th (3pm) deadline for bid proposals.

2. Has the County received presentations by or had discussions with any potential vendor related to this procurement within the last 12 months?
   Answer: Washtenaw has spoken with vendors at conferences, participated in webinars and had two individual 'go-to' meeting style demos that lasted less than 2 hours. The 'go-to' demos were with Hedgerow and Inspect2GO. We have had 0 onsite vendor demonstrations.

3. If yes to above, which vendors?
   Answer: Please see the answer to question #2.

Oracle / Helix
1. Did the non-mandatory conference call occur or was it rescheduled?
   Answer: The conference call did take place. All of the questions that were asked are listed above. Answers have been provided to each question.

2. Will the attendees to the meeting be listed?
    Answer: Yes, the names of the software vendors are listed at the top of this document.

BS&A
1. Please provide the number of staff / system users for each area?
    Answer: Please refer to section VII: Scope of Work / Table 13

2. Can you further clarify the number of users by area that will require end-user training?
    Answer: All users identified in Table 13 will require some form of end user training for the respective area. The administrative users identified in Table 13 will likely require cross functional training for all areas. Please refer to Section VI: Submittal Response Format, Item P. Training Plan, for more information on how to structure Tab 15 of your response.

Seven Outsource
1. May companies outside USA apply?
    Answer: The County is prohibited from purchasing goods from outside the United States. The County policy follows:
    All work done for the County pursuant to a service or professional service contract shall be completed in the United States. No work under a County services or professional services contract shall be partially or fully completed by either an offshore subcontractor or offshore business interest either owned by or affiliated with the vendor, provided, however that this Policy shall not apply to the purchase of goods or to current County contracts at the time this policy is approved by the Board of Commissioners. For purposes of this Policy, "offshore" refers to any area outside the contiguous United States, Alaska, or Hawaii.

    Any request to waive the offshore contract language from a service or professional service contract must be made in writing to County Administration. Such a request shall fully explain why the vendor is seeking the waiver. Upon receiving a waiver request, Administration shall give the individual members of the Board of Commissioners seven (7) business days written notice that a vendor is seeking a waiver of the offshore contract language. The written notice shall also give the reasons stated by the vendor for the waiver and the basis for the Administrator's recommendation that this vendor should be chosen in view of a requested waiver of policy. If there are no objections presented to Administration during the seven (7) business day period, the Administrator may sign the waiver. If, however, any Commissioner objects to the waiver, it shall be formally presented to the Board of Commissioners at the next regularly scheduled meeting for approval.

2. Would we need to attend meetings in person?
    Answer: We would encourage you to document within your proposal your approach to training and support of the software.

3. Can we perform the tasks, related to the RFP, outside USA?
    Answer: Please see the County policy in question 1.

4. Can we submit proposals via email?
    Answer: Proposals will not be accepted via email.

SunGuard
1. Would you please provide the file containing the worksheets referenced in item G on page 25, under Section VI: Submittal Response Format?
   Answer: Yes, this will be included as Attachment 1 - Roles and Responsibilities Worksheet.

Harris
1. Is it a requirement that the new system support Oracle?
   Answer: The current Tidemark solution is based on an Oracle platform. The new system must support either SQL Server or Oracle unless it is hosted by the vendor.

2. Can you provide a summary of the County's current technical infrastructure?
   Answer: The County's technology environment is a combination of the County's infrastructure and partner agency tools. This subsection describes the County's technologies and direction.
   Washtenaw County provides its own application and network layer support. The technology environment includes:

   Hardware – Intel-based architecture. In addition, Washtenaw County seeks to virtualize the MS Windows server environment with VMware.

   Operating Systems – MS Windows 7 (64-bit Windows 10 is coming in 2017) for desktops and MS Windows 2012 for servers.

   DBMS – SQL Server 2016, and Oracle 12c.

   Finally, Washtenaw County uses MS Office 2013 as the primary office automation tool (Office 2016 will be rolled out in 2017)

   Another element of the County's current technology environment is the security layer. The overall network is flat local area network (LAN) topology secured with encrypted connections to all remote and partner locations. The topology is straightforward and secure with firewalls at each connection point. It is implemented on mainstream networking equipment.

   The primary user authentication solution is MS Active Directory.

FutureNet Group, Inc

1. Has the County seen demonstrations of any permitting / environmental health solution in past 3 years? If yes, please list the vendors.
   Answer: Washtenaw has spoken with vendors at conferences, participated in webinars and had two individual 'go-to' meeting style demos that lasted less than 2 hours. The 'go-to' demos were with Hedgerow and Inspect2GO. We have had 0 onsite vendor demonstrations.

2. Who is currently maintaining the Tidemark application, is it Contractor of County staff?
   Answer: Tidemark is currently maintained by County staff.

3. What is the budget allocated for this procurement?
   Answer: We have budget allocated for the project. The draft budget will not be disclosed at this time.

4. What Plan Review software / process is the County currently using? Does the new permitting system need to be integrated with the Plan Review software?
   Answer: We do not have a separate software for Plan Review. We are currently tracking our incoming plans manually through excel. It is anticipated that the software solution selected will allow us to complete / track Plan Reviews within the system.

5. Does data exist outside Tidemark and SWORD that needs to be migrated to new permitting systems?
   Answer: Data does exist within multiple excel spreadsheets. It is yet to be determined if this information will need to be migrated to the new system.

6. What system is currently used for Environmental Health Data besides Food Inspection (Sword Solutions)?
   Answer:
   a) SWORD Solutions for Food Inspection.
   b) Tidemark Permitting is used for Privately Owned Community Sewage Systems, Contractor Certifications, Maintenance Provider Certification, Time of Sale Inspector Certification / Training & Bathing Beach Water Sample Tracking.
   c) Excel, Access and/or paper for Radon, Body Art, FOIA, Campground Inspections, Temporary Food License / Inspections, Restaurant Plan Review, Mobile Home Park Inspections

7. What online payment system is the County currently using? Will it need to be integrated with permitting system?
   Answer: The County currently utilizes PayFlow Link for permitting. The County uses PayFlow Pro for other eCommerce activities. The county is open to other options.

8. What financial system is County currently using? Will it need to be integrated with permitting system?
   Answer: Washtenaw is in the process of implementing Tyler Technologies' MUNIS. Washtenaw intends to utilize a cashiering system that the agency currently owns (Tyler Cashiering) which uses web services to communicate with other systems. If you currently have a web service API or are open to creating web services specific to cashiering, please indicate this in the comment area in the first tab. If your software solution operates more efficiently with an alternate cashiering system and this is your agencies preferred model,

please fill out the first tab and indicate how data will move between the permitting and financial system.

9. How much percentage of work needs to be completed by prime contractor?
   Answer: Please review Section IV: Special Requirements / Terms and Conditions – Sub Section CC. Subcontractors. We would encourage you to follow Section VI: Submittal Response Format / Table 05 to document your approach to this project.

Intellibee
1. Did any vendor already work with the County to demonstrate their product or capabilities?
   Answer: Washtenaw has spoken with vendors at conferences, participated in webinars and had two individual 'go-to' meeting style demos that lasted less than 2 hours. The 'go-to' demos were with Hedgerow and Inspect2GO. We have had 0 onsite vendor demonstrations.

2. Can we do a site visit prior to responding to the RFP?
   Answer: A site visit prior to the December 9th deadline will not be accommodated.

3. What is your current spending on the IT services (hardware, software licenses, technical support etc.) that is allocated to this project? What is the current product?
   Answer: We have budget allocated for the project. The draft budget will not be disclosed at this time.

4. This is a fairly large project. How many dedicated full time and part time staff/SME's are allocated for the project from the county? How long does the county anticipate this project to take?
   Answer: Washtenaw has implemented a task force of 16 people (11 end users, 3 IT support, 1 project manager and 1 executive level) to move the project forward. No one in this group is dedicated 100% to the project.

5. Our system is a 100% cloud based, externally hosted system. Do you have specific preference?
   Answer: We do not have a preference at this time.

6. Interfaces: our product is 100% cloud based. Does your systems like Onbase, selectron, GIS, ESRI, Azteca have external interfacing capacities through web services? How about munis system: can it interface real-time using web services?
   Answer: Munis has a full web service API as does OnBase. Selectron does not

7. Data migration: What is the volume and how many types for data are there in Tidemark, Swords?
   Answer: See tables below:

Tidemark Record Counts (select primary tables only)

Composition	Description (related program) BI = Building Inspection EH/R = Environmental Health -Rural EH/U =Environmental Health - Urban WRC = Water Resource Commissioner	No. of Records
AVR	Addition Review Case (EH/R & BI)	1748
BLD	Building Inspection Case (BI)	32,516
COD	Code Enforcement Case (All)	648
ELE	Electrical Inspection Case (BI)	27,311
MEC	Mechanical Inspection Case (BI)	32,451
OMC	Operation and Maintenance Case (EH/R)	176
PLM	Plumbing Inspection Case (BI)	21,860
PPP	Pollution Prevention Program Case (EH/R)	2,019
SEV	Soil Evaluation Case (EH/R)	4,563
SEW	Sewage Case (EH/R)	12,228
SOI	Soil Erosion and Sedimentation Control Case (WRC)	10,299
SPL	Pool Inspection Case (EH/U)	307
TOS	Time of Sale Program Case (EH/R)	11,084
WEL	Well Program (EH/R)	17,538
	Tidemark Record Count: **174,748**	
	Related Tidemark Tables	
FRM_RPT	Forms and Reports registered in Tidemark	279
case_address	Case related address data	250,801
case_people	Case related people data	498,817
case_parcel	Case related parcel data	250,299
casemain	Primary case data	250,114
case_action	Existing activity records across all case types	1,415,759
case_condition	Existing condition records across all case types	235,030
PARCEL	Data warehouse nightly upload of equalization parcel records	164,401
PEOPLE	People directory	51,541

Sword Solutions Counts	
Description	**No. of Units**
Active Restaurant Establishments	1282
Active Seasonal Restaurant Establishments	88
Certified Managers	2635
Routine Inspections Completed Annually	2391
Follow-up Inspections Completed Annually	851

8. What is the volume of customer self-service? Our licensing is based on number of page hits or logins in a month. How many customers do you have?
   Answer: The County currently allows only a limited subset of permits to be applied for online. In 2015, there were 125 applications completed through eConnect as registered external users. In 2016, we have seen 133 applications through 11/15/2016. General information lookup through eConnect does not require login.

9. Where is the pricing spreadsheet?
Answer: This will be provided as Attachment 2 - Cost Proposal Worksheet.

10. The cost is listed at each and every functional item. Is it possible to provide our pricing at a functional level and quote for functionality at line item if the functionality is not there in our product?
Answer: This would be the correct approach. The cost area in the RFP Specifications document should be used only when there is additional cost associated with the item/feature.

11. Will any answers to questions raised during the Pre-Proposal Meeting be provided to all vendors? Will the County please provide a list of all attendees - on-site and via teleconference?
Answer: Yes, the full list of questions and answers has been provided here. The list of attendees is at the top of this document.

12. The County is currently implementing Tyler MUNIS ERP. Please provide available APIs for integrating with proposed solution.
Answer: Munis would work with us and the selected vendor to determine the best way to integrate the systems. Munis has a robust API available, if you are the selected vendor.

13. Is the County currently using an ePlan Review solution? If so, please provide the name/version number and available APIs? How many users currently have access and/or licenses to the ePlan Review solution?
Answer: We do not have a separate software for Plan Review. We are currently tracking our incoming plans manually through excel. It is anticipated that the software solution selected will allow us to complete / track Plan Reviews within the system.

14. If not using an ePlan solution, how is the County performing related tasks/functions?
Answer: Plan Review is tracked manually in excel spreadsheets / on paper.

15. What is the volume of portal logins (i.e. Customer Self-Service) does the County anticipate experiencing per month?
Answer: The County currently allows only a limited subset of permits to be applied for online. In 2015, there were 125 applications completed through eConnect as registered external users. In 2016, we have seen 133 applications through 11/15/2016. General information lookup through eConnect does not require login.

16. Regarding Inspections, will the County require offline mobile inspection capability and if so, for how many users?
Answer: The County will require mobile offline inspection capability. We anticipate 34 inspectors / officers to be able to use the software in the field.

17. For any responses with an indicator of 'Y,' since it is deemed to be out of the box functionality, will the State accept if Vendors do not include a Comment?
Answer: Yes, comments are not required. The comments section is available for any items a vendor wishes to expand upon their response.

18. There is a Cost column in Attachment A, is this only for when vendors respond with the indicator of 'T' and 'C?' Could you please provide examples on how to use the Cost column?'

Answer: The cost column is only applicable when there is additional cost associated with the feature/specification beyond the quoted cost estimate.

19. Q: How will both "cloud" and "on-premise" solutions be graded and evaluated against the other?
    Answer: We do not have a preference for 'cloud' vs 'on-premise'. Please review Section V / Table 04 Evaluation Criteria for the method that we will use for evaluating the proposals.

20. The County is also currently using OnBase Enterprise Content Management (v. 15) as its document management solution, and intends to continue the use of OnBase in the future. It is expected that the proposed solution will integrate with OnBase if the solution is hosted by the County. Please provide available APIs for integration with the proposed solution.
    Answer: If you are the selected vendor, we with work with the corresponding vendor(s) to determine the best way to integrate the systems. Several of our related systems have API integrations tools available (ex. MUNIS and Cityworks).

21. Is the County considering using card readers at the counter for payment processing? If so, would this need to be part of this project, or at a later date? To understand your fee types, please provide a copy of your current fee schedule. Req#9 - please provide a use case.
    Answer: The County currently does not utilize credit card readers that feed into any system. The County will be working towards this with Tyler cashiering in 2017-2018 and would look at any proposed card reader at that time.

    A copy of the fee schedules are available via the links below.

    Environmental Health:
http://www.ewashtenaw.org/government/departments/environmental_health/fees/frontpage

    Building Inspection:
http://www.ewashtenaw.org/government/departments/building_inspection/bi_bdform.html

    Soil Erosion & Sediment Control:
http://www.ewashtenaw.org/government/drain_commissioner/dc_websoilerosion/smart_forms/Forms

    Some permit types have late fees associated with them that need to be automatically added to the amount owed. You can have an inspection that triggers a follow-up inspection and the fee for that follow-up inspection would automatically be added to the amount due.

22. Req#3 - Please confirm if the County means uploading external reports into the proposed solution. Or does the County mean integrated with all three external reporting tools (i.e. (SSRS, Crystal, BIRT)?
    Answer: This specification refers to the vendors' ability to utilize external reporting tools such as SSRS, Crystal, etc as examples. If the proposed solution offers this functionality, please enter which reporting tool(s) is/are compatible in the comments area.

23. Req#18 - Is the '3rd party document management' tool referring to the County's existing OnBase solution?
    Answer: Yes

24. Req#30 - Is a date/time stamped tied to a validated email signature adequate, or is the County expecting integration of a tool like Docusign or other e-signature company?
    Answer: If a customer signature is required at the counter the system should support a signature pad. If a permit application is submitted online there should be something like our current system that says something to the effect that your submission is equivalent to a signature. Restaurant inspections also require signature pads or some other method of signature collection.

25. Req#37 - What version of ESRI GIS does the County currently use?
    Answer: ESRI ArcGIS 10.4 for Server and ArcGIS for Desktop 10.3 to 10.4.

26. Req#84 - Please provide available APIs for Azteca CityWorks.
    Answer: If you are the selected vendor, we with work with the corresponding vendor(s) to determine the best way to integrate the systems. Many related systems (ex. MUNIS and Cityworks) have API integrations tools available.

27. Req#13 - What is the County's current payment gateway?
    Answer: The County currently utilizes PayFlow Link for permitting. The County uses PayFlow Pro for other eCommerce activities. The county is open to other options.

28. Req#7 - To verify contractor license status, is this a lookup or an integration to an external system? If the latter, please describe technology/database language and available APIs.
    Answer: Contractor license status is manually evaluated before entry into Tidemark for tracking. License records reviews are completed through a review of paper records on file or by a manual online license lookup of Michigan.gov/lara website.

29. Req#15 - Please provide a use case for recording GPS coordinates.
    Answer: As a simple example; logging the coordinates of the 4 corners of a drain field for a septic system so that the foot print of the drain field can be mapped.

30. Did the County evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated (vendor-hosted and on-premise)?
    Answer: Washtenaw has spoken with vendors at conferences, participated in webinars and had two individual 'go-to' meeting style demos that lasted less than 2 hours. The 'go-to' demos were with Hedgerow and Inspect2GO. We have had 0 onsite vendor demonstrations.

31. Did the County use any vendor(s) to help develop the RFP? If so, will the County please share the name of the vendor(s)?
    Answer: Washtenaw did not use a vendor to develop the RFP.

32. Does the County have a budget allocated for this project? If so, will the County provide the dollar amount?
    Answer: We have budgeted allocated for the project. The draft budget will not be disclosed at this time.

33. What is the County's desired implementation timeframe (project start to go-live).
   Answer: The implementation timeframe will be determined based on selection and contract negotiation with the awarded software solution.

34. Could we get sample lists of your current inspections being performed? How many inspections are performed per year?
   Answer: Please refer to Table 15: Functional Area Statistics in RFP 7145, for information that represents the 2015 calendar year. Among other relevant activities this table shows the number of inspections by functional area.

35. Could we also get samples of permit/license applications and forms the County will want to incorporate in the new system?
   Answer: The majority of applications and forms are available online at:

   Environmental Health:
http://www.ewashtenaw.org/government/departments/environmental_health/fees/frontpage

   Building Inspection:
http://www.ewashtenaw.org/government/departments/building_inspection/bi_bdform.html

   Soil Erosion & Sediment Control:
http://www.ewashtenaw.org/government/drain_commissioner/dc_websoilerosion/smart_forms/Forms

36. Will Sword product for Food inspection be replaced by new system?
   Answer: Yes, that is the goal. We would like one system for all functional areas.

37. Can we use Agile/scrum methodology to design and develop the project deliverables?
   Answer: The County is not open to a custom developed solution at this time. If development is needed on an existing product to meet requirements Agile is fine.

GDI Infotech Inc
1. Are you considering custom development or only off the shelf products?
   Answer: We will be looking to see a demo of the solution and how it would work for us. Therefore, a shelf product would be preferred. We understand that there may need to be some customization in order to meet all of our needs.

2. Is there a desired date for the project to be completely implemented?
   Answer: The implementation timeframe will be determined based on selection and contract negotiation with the awarded software solution.

3. What access will we have to county resources (people and current implementation details) during implementation?
   Answer: Washtenaw has implemented a task force of 16 people (11 end users, 3 IT support, 1 project manager and 1 executive level) to move the project forward. No one in this group is dedicated 100% to the project.