



City of Cambridge

Purchasing Department

Cynthia H. Griffin
Purchasing Agent

To: All bidders

From: City of Cambridge

Date: September 7, 2011

**Re: File No. 5563- Request for Proposal for Inspectional Services Department
Permitting Software & Implementation- Addendum No. 1**

The following questions were submitted and answered.

Question

On page 5, it states : all information in the proposal should be organized and presented as directed in Section IV, " Proposal Specifications and Preparation". Section IV on page 6 is Software Functional Specifications and I do not see anywhere in the proposal the Proposal Specification and preparation. Will you please advise?

Answer

All information in the proposal should be organized and presented as directed in the Request for Proposal. Accuracy and completeness are essential. In addition, be reminded to submit with your proposal Section VI – Quality Requirements on Page 29 and Section VIII – Proposal Submission Documents beginning on Page 32. The successful proposal will be incorporated into a contract.

Question

May I please have a copy of the RPF in Microsoft word or excel format so I can respond to the requirements directly?

Answer

No, the City does not release Request for Proposal documents in word format and it is not available in Excel format.

Question

Concurrent user counts on page 35 total 225. Is this the number of concurrent users the City would like quoted? Also, please advise if any of the license count is for Observer only licenses and if so, how many.

Answer

The user counts shown on Page 35 are intended to enumerate the number of users that would need access to each area of functionality (or module) within a system for all purposes (read and write). These licenses should not be totaled. For example, we anticipate that 30 concurrent users would be adequate for all functionality except public access and mobile. No additional "observer" or "read-only" licenses are anticipated.

Question

Does the City have a budget for purposes of this RFP? If so what is it?



Answer

No.

Question

Are there two different distinct user groups for permitting and licensing? Or are the 40 users for permitting and 40 users for licensing listed on RFP page 35 the same people? If these are distinct user groups, how many process permits vs. licenses?

Answer

Yes, the same people who would need access to permitting are the same people who would need access for licensing.

Question

What is the difference between the mobile users and the inspection users identified on RFP page 35? How many people actually need to access the solution from a mobile device? Should vendors propose only 20 mobile users?

Answer

Of the total 40 named users that are anticipated to use the system, 20 would be identified as mobile users as well. A total of 40 named users would require access to inspection information from an "in-office" location.

Question

How many different application/transaction types does the City desire to have configured as part of the new system implementation? Permits – 15? Licenses- 10? Complaints-?

Answer

The permits and licenses to be implemented are identified in the table located on Page 7. Two complaints, housing and sanitary, as indicated on Page 9 will be needed as well.

Question

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

- a. It looks like there are 45 outputs. Is this number correct? If not, how many reports does the City desire as part of this implementation?
- b. Please describe the City's report writing resources.
- c. As a part of the training protocol, does the City want to be trained in report writing and development; and if so, what percentage of reports does the City wish the vendor to write as part of the implementation?

Answer

The respondent is to propose the reporting tools to be used in the new system to meet the requirement of Section IV.B.3 as shown on the table on Pages 8-9. Since applicants will be able to submit online applications, the system must be capable of providing a printed application document for the user. A total of 64 letters, permit documents, applications and complaints are identified in this table with an additional 10 administrative/financial/statistical reports that are "to be determined".

It is expected that the proposer would complete all of the needed reports. As part of this project. training to City personnel in applicable report-writing tools will be needed.

Question

For the Permit and license table on RFP page 7:

- a. Are there a total of 3 data sources to be converted? If not, how many data sources need to be converted?

- b. What format are they in?
- c. What is the approximate size of each?
- d. How many data fields are involved?

Answer

There are three data sources identified. Data from Admins will be dumped in either CSV or text formats. Data in Access or SQL databases should be convertible directly from those databases. No more than 21 years of data is present for any permit or license. The total number of records for conversion can be estimated by multiplying the approximate annual number issued by the number of years. The notable exception is dumpster permits, which just began being issued in the last two years.

The binders that are part of the RFP provide screenshots of each of the permits should provide the proposer sufficient information regarding the fields that will require conversion.

Question

#6 on RFP page 27 states "The vendor shall convert data from existing systems as identified in Section IV (B)." 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?

Answer

City staff will assist in the definition of data and provide all necessary data dumps. The proposer is responsible for making any necessary changes in formats and loading into the new system.

Question

What is the budget range for this project?

Answer

Do not have range.

Question

What vendor systems had the City seen or had demonstrated in the past year relative to this RFP?

Answer

The City made an evaluation of several systems to determine whether appropriate customizable "off-the-shelf" systems were available to meet the needs of the Inspectional Department. Systems that were demonstrated included Energov, ViewPoint, MUNIS, CRW Systems, MSGovern, and Accela.

Question

For the integrations listed on RFP page 26.

- a. How many, what type/business purpose, is each interface uni- or bi-directional?
- b. What is the frequency of each interface (batch or real time), and can these systems use web services?

Answer

The number of integrations is provided on Page 26 of the RFP. The type/purpose of each integration is provided in the column labeled "Detail". It is envisioned that each integration would be bi-directional with the exclusion of Numbers 2, 3, 5, 6, 7 and 8 which would likely be uni-directional. Real-time integrations are required with the possible exclusion of Numbers 4 and 7, where this capability may not exist with the other system.

Question

Please provide details regarding the City's staffing dedicated to the implementation of the Permitting system. Will there be a dedicated Project Manager, and if so, will this person be from the City or an outside consultant? How many dedicated staff will be assigned to the duration of this system implementation?

Answer

There is a dedicated Project Manager for this project from the Information Technology Department (ITD). The Assistant Commissioner of the Inspectional Services Department will co-manage this project with IT Dept. We will be utilizing other staff within the ITD and ISD to meet project objectives and develop/modify new business processes.

Question

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?

Answer

The City owns a few Adobe Acrobat X Professional licenses and no standard licenses. None of these licenses are allocated to plan review personnel. The City does not have a volume price agreement for Adobe products.

Question

#3 on RFP page 5 states "All information in the proposal should be organized and presented as directed in Section IV, Proposal Specifications and Preparation." However, Section IV on RFP page 6 is entitled "Software Functional Specifications." Please provide vendors with the Proposal Specifications and Preparation section.

Answer

All information in the proposal should be organized and presented as directed in the Request for Proposal. Accuracy and completeness are essential. In addition, be reminded to submit with your proposal Section VI – Quality Requirements on Page 29 and Section VIII – Proposal Submission Documents beginning on Page 32. The successful proposal will be incorporated into a contract.

Question

To aid bidders in completing the Functional Requirements Matrix and other tables in RFP Section VIII, can the City please provide the RFP in MS WORD?

Answer

No, the City does not release Request for Proposal documents in word format and it is not available in Excel format.

Question

RFP page 1 states "The submitted bid must be without conditions, exceptions, or modifications to the bid document (Request for Proposal)." If a vendor's submitted proposal includes alternative contract language, please confirm the City is willing to discuss these items during contract negotiations.

Answer

The City will not alter the terms and conditions.

Question

The mandatory Quality Requirement #5 on RFP page 29 states "The Proposer will provide annual support and maintenance for all functionality developed under this proposal on all items in the Requirements Matrix

(Section IV(C)) and any future custom functionality developed by the City that utilize internal tools that define fields and manage interactive behavior."

As a COTS vendor, our firm develops software that provides for high configurability using inherent system tools. Such tools allow agencies to conduct a wide array of changes, modifications and additions to the system post-implementation. However, the City's requirement addresses aspects that may involve customization and require changes to source code that are above and beyond the intentions of a COTS system. Please confirm the City is open to modifying this requirement so that it is entirely restricted to making changes to the system exclusively available by the system tools.

Answer

The phrase "internal tools" is meant to reference those tools provided specifically by the vendor as part of the installed applications that manage field definition and behavior. If the application uses internal tools, it is required that their use would be supported by the vendor.

All other details remain the same.



CYNTHIA H. GRIFFIN
PURCHASING AGENT

ADDENDUM NO.1