



## REQUEST FOR PROPOSALS (RFP)

City of West Hollywood – e-Permitting and Land Use Management System

### City Responses to Written Questions or Clarification Requests Questions and Answers as of January 4, 2013

Questions from Proposers appear in black text. The City's responses are shown in *red italicized* text.

1. To provide an accurate price estimate, please identify how many named back office users the City expects to use the new system (please identify number of named users by system component):
  - a. Land Management/Permitting
  - b. GIS

*For back office users, the City assumes that the vendor means any City staff using the permitting system and not a member of the public.*

*The City expects approximately 60 users to use the new system in various capacities for both the Land Management/Permitting and GIS components. Approximately 20 of these users will be "read-only" users, or users that only need to read information from the permitting system.*

*Please differentiate your pricing structure for back office and read-only users and provide a cost for each user if your system does not accommodate an unlimited number of users.*

2. How many field/mobile users does the City expect to use the new system? Is the number of field/mobile users in addition to, or included with, the number of back office users requested in the previous question above?

*For field/mobile users, the City assumes that the vendor means any City staff that may need to access the permitting system through a mobile application or thin client that is not a member of the public.*

*The City expects approximately 40 field/mobile users to use the new system in various capacities. Approximately 20 of these users will be "read-only" users, or users that only need to read information from the permitting system. The number of field/mobile users is included in the number of back office users identified above.*

*Please provide a cost for each field/mobile user if your system does not accommodate an unlimited number of users.*

3. Please list the number of record types for each of the following in the City's current system:
  - a. Inspections
  - b. Permits
  - c. Code Enforcement cases
  - d. Complaints
  - e. Planning

*a. 83 types (See page 5 in Exhibit W - B&S - Other Building and Safety Forms)*  
*b. 32 (See Exhibit U - B&S - Building Permit Types & Review Authority)*



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- c. Not applicable.*
- d. Not applicable.*
- e. 54 (See Exhibit K - CHPP - Permit Types & Review Authority)*

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

*Vendors should provide information on what reports are delivered standard with the application and an hourly rate to develop additional reports as will be identified during implementation planning.*

*At this time, the City anticipates that at least 25 reports must exist at the time of go-live. They include the following:*

- 1. Application Complete Letter*
- 2. Application Incomplete Letter*
- 3. Projects with 2+ Residential Units – Summary (Under Review, Approved, and Under Construction) – Housing Division \**
- 4. Project with 2+ Residential Units – Under Construction – Housing Division \**
- 5. Projects with 2+ Residential Units - Approved, In Plan Check – Housing Division \**
- 6. Projects with 2+ Residential Units - Approved, Plans Not Yet Submitted – Housing Division \**
- 7. Projects with 2+ Residential Units - Under Review, Not Yet Approved – Housing Division \**
- 8. DF-HU Housing Unit Change Form \**
- 9. Project Tracking Log \**
- 10. City of West Hollywood Permit Activity and Revenue (Monthly) \**
- 11. City of West Hollywood Permit Activity and Revenue (Yearly)*
- 12. Congestion Management Program Local Development Report \**
- 13. Permit History by Parcel*
- 14. Permit History by Address*
- 15. Permit Activity by Date Range*
- 16. Management Reports*
- 17. Pre-Inspection Reports*
- 18. Post-Inspection Reports*
- 19. Revenue reports by type and source—e.g. building permits, fire permits, planning permits within a specified time, totaling revenues by fund and revenue object*
- 20. Certificate of Occupancy*
- 21. Revenue Collected Report*
- 22. Assigned Cases Reports*
- 23. Developer Exaction Fees Invoice*
- 24. Permit Fees Invoice*
- 25. New Planning Applications*

*\* A sample of these reports is included in “Exhibit F - Inventory of Reports” in the RFP.*



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- Please estimate the number of reports and custom documents the City would like developed based on High, Medium or Low complexity for scoping purposes.

Complexity	Description	Number
High	Reports that require complex queries, joins, multiple sources, etc. Examples include statistical and analytical reports, schedules, management summaries and agendas.	5
Medium	Reports that require some calculations and summaries. Examples include forms and transaction reports (receipts, permits, inspection tickets, journals, logs). Many reports fall under this category.	15
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)	5

*Vendors should provide information on what reports are delivered standard with the application and an hourly rate to develop additional reports as would be identified during implementation planning.*

- RFP Section 4.4 states “the existing HdL database has approximately 50,000 records that will be migrated to the new system”. Please state the number of data fields that exist in CHPP and B&S.

*There are approximately 1,415,000 B&S data fields. There are approximately 340,000 CHPP data fields.*

- Will the City require a periodic Address, Parcel, and Owner (APO) load into the new, selected system? If yes, please complete the table below.

System Name	Vendor	DB Type	# of Parcel Records

*Vendors should provide information on whether APO loads are required for their systems. The City does not currently purchase this data.*

- Does the City have resources to put the legacy data into a prescribed format, and then participate in the conversion process in the new system?

*In order to answer this question, the City would need more information regarding what is the prescribed format for legacy data and the scope of the City’s participation. Please note that the City has assigned a Project Manager who will oversee the project development and provide support as needed.*



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9. What is the budget for this project?

*The City is looking for the best system that meets the needs identified in the RFP. Therefore, the project budget will be based on the responses to the RFP. Please note that cost is only 15% of the City's evaluation criteria for this project.*

10. Please list/clarify all interfaces required to or from the new, selected system; please include as much detail as possible.

Interface Name	One-Way or Two Way	Frequency (Batch, real-time)	Description
Citizen Request Management (CRM) – GovPartner Connect 2012 – CRM Module	<i>Two-way</i>	<i>Real-time</i>	<i>Two way integration will be required between the selected solution and GovPartner's hosted modules. Please discuss any integration with GovPartner and your product that has already been completed for other customers, and what information and requirements are needed to integrate with your solution. At the very minimum, users must be able to view CRM information and alerts need to be created for active CRM code compliance cases from within the permitting system; and CRM shall be alerted when new permits are issued on active code compliance cases.</i>
GIS	<i>Two-way</i>	<i>Real-time</i>	<i>The City expects the new permitting system to be GIS-centric. The City anticipates that ESRI's ArcGIS Server will be implemented prior to the implementation of the new permitting system.</i>
Laserfiche	<i>Two-way</i>	<i>Batch</i>	<i>Must be able to view documents stored in Laserfiche for a particular project or address within the permitting system. Application material that is submitted by applicants, staff reports, resolutions, permits, etc., must be tracked in the permitting system and pushed to the Laserfiche system for archiving.</i>
Active.Net	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
ERP - Tyler Eden Inforum Gold v5.7.1.1	<i>One-Way</i>	<i>Batch</i>	<i>Daily report of financial transactions</i>



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11. Please clarify whether the selected vendor will train all of the system users in each area, or if the City desires a “Train-the-Trainer” approach?

*The selected vendors will train all of the system users in each area.*

12. Does the City currently have Adobe Acrobat X licenses or Adobe Acrobat 9 licenses that can be upgraded to Acrobat X? If so, do all the plan review personnel have licenses allocated to them for Acrobat Pro? If not, does the City have a volume price agreement or government rate agreement for the Adobe suite of products?

*The City has Adobe Acrobat licenses for approximately 14 users in CDD. Not all plan review personnel have licenses allocated to them at this time but the City will procure these products if necessary. The City has access to government pricing for Adobe Suite products.*

13. Would the City please consider making the following changes to language in its definitions of one response code and one instruction note?

Existing RFP language	Proposed change to RFP language
Yes – Requirement will be met ‘out of the box’ without configuration, customizations or modifications (see definitions below) to the existing application or report. The functionality must be installed and operational at other sites and can be demonstrated to the City.	Yes – Requirement will be met ‘out of the box’ or with configuration performed as part of the proposed implementation. Vendor’s proposal pricing is inclusive of the incorporation of this functionality.
Note: For each of the codes <b>Conf</b> , <b>Cust</b> , and <b>Mod</b> in the comments column next to this response, you must indicate the following:	Note: For each of the codes, <b>Cust</b> and <b>Mod</b> , in the comments column next to this response, you must indicate the following.

Vendors are unable to specifically price each configuration since that is typically performed at every implementation and priced as a conglomerate number for the services related to the implementation. The change is needed so that configuration is included as part of the vendor’s overall proposal, as intended by the City, but specific line items where such configuration will be performed, is not individually priced.

*The City will not consider making a change to the language to this section of the RFP. If you are unable to specifically price each configuration please indicate so in your response with an explanation. If the RFP is requesting customized functionality that you cannot demonstrate at other client sites, please indicate so in your response or submit information about similar functionality that has been implemented at other sites.*



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14. RFP Section 1.2 on page 9, the City mentions that the GIS solution will go out to RFP in early 2013. Please elaborate how this affects the current ESRI ArcGIS v9.3 system for the implementation of this ePermitting project?

*An ESRI ArcGIS Server has not been implemented in the City and the City primarily uses only ESRI's ArcView or CityGIS by Digital Map Products. The City anticipates that ESRI's ArcGIS Server will be implemented prior to the implementation of the new permitting system. Please indicate what GIS components are necessary for a robust GIS-centric implementation of your permitting system in your RFP response.*

15. Please elaborate on the integration into the Work Order Cartegraph v8.2b system described on RFP page 24. How does the City see this integration working?

*Integration between Work Order Cartegraph v8.2b and the new permitting system is not required.*

16. Do you prefer a hosted solution or do you prefer the software be located on your premise?

*This information is included in the RFP. The City does not have a preference. We are considering both options. We recommend submitting your best solution.*

17. Although most of our solutions are completely available on CRM, Building Permits and Land Use will roll out in increments. First phase will begin in March but we do not expect completion until September 2013. Would this eliminate us as being a finalist?

*This module will need to be demonstrated to the Selection Committee if you are invited to participate in an on-site interview and demonstration.*

18. As far as electronic plan review, our solution allows citizens / contractors to upload plan via the web and in the back office. Would this feature be sufficient for your electronic plan review requirements?

*This feature will need to be demonstrated to the Selection Committee if you are invited to participate in an on-site interview and demonstration.*