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**Licensing & Permitting Software  
Questions and Answers  
10/22/21**

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 1<sup>st</sup> 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



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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?
- a. Building Permits and Inspections - 13
  - b. Code Enforcement - 5
  - c. Planning and Engineering - 0
  - d. Business Licensing / Tax Receipts - 4
  - e. Other Departments (Public Works, Fire, etc.) - 0
  - f. How many field users versus back office users? 5 field