



**Licensing & Permitting Software
Questions and Answers
Updated 10/26/21**

1. **Whether companies from Outside USA can apply for this?** Yes, companies outside the US can apply.
2. **Whether we need to come over there for meetings?** No, meetings can be held virtually or by phone.
3. **Can we perform the tasks (related to RFP) outside USA?** Yes, tasks can be performed outside the US.
4. **Can we submit the proposals via email?** No, all proposals must be submitted in person or sent to our office via USPS, FedEx, or other shipping methods
5. **The City of Foley, AL is specifically asking for Licensing and Permitting software (to include Business Licensing / Tax Receipts and Code Enforcement). We did not see mention of an Electronic Plan Review component to this project. Is that outside the scope of this project and would at some point follow or is that not something the City is considering at this time?** This is something that would definitely benefit the City of Foley. At this time, it is outside the scope of this project.
6. **Today, The City of Foley is using Tyler's Incode product for Community Development. Would the City be able to provide context around your desire to replace Incode at this time?** The city has no desire to replace Incode. We are looking for software to allow citizens to pay for licenses and permits online along with a way for businesses to renew their business licenses. In addition, we are looking to automate our approval processes for new businesses/requirements needed to interact with the customers.
7. **Is a mandatory upgrade (technology upgrade or SaaS) of your current product(s) with the current vendor at a specific cost point requiring your agency to go through the RFP process?** No
8. **Have you received options from Tyler Technologies on an upgrade path or migration path to another community development product (i.e., EnerGov) that precipitated this RFP?** Yes, but we do not desire to move forward with their solution.
9. **Is The City of Foley, AL and stakeholder of the Tyler Incode software solution generally satisfied with the current customer support of your permitting and planning software today?** Tyler Incode cannot provide the necessary software with online capabilities that the city desires.
10. **Immediately prior (last twelve months or so) to the issuance of your RFP, has The City received product demonstrations or cost proposals for either your current vendor, or other permitting and planning vendors?** Yes
11. **If so, would you be able to identify these vendors for all of us that wish to respond to the RFP?** Incode, Energov, Citizenserve



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12. **We attempted to look in your CIP and 5-10 year plan documents and couldn't specifically find reference to this project. Was this something the City has been planning and budgeted for?** We are using ARPA money to move forward with this project. We did budget for an upgrade to our existing software last year; however, Incode was unable to fulfill the extent of our needs.
13. **If so, is there an established budget for this project that has already been generally approved? And if so, would you be able to share any specifics or general information pertaining to this budget?** Not to exceed 90,000
14. **If not, are there expectations from the City on both 1st year (one-time, non-recurring) fees for licensing, software implementation, etc. that the City has in mind – a range is fine if you can share this information.** We do not have a figure or a range that we anticipate. Each software provider uniquely invoices and access fees.
15. **Does the City have a preference on paying for this new software (other than milestone approach as mentioned in your RFP)? In other words, does the City hope to purchase the unlimited user license and professional services upfront or upon delivery, and then pay your annual fee? Or would the City prefer consolidating project costs and dividing it up over the life of the contract or a certain timeframe?** We prefer the milestone approach. We prefer to purchase the unlimited user license and professional services upfront and pay the annual fee at the end of the year.
16. **What is the anticipated term of the initial contract agreement the City is looking to secure?** We plan to utilize the software to its full capacity. Contract agreements would be negotiable and dependent upon the anticipated time frame it will take to "go live" with the software.
17. **Does the City have an expectation on what on-going maintenance/support of the new solution will be annually?** We do not have an expectation of maintenance or support costs.
18. **What does the City annually pay Tyler for its Incode Community Development solution?** We pay a fee based upon the total Incode 10 and Incode 9 programs. This cannot be quantified. On average, the maintenance fee is \$60,000 per year.
19. **Which vendor or business partner is the City of Foley, AL currently using for Merchant Services for credit card payments?** GovPortal and OpenEdge
20. **Is this Merchant Services Provider the same for both counter traffic and web/online payments?** Our software does not have an online component to utilize for the transactions processed with GovPortal (General Fund revenues, includes business license and permitting). OpenEdge - we just went "live" with them for our Sanitation Fund and have not upgraded Incode 10 A/R online component yet. Once we are "live" with Incode 10 A/R online version - we will be able to accept credit cards via counter traffic and web/online with OpenEdge.
21. **ESRI ArcGIS Package – what version are you running today?** Server 10.7.1 and ArcGIS pro 2.8.3



22. The City's timeline appears to be very aggressive for both selection and a product "go-live" date. In our experience(s), these types of software changes for an entire Community Development / Land Management replacement usually would take between 6-12 months. Can you elaborate on how the City determined a 90 day implementation can be successfully managed? The city would like to have this in place within 90 days, but understand it may take longer.
23. In addition, is the City's expectation that the Tyler Incode data will be converted into the new system, or will the City retain this data for historical purposes and no conversion is necessary? We will not be converting anything from Incode to the new system.
24. Of the four major departments/divisions (or more if you have them), can you advise of total number of community development staff using Tyler Incode today?
- Building Permits and Inspections - 13
 - Code Enforcement - 5
 - Planning and Engineering - 0
 - Business Licensing / Tax Receipts - 4
 - Other Departments (Public Works, Fire, etc.) - 0
 - How many field users versus back office users? 5 field

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25. Can you please tell us how many named users will be using the software? We do not need a count of the citizens, contractors, businesses, etc. who will be accessing the software from the portal to submit applications, we are only interested in the number of Foley staff who will be using the software. We will begin with the following departments and personnel (count 18). When we are established with the program (approximately 2 years), we would like to add more personnel (count 7). The additional personnel is noted in the () below.
- Revenue – 5
 - Permits – 4
 - Inspectors – 6
 - Fire Inspector – 1 (2)
 - Engineering – 1 (2)
 - Code Enforcement – 1 (1)
 - Streets (2)
26. In the Questions and Answers published on 10/22/21, the City noted that you will be able to accept credit cards online with OpenEdge once you are live with Incode A/R online version. Is it OK to propose the use of OpenEdge as the payment gateway for credit card payments made from the online portal? Yes, OpenEdge or GovPortal may be proposed as payment gateways for credit cards, as these are the two companies we currently utilize for credit cards.
27. Given the short timeline between answers being provided and proposals to be submitted, will the City of Foley, AL (City) extend the due date by at least 2 weeks after answers are provided? No.



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- 28. What is the total amount budgeted for this initiative? Please include projected costs for software purchase, license fees, implementation, on-going maintenance, support, and hosting (over a specified number of years), plus any other expected costs in your response regarding a total budgetary figure for the project. And what funds (if any) may be subject to having to be allocated by a certain time or fiscal year?** Funds for this project are budgeted for through ARPA funds. We have budgeted \$90,000 for all fees associated with this project. Incode is our current provider for Financial, Revenue and Permitting needs and they simply invoice us at the end of the fiscal year with the cost of services provided, overall. This year, that amount was \$60,000. To allocate an amount to each individual department is not feasible. The City of Foley is on a fiscal year budget (October - September) and we need an estimate of fees by July each year for the upcoming budget.
- 29. Can the City please provide the RFP in either Microsoft Word or Excel file format(s)?** Yes, one can be emailed if so desired.
- 30. When should vendors anticipate receiving answers to their questions, and will the Vendor Selection Schedule be updated to reflect when the answers will be posted?** Questions are responded to in the order they are received and posted as soon as they are completed. We are unsure what Vendor Selection Schedule you are referring to in this question.
- 31. The current financial software system that the City is using to support the processes outlined within the RFP is noted as being provided and supported by Tyler. What technologies are used, and how is it supported?** Revenue and Permitting use the Incode 9 version of the software to record business information and permit related information. Currently, we do not have the software capabilities to offer online services to our customers.
- 32. How long has it been in use?** We have had Incode software since 2001.
- 33. What database platform are you currently using (Oracle, MS SQL Server, or others)? Can you provide the size and format of the current data set and confirm if the vendor will be migrating all this data into the new solution?** SQL Server and we will not be migrating data from the current provider.
- 34. What is an approximate number of current license / permit / inspection records that will need to be migrated into the new solution?** N/A (See answer for question above)
- 35. When ideally does the City want to have this system "go live" and what type of support is expected by the vendor afterwards?** We understand it may take anywhere from 3 - 6 months for the software to be configured to our needs. We also understand that Business License and Permits are two different systems and that one may "go live" before the other. We would like to "go live" within one year.
- 36. How many different or distinct permit application / inspection types will be supported in this solution? Please provide a comprehensive list. See website www.cityoffoley.org Community Development/Permits.** There are too many to list.



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37. Please quantify the # of City users by division. This would be the number of users that will be interacting with the system from a back-office perspective as well as number of field inspectors. See question #25.
38. Please provide a listing of the annual number of permit applications and renewals processed by type for each department? Total number of active licensees? Active Business Licenses - 4,500 (approximate), Renewals - 5,700. Permits issued last year.
39. Does your current system have an electronic document/imaging system (Yes or No); If yes, please confirm if those will be also migrated by the vendor and provide the approximate size? No
40. What has the City spent on the initial implementation, annual support, maintenance, and enhancements (change orders) over the lifetime of the current system(s) to be replaced by the new solution? We cannot quantify the amount spent on Business Licenses and Permits. Incode 9 and Incode 10 are invoiced as part of the overall software, which includes Financials (the majority of the program).
41. Please provide an approximate number of standard email/letter templates that will need to be configured for automatic generation by the new solution. Overall - 100
42. What software demonstrations, presentations, pricing estimates / quotes has City staff received related to this RFP, and from whom? Incode 10 upgrade - Business License/Permits - \$20,000 (\$13,000 implementation and \$7100 annual fees) CitizenServe - Business License/Permits/Citizen Access/Planning & Zoning - \$86,500 Implementation and \$37,500 annual fees
43. Can the City provide a list of all systems the new solution will need to integrate with (i.e., in addition to City Hall Systems for payment processing, other City systems such as financial, GIS, the specific state system for contractor registration, insurance and licensure data, etc.). Please inventory of which interfaces will need to be either a one-way (import or export) or two-way data exchange? Refer to RFP.
44. For the GIS integration, can vendors assume the City will be responsible for the licensing for use of the GIS system? Is there a preferred GIS system the City would like the new solution to integrate with? Refer to RFP.
45. What has the City spent on the initial implementation, annual support, maintenance, and enhancements (change orders) over the lifetime of the current system(s) to be replaced by the new solution? See answer to question 40.
46. Is the City looking to have a custom developed system to perform these specific requirements or is the City open to procuring a proven regulatory management software platform that can then be configured by either City staff, IT Department, your local IT provider, or integrator trained by the software provider to support these processes? We want a custom developed system to perform



these specific requirements. Our IT Department is utilized to keep our software/systems up to date, running smoothly and efficiently while maintaining a secure system of operations for technical needs.

47. Should vendors be submitting any deviations or exceptions to contract language along with proposed language? Or will this activity be performed during award and contract negotiations? You may provide any deviation and exceptions within your RFP.