MANATEE COUNTY

DATE: December 30, 2013

TO: ALL INTERESTED PROPOSERS

REFERENCE: REQUEST FOR PROPOSAL No. 13-2690JL
             Software To Support Building and Development Operations

ADDENDUM No. 4

Proposers are hereby notified that this <u>Addendum shall be acknowledged by them within their proposal</u> and shall be made a part of the above named Proposal and Contract Documents.

The following items are issued to add to, modify, and clarify the Proposal and/or Contract Documents. These items shall have the same force and effect as the original Proposal and /or Contract Documents. Proposals are to be submitted on the specified date and shall conform to the additions and revisions listed herein.

Question #1: What is the capital implementation/deployment budget for this RFP?
Answer: *Unknown.*

Question #2: What is the operational on-going support and maintenance budget for this RFP?
Answer: *Unknown.*

Question #3: How many self-service users by department and functional area will use the system?
Answer: *No sure what is meant by "self-service". System users are listed in Section B.02 (Existing County Business Applications).*

Question #4: How operators will by department and functional area will administer system?
Answer: *Do not understand question.*

Question #5: What's implementation timeline for this project? When is implementation scheduled to begin and when is implementation expected to be completed?
Answer: *Unknown.*

Question #6: Should the system provide multi-language support?
Answer: *Refer to item# 509 of Attachment F (Solution Requirements).*

Question #7: Should mobile devices and tablets integrate with the system work with? iOS, Android, Windows Mobile, BlackBerry? And what mobile OS versions is compatibility required?

Answer: *Refer to item# 2, 117, 422, 529-531 of Attachment F (Solution Requirements). Refer to Attachment G (Manatee County IT Standards) for general enterprise wide standards. Refer to Addendum No. 1 issued on November 4, 2013.*

Question #8: Should a mobile app and/or web app front-end or interface be developed to integrate with the back-end system?

Answer: *Refer to Attachment F (Solution Requirements) for features and functions that the County is expecting in a solution proposal.*

Question #9: Should the land management system replace all or partial list of systems identified in Section B.02 - Existing County Business Applications? Identify what systems must be replaced versus systems which are optional to be replaced?

a. DTS System
b. Buzzaw
c. SunGard Community Plus Encompass Permitting System
d. Permitting Online System
e. Securities Tracking System (STS)
f. Code Enforcement Web Mobile
g. Selectron Interactive Voice Response (IVR)
h. Staff Report Map
i. Concurrency Reservation System

Answer: *Refer to Section B.02 (Existing County Business Applications) that states "The existing County business applications to be replaced with a fully integrated system contemplated by this RFP include: items a through i.*

Question #10: In addition to the following systems indentified in Section B.03 - Existing County Business Applications Interfaces, what other business application systems should the land management system (LMS) interface with?

j. GIS - ArcIMS/SDE
k. RPO Bank of America - internet and IVR payments
l. Facilities Maintenance Accounting Web - recording, tracking, and billing of work orders related to county facilities maintenance
m. AGS Map Viewer - information related to the land development process
n. OnBase - document imaging system
o. Indexing Web Application - recording and browsing of cross reference indexes to microfil, projects, and administrative notes
p. Customer Suite - notes sent to software application when Utilities Department fees are collected by County Permitting.

Answer: *Other business application systems that should interface with the proposed land management system will depend on how the proposed solution will provide the functionality listed in Attachment F (Solution Requirements). Also refer to Addendum No. 1 issued November 4, 2013.*

Question #11: Should the back-end supply center barcode system be a hosted solution?

Answer: *Attachment F (Solution Requirements) does not list a barcode system.*

Question #12: Should the system integrate with specific county hardware like barcode scanners, printers, and other scanner related hardware etc..? If so identify additional hardware?

Answer: *Refer to Attachment G (Manatee County IT Standards) for specific county hardware.*

Question #13: In section B.02 of the RFP, the County states a preference to replace the Selectron IVR. The two best IVR's available in the marketplace are TWI's and Selectron's. Why does the County desire to replace the Selectron IVR?

Answer: *Section B.02 lists the existing County business applications and provided the current vendor name for reference. It is left up to the proposer on how to propose a fully integrated system contemplated by this RFP.*

Question #14: In RFP section C.03.2 -Economic Benefits of Solution, there is this statement: "Please include a discussion of the employment, subcontracting, and support services contracting which would be procured within Manatee County." Could the County please elaborate on the meaning of the question?

Answer: *Proposers are required to demonstrate what direct economic benefit will be obtained by Manatee County as a result of the Proposer providing the services described in the RFP.*

Question #15: To provide an accurate price estimate, please identify the number of distinct named back office users the County requires for the new system (please identify number of named users by business function):
a.Licensing and Case
management
b. Land
management/Permitting
c. GIS
d. Mobile Users

Answer: *Assuming back office users are the same as internal users, refer to Section B.02 for the number of internal users of current County business applications. All internal users have access to the County's GIS. See response below for mobile users.*

Question #16: How many field/mobile users does the County expect to use the new system? Of the number mobile users, how many are included with the number of back office users requested in the previous question above?

Answer: *For mobile users, currently the Building and Development Services Department inventory consists of seventeen (17) laptops; twelve (12) in Planning and Zoning, three (3) in Permitting and Plans Review, two (2) in business support, plus thirty-five (35) tough books; eleven (11) in Code Enforcement and twenty-four (24) in Plans Review and Inspections. There are other outside agencies that access and update the system with a variety of computers that include*

desktops, laptops, smart phones and iPads, that will expect to use the system.

Question #17: Please indicate the number of unique record types that each of the following groups are responsible for that are proposed to be implemented:

    a. Planning and Zoning
    b. Building and Permitting
    c. Code Enforcement
    d. Environmental Review

Answer: *Unknown as it will be based on the proposed solution.*

Question #18: Would the County prefer a full service implementation where the vendor is responsible for the entire delivery of the project? Or in the alternative, would the County prefer to implement the project with a guided model approach where the County identifies resources to work with the vendor team in implementing the system? In the latter approach, the County would determine which record types would serve as representative models for the entire system. The vendor team would work in conjunction with the County's identified resources in implementing those record types, training them in the configuration and setup to full completion. The vendor resources would then help guide the County's designated resources in using the vendor's tools to clone and then modify the model record types, reports, business automation, workflows, fees, and custom fields.

Answer: *The County would be interested in receiving information and pricing for both implementation service levels.*

Question #19: What standard reporting tools will be used in the new system (i.e., Crystal Reports, Oracle Reports, MS SQL Server Reporting)?

Answer: *The County is looking for the Proposer to provide information on the proposed reporting tool.*

Question #20: Does the County have any specific reports (defined format) that must exist at the time of go-live? If so, how many reports does the County desire? (The definition of a report is any document emitted by the system including letters, citations, permits, statistical reports, etc.).

Answer: *The County is looking for the Proposer to provide information on reports as listed in Attachment F, Solution Requirements.*

Question #21: Please describe County's report writing resources.

Answer: *Select County IT staff and Building and Development Services Department end users write reports.*

Question #22: 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 County wish the vendor to write as part of the implementation? (For example, vendor writes 20 reports, County is trained to write 30 reports.)

Answer: *The County is looking for the Proposer to provide information on training and development in report writing.*

Question #23: 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
High	Reports that require complex queries, joins, multiple sources, etc. Examples include statistical and analytical reports, schedules, management summaries and agendas.
Medium	Reports that require some calculations and summaries. Examples include forms and transaction reports (receipts, permits, inspection tickets, journals, logs). Many reports fall
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)

Answer: *See response to Question #20 above.*

Question #24: Will the County require a periodic Address, Parcel, and Owner (APO) load into the new, selected system? If yes, please complete the table below.

Answer: *See table below:*

System Name	Vendor	DB Type	# of Parcel Records
CAMA	*internal*	*Oracle*	*180,000 approx.*

Question: #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?

Answer: *The County is looking to receive information from the Proposer on the conversion process.*

Question #26: What is the budget for this project?

Answer: *Unknown.*

Question #27: Will there be a dedicated Project Manager(s), and if so, will the Project Managers(s) be from the County or an outside consultant? To whom will the Project Manager(s) report? How many dedicated County staff will be assigned to the duration of this system implementation and in what roles?

Answer: *The County is looking to receive information from the Proposer on Project Management and staff assignments and roles.*

Question #28: Please clarify whether the selected vendor will train all of the system users in each area, or if the County desires a "Train-the-Trainer" approach?

Answer: *The County is looking to receive information from the Proposer on training.*

Question #29: Please state the County's desired implementation timeframe (project start to go-live).

Answer: *Unknown.*

Question #30: Does the County currently have Adobe Acrobat X licenses or Adobe Acrobat 9 licenses that ca be upgraded to Acrobat X? If so, do all the plan review personnel have licenses allocated t them for Acrobat Pro? If not, does the County have a volume price agreement of governmer rate agreement for the Adobe suite of products?

Answer: *The County is looking to receive information from the Proposer on licenses required.*

All other terms and conditions of the original Request For Proposal remain unchanged.

If you have submitted a proposal prior to receiving this addendum, you may request <u>in writing</u> that your original, seale proposal be returned to your firm. All sealed Proposals received will be opened on the date stated.

Sincerely,
MANATEE COUNTY GOVERNMENT

Dennis W. Wallace
Contracts and Buyer Manager