ADDENDUM NO. IV

DATE: July 28, 2020

TO: All Potential Proposers

FROM: James McKeehan, Assistant Purchasing Agent, City of Knoxville

SUBJECT: Addendum No. IV to RFP #70862 Front-end wizard style gateway for permit
                        selection to integrate with Accela Citizen Access

PROPOSALS TO BE OPENED: August 6, 2020 at 11:00 AM (Eastern Time)

This addendum is being published to provide clarification regarding the above referenced RFP. This
addendum becomes a part of the contract documents and modifies the original specifications as follows:

Items for Clarification:

1. Are there any technology limitations to be used? Or can we suggest the best?

    **For any parts of the solution hosted by the City, we have existing database servers for both
    Oracle and SQL Server/SQL Express. City users rely on standard browsers.**

2. Any high-level design wireframe is available with city of Knoxville or we can come up from the
    scratch?

    None Available

3. Please confirm that contents for all the sections/generation for the custom built page would be
    provided by city of Knoxville?

    **Yes - the wizard/gateway is expected to gather info and lead the user to the proper page or
    site.**

4. Can we execute this project as onsite-offshore model or does it have to be purely onsite?

    This project does not need to be executed on site.

5. If onsite, can our employees work from your premises as part of the COVID protocol?

    See Item 4

6. Can you provide the details whether this is fixed bid or time and material?

   All proposals for this solicitation must be fixed price.

7. Only one API to be integrated or do we need to develop any API or leverage any 3rd party APIs. Please specify.

   Accela Construct API

8. Are you able to provide the link and access to Accela Citizen Access system?

   Not at this time, the module is under construction

9. Can you provide how many pages to be developed? (Approximate Categories/Subcategories)

   There will be approximately 25 types of permits. It is possible that not all of them will be handled by going through the wizard, though part of the wizard functionality is to guide the user to that decision. There will likely be some major divisions/categories (new construction vs. existing structure, building code to be used, etc.).

10. Do you expect any payment gateway integration? If yes, please list out the types.

    This RFP is for the selection wizard only. Payment handling is outside of the scope of this RFP.

11. Do you need any other 3rd party tools integration into the custom build page?

    Only Accela and map integration

12. Do you want to upgrade maps to Google maps integration for location purpose?

    Preference is to integrate with City's ESRI map services for more detailed data. These services are developed and maintained by KGIS. Google maps would be an option but they do not have the local details.

13. Please confirm do you want social media integration into this page?

    Not required

14. Do you expect any chat functionality?

    Not required but could be a feature

15. Could you provide the approximate traffic (per day/per month) to the application?

The City currently processes 35-45 permit applications per day.

16. Do you need an admin module and how many user types for Login?

The City does expect City personnel to be able to administer the solution - for example to change colors, wording, question flow, etc. That administration should require an administrative login.

17. When do you expect this solution to be operational? Please confirm the timeline needed.

This solution is in support of an active migration of permitting to Accela.

18. The existing city of Knoxville website is hosted on which hosting platform?

The City's website is hosted by Civic Live.

19. Do you have any specific platform requirement for hosting? Eg: Azure, AWS, other general hosting platforms?

See Item 1 - open to cloud solutions as well.

20. What is the current Database as a backend?

Oracle is used for the Accela databases

21. For registration and login can we use the existing database or do we need to create a new database?

Preference would be to integrate to Accela

22. Can you please confirm that we have a choice of submitting the proposal either electronically through the City's Procurement website or through the mail/hard copy and that both is not needed?

Please see Section 7.2 - Submission Information of the RFP. There is an option to submit electronically or by hard copy, both is not necessary.

23. If we are able to only submit electronically through the City's Procurement website, will the City accept a scanned copy of the original document with original signature to fulfill the request on page 15 of the RFP document with having an original ink signature?

Yes, if submitting online a scanned signature is acceptable.

24. Do we need to submit a certificate of insurance with the bid proposal?

Insurance certificates are not required as part of the proposal, but will be required from the winning firm once awarded.

25. Due to COVID19 and limited staff and business operations, is the "Non-Collusion Affidavit", "No Contact/No Advocacy Affidavit", and "Iran Divestment Act" needed to be notarized or will the City accept the signed documents without notarization?

The City will accept the inclusion of signed documents in the proposal, but will require notarized copies from the winning firm once awarded.

26. Our company is 100% Minority owned company certified through the Michigan Minority Supplier Development Council (MMSDC) on behalf of the National Minority Supplier Development Council (NMSDC), would we meet the MBE diverse business goal for the City or would we still be suggested to have a diverse sub-contractor? If we would meet this qualification without needing a diverse sub-contractor, how should we complete the "Subcontractor/Consultant Statement" form as neither option would be accurately applicable?

In this instance complete the DBE Form as 100% DBE usage. If the prime contractor is a DBE, the City recognizes that as 100%. The City does recognize other programs and a certified firm would be considered as a DBE.

27. Can the City provide a cost/pricing template? Can you confirm whether this can remain in the technical proposal or needs to be in a separate document/sealed envelope?

The City does not provide budget numbers during an active procurement.

28. Please confirm you are intent on looking for various solutions, or if your goal is to procure a specific solution such as that offered by Gray Quarter? We note that many of your descriptions of the solution appear to be very specific to what that firm offers. Is your goal simply to provide a better front end experience?

The City will consider all proposals that meet the scope of work as defined in the RFP. See Section VIII - Evaluation Criteria for the criteria and the associated weights upon which the evaluation of the proposals will be based.

29. If a firm can demonstrate a forward compatible solution that directly integrates with Accela would such a solution be considered? How would such an integration (a one of a kind direct integration) with Accela be factored into your value consideration?

See Item 28

30. Please share what team will be responsible for collaborating with the selected vendor -- is the team solely permitting staff, or also IT? And what is their technical skill?

The contract will be administered by the City of Knoxville Department of Information Systems (IS).

31. If a firm can provide a solution that also enhances the usability and front end of your website -- would that be evaluated as additional value?

Changes to the City's existing website is outside of the scope of this RFP.

32. Since the detailed requirements of the project are not given in the RFP document, are we expected to quote the unit cost for the different resources in the bid response?

All costs to the City of Knoxville should be detailed in the proposal.

33. Are you open to using open source stack for Permit Selection site?

The City desires a secure and stable platform for the solution.

34. Do you have a preferred programming language we should use for this project?Eg: Java, Ruby, PHP etc.

No preference.

35. Do you have a preferred database we have to use for the backend? Or can we use an open source engine like - PostgreSQL /MySQL / MongoDB etc?

The City desires a secure and stable platform for the solution. If the City hosts the database, the preference would be SQL Server/SQL Express.

36. Can we propose a few different software stack options for you to select from? Or can we only submit one architecture?

Proposal must include the cost breakdown of each solution being proposed.

37. What is the ideal time-frame to launch the product?

See Item 17

38. The example which you presented in section 'V. Scope services', shows an example process flow. Should our overall cost quote be based on the example? Will the City of Knoxville have more, less or about the same amount of requirements than this example?

Potentially more requirements, certainly more than just location and construction type.

39. What is the budget range for the Permit Selection site?

See Item 27

40. Will you want to use the wizard to allow interested parties to identify, view, and validate and comment on public projects?

No

41. Will you expose a map, if yes will it be ESRI or Google?

See Item 12

42. Will you want the flow of questions to be based on GIS data?

Yes, ideally the solution would help the user determine potential issues with city/county boundaries, appropriate zoning, etc.

43. Will you want information collected in the wizard to flow seamlessly into the application?

Yes as much as possible.

44. Will you want the wizard to calculate a fee estimate based on fees configured in Accela?

Yes if the fee structure allows an estimate based on the information collected.

45. Will you want the wizard to connect permit and license holders to existing records and validate identity?

Yes that would be preferred.

46. Does your current Accela solution provide government cloud or FedRamp compliance? If so will the wizard/gateway need to have the same compliance?

No

47. How many citizens does the City of Knoxville expect to use the Wizard Style Gateway/how many citizens access the Accela system currently?

See Item 15

48. Does the gateway need to integrate with any other system besides the Accela Citizen Access application?

As discussed in other answers, map integration is important.

49. Should the system support chat functionality?

See Item 14

END OF ADDENDUM IV