Community Development Software Addendum #1

TO:	Prospective Respondents and Other Interested Parties
FROM:	Village of Buffalo Grove Finance Department
ISSUE DATE:	January 24, 2020
SUBJECT:	ADDENDUM #1
Note:	This Addendum is hereby declared a part of the original RFP documents and in case of conflict, the provisions in the following Addendum shall govern.

The following changes and clarifications shall be made to the RFP Documents for the Community Development software project.

Q1:   Does the City leverage an existing payment processing vendor and if so, who? Does the City accept credit card at the counter and if so, what devices are used to swipe credit cards. What payment provider being leveraged?

A1:   Paymentus

Q2:   What format is the data from New World in and can the City please estimate the amount of historical permits they expect to migrate? How many years has the City been using New World? Has the City identify what information is to be converted from New World into the new solution

A2:   The data from New World is in a SQL Database. NWS was implemented on March 1, 2015 for permits and October, 2014 for licensing. To this date we have approximately 10,000 historic permit data in NWS. The Village is seeking Historical data to be brought into the new system.

Q3:   For how many years would the City like the 40 hours of included consulting hours?

A3:   Every calendar year for the duration of the agreement.

Q4:   The City has an implementation timeline of 6 months, what is driving this timeline? IE, is there a drop dead date for funding or is the current system being de-supported? Is the Village open to proposals that list an alternative timeline?

A4:   The Village seeks to complete this project during the 2020 Budget year. While the Village may consider alternate project schedules, an explanation as to why the schedule in the original RFP document is not feasible must be included in your proposal response.

Q5:   Can the City provide sample complaint/violations as well as Zoning and Planning projects/applications? What types of complaints is the Village looking to manage in a new system?

A5:   The new system will manage the Property Maintenance, more information on the violations can be found [here](#).

Q6:   Can the Village describe the use case(s) for integrating with Office and Outlook?

A6:   Integration with the outlook calendar is a key component of seamless operations for the Village.

Q7:   Would the Village be open to 5 year term rather if there to be realized benefits to the Village?

A7:   Please respond to the term as written in the proposal.

Q8:   Referring to Laserfiche…is this used to store documents from all applications, or only those that are archived (i.e. storing final application documents for historical purposes)?

A8:   Laserfiche is typically used to store final documents for historical purposes

Q9:   How many Village staff are involved in processing licenses issued by the Village? How many code enforcement officers / inspectors are out in the field? How many field inspectors require offline inspection capability? How many users will need access to mobile inspections? How many users will need access to GIS? Can you please specify the amounts of users anticipated for licensing, planning and permitting usage?

A9:   Please see I. Description and Scope of Work (page9) Please include a breakdown of user license costs.

Q10:   Will the Village continuing using Accela CRM? Can you please share your plans as to how the Village plans to proceed with Accela's CRM? Will a new CRM solution need to be proposed as part of this RFP and if so, for how many users

A10:   The Village will entertain other solutions as part of this proposal, however any proposed solution must integrate with software currently in use by the Village.

Q11:   Does the Village have external users with other agencies involved in plans review? If so, how many?

A11:   The Village presently uses an external agency for fire plan review. The Village may use an external agency for plan review in other areas in the future.

Q12:   Could we please get samples of permit/license applications and forms the Village will want to incorporate in the new system?

A12: Link to permits and license application can be found [here](#).

Q13:   Can the Village please provide a complete list of all integrations required for the new solution?

A13: Please review Scope of Services – Description of Work – Item 10. Integration and Migration

Q14:   Did the Village evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release?

          a.   If so, what types and names of solutions and vendors were evaluated (vendor-hosted and on-premise)?

A14: No evaluations have taken place to date. The Village did seek demonstrations from Accela, Citizenserve, EnerGov, IWorq, and BSnA.

Q15:   Did the Village use any vendor(s) to help develop the RFP?

A15:   No

Prospective respondents are to acknowledge receipt of Addendum #1.

Include and note this Addendum in your response.

RESPONDENT: _____

SIGNED: _____ DATE: _____

TITLE : _____