# Running Log of Questions & Answers on

## REQUEST FOR PROPOSALS PACKET
## GRANT COUNTY, WASHINGTON

# ELECTRONIC PERMITTING, TRACKING PROGRAM/SYSTEM

**Updated August 7, 2013**

## 1st Set of Questions/Responses

1. The RFP states that you are currently using a building permit program developed for an IBM AS 400 environment.  Is this a custom program that was written in house or was it a commercially available software package.  If the latter, please specify the name of the software application for assistance in estimating optional data conversion from the older application.
   Answer:  *This was a custom designed program written by professional code writers.*

2. How many named users will need full access to the system?
   Answer:  *16 to 24 with all or some limited access.*

3. Will any "view only" licenses be needed?
   Answer:  *8-10.*

4. The RFP does not mention mobile capabilities.  Is it the County's desire to have field inspections being completed via mobile connectivity (such as pads or tablets)?
   Answer:  *Would like the ability to incorporate into the program at a near future time.*

5. If so, how many mobile licenses would be required (how many field inspectors)?
   Answer:  *6 to 10.*

6. What GIS system is currently in use at the County?  Is it required that the desired application natively integrate with GIS (such as Esri ArcGIS Server)?
   Answer:  *Grant County utilizes Esri ArcGIS Server, we currently are on version 10.1, but will be updating to 10.2 in Fall 2013.  Grant County would like the system to natively integrate with Esri for purposes of graphically depicting application data on our WebMap, as well as the potential to edit the database from ArcGIS as well, essentially a "two-way street".*

7. Is the County currently using (or planning to use) a digital markup tool for plan review?  Would you like it priced as an option?
   Answer:  *It is not part of the scope at this time but, as with 4 above would incorporate into the program at some future date.*

## 2nd Set of Questions/Responses

8.   Is there a larger technology requirements matrix besides the following?

| Technology Requirements Matrix Minimum General Requirements | |
|---|---|
| The proposed System/Program must meet the functional requirements of the current technical matrix | |
| The vendor must provide ongoing product support for the System/Program | |
| The vendor must have support available Monday through Friday, 8:00 a.m. to 5:00 p.m. (PST) | |
| The System/Program must be compatible with the County's LAN (Local Area Network) and network applications. | |
| The System/Program must interface and be fully compatible with Terra Scan – Version T.2. | |
| The System/Program must interface and be compatible with Laser-Fische. | |
| The System/Program must provide audit trails for all transactions, identifying user, date, and time. | |
| The System/Program must be based on approved architecture standards currently in use by the County. | |

Answer:  *There is not a larger technical requirements matrix associated with this RFP.*

## 3rd Set of Questions/Responses

9.   How many references is the County looking for us to provide?
Answer: The County has not specified a number of references, please provide any that you feel are supportive or responsive.

10.   How many concurrent users does the County expect on the system?  And of the total concurrent users, how many would be view only?
Answer:  We anticipate approximately 24 concurrent users with "full access" to the system in addition to 8-10 "view only" users.

11.   To determine a data conversion estimate, please detail what system the data would need to be converted from?  What database format?

- The In-house permit tracking system?
  Response:  The in-house tracking system utilizes an AS-400 platform that was a customized software developed for Grant County.
- What database format would it be coming from?
  Response:  The database that serves the AS-400 system is the "Assessor/Treasurer ODBC and is a SQL database.
- Any other sources of Data?
  Response:  No.
- Is Assessor data only one source of property information to be converted?
  Response:  No, and again for clarification the system utilizes the Assess/Treasurer Database.

- Are there other sources and if so, what database are they coming from?
  Response:  No.

12. Will the Planning department also need to track planning development projects (e.g. subdivisions, commercial developments, etc.) from submittal of plans through hearings and commission or council approval?
Response:  Yes.


**4th Set of Questions/Responses**

13. Section 3.4 of the RFP calls for a limit of 4 pages in the response.  Is that 4, double-sided pages (8 total pages of information) or 2, double-sided pages?
Response: As this section reads, "provide a narrative summary of the proposal not to exceed four (4) pages", the County's intention was for the narrative summary portion of the proposal – as opposed to the entire RFP Response – to be limited to four pages.  As the four page limitation was not specified for the narrative summary as being four pages total or four pages double-sided, it is optional for the respondent (*i.e.,* up to four pages, double-sided), although conciseness has its merits.


**5th Set of Questions/Responses**

14. The Assessor property data is fed into your present day AS-400 platform where the in-house built Permit software exists today.  Are historical permit project records needing to be converted or just property/parcel information from the Assessor database?
Response:  Yes, it is our desire to have the historical permit data retained in our new system.


**6th Set of Questions/Responses**

15. Can you please clarify your RFP question below with an example?  "4.5  Program/ system must have the ability to link system data with external, present forms and letters;"
Response:  The County's intention is for the system to have the ability to track the timeline of any given permit application and subsequent permit and 'notify' County staff of a critical time issue that may warrant an expiration warning notice, or expiration of permit app or expiration of the permit itself, etc.  Currently this function is tracked 'manually' and there is significant room for error and omission, the new system should be able to assist in this effort.


**7th Set of Questions/Responses**

16. Is the County looking to host the potential new system or will a hosted solution be entertained?

:  Neither option has been ruled out.  Grant County has a professional TS staff here that keeps its e-business functioning efficiently, so there are no significant concerns about hosting it on site.  There are some concerns about a program hosted off-site that would need to be addressed in a proposal, such as responsiveness to problems, etc.  If an off-site solution can meet our needs, that would be something we will certainly consider, however.

17. Does the County have a budget in mind for this project?
Response:  Yes.  Understandably, the County cannot quote a potential respondent with an exact number for the ultimate project budget.  The County does know, however, that it has approximately $60,000.00 earmarked for this project at this time.  Depending on the responses, Grant County may have to revisit its budget.

18. Would the County consider an operational expense over a capital expense for this system (i.e. "Pay as you go" or SaaS model)?
Response:  Perhaps, but this would need to be a discussion the County would involve its TS Department in.  It is assumed, for the time being, that this is more of a capital expense project.

19. Do you prefer an unlimited license model or name user model?
Response:  At this time, the County believes it will have as many as 24 concurrent users; those users will all have varying degrees of permissions within the system.

20. Will addressing the Code Enforcement needs of the County be a primary goal along with land use permitting for Planning and Building?
Response:  Code Enforcement is a core function of the office; to that end, the County would like to address code enforcement, as well.

21. Is the entire County covered by Wi-Fi/Cellular service?  Are there areas with little or no connectivity in the County where caching of data will be required during field inspections?
Response:  Grant County comprises approximately 2,600 square miles and, although much of that area is covered with cellular service, there are still 'dark spots'.  With the exception of being in one of the cities or towns, Wi-Fi is basically non-existent in the rural areas.

22. Has the County seen any solutions in the months preceding the release of this RFP?  What solutions has the County received presentations from?
Response:  No; the County has not been presented with any alternatives as of this time.