



CITY OF KINGMAN

**PROCESS MANAGEMENT
SOFTWARE SYSTEM**

KFD21-001

RESPONSES TO PROPOSER QUESTIONS

Responses Dated: April 08, 2021

- Question 1.** Whether companies from Outside USA can apply for this? (like, from India or Canada)
Answer. Yes, it is allowed. Please refer to the following links for procurement requirements and business licensing for the city of Kingman.
<https://www.cityofkingman.gov/government/departments-a-h/procurement/-fsiteid-1>
<https://www.cityofkingman.gov/government/departments/city-clerk/business-licenses/-fsiteid-1>
- Question 2.** Whether we need to come over there for meetings?
Answer. All meetings and presentations can be virtual.
- Question 3.** Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
Answer. Yes, as long as your company is capable of doing distance or remote installs compatible with the Information Technology Department for the city of Kingman.
- Question 4.** Can we submit the proposals via email?
Answer. No, the RFP was posted for physical delivery of sealed bid so we are not able to accept emails delivery of bids.
- Question 5.** What is the cutoff date for clarifying questions about the RFP to the City?
Answer. The cutoff date is not specified in the RFP however, we will accept and answer questions through April 21, 2021.
- Question 6.** The City requires an integration with Esri ArcGIS. Is the City open to or planning on setting up an ArcGIS Server or ArcGIS Online service in order to integrate with cloud-based solutions?
Answer. The city utilizes ArcGIS web services that potentially can be used to integrate with the proposed platform.
- Question 7.** Please identify and describe each legacy system that will require a data migration. The RFP does not identify each data source but talks about disparate systems. If possible, include number of different record types, field count, total number of historical records, etc.
Answer. Trakit, unknown record or field count.
- Question 8.** Does the City have staff that contains expertise in legacy data systems and will this staff be available to participate in the project to perform data preparation and mapping work?
Answer. We have IT staff that will be able to participate. As we have primarily provided end-user support, we are not experts in the data backend/mapping.
- Question 9.** Please identify each interface that is to be included in the project and whether it is a required or optional interface?
Answer. We will need the project to interface with GIS, Email and plan review software (Bluebeam or similar). All required. Munis (a Tyler Technologies product) is optional. We need to be able to upload pdf files as well as photos.

Responses Dated: April 08, 2021

Question 10. The RFP states that the “Vendor is expected to provide unlimited custom reports as requested and at no additional cost”. Please clarify this expectation. Does this mean that the system should be able to support unlimited reports at no additional cost or that the Vendor should provide unlimited report development at no additional cost?

Answer The system should be able to support multipole report configurations and the expectation would be for the vendor to assist or provide the support for custom report configuration as part of on-going service and support at no cost.

Question 11. Please list the building permits, enforcement cases, planning entitlements, fire prevention processes, zoning business processes, and other business processes that will be included in the scope of the project.

Answer Building: Single Family Residence, Commercial, Courtesy – Emergency Gas/Electric, Demos, Pools, Burn, Solar, Sign, , and Accessory Structures – garage, awnings, sheds, greenhouses, pergolas

Zoning: Administers Kingman General Plan, Zoning Ordinance, Subdivision Ordinance, Landscape Ordinance, Minor Lot Split Ordinance, Conditional Use Permits, Rezoning, Variances , Kingman General Plan Amendments (Major and Minor), Zoning Ordinance Text Amendments, Subdivision Ordinance Text Amendments, Preliminary Subdivision Plat Reviews, Extensions of Time for Preliminary Plats, Final Subdivision Plat and Improvement Plan* Reviews, Subdivision Abandonment Reviews, Release of Subdivision Assurances for Improvements, Parcel Plat Reviews, Abandonments, Street Improvement Deferral Requests, Street Name Change Requests, Manufactured Home Park Reviews, Recreational Vehicle Park Reviews, Lot splits & Combines, and Set backs

Engineering: Right of Way Permits, Right of Way Abandonment, Water Meter Connection Fees, Sewer Tap, Waste Water Discharge Permit, Plan Review, Paybacks, Encroachment Permits, County Permits, Pre-tap Meter Credits, Issues blue stakes for County, Abandonment, Rezoning, Conditional Use General Plan Amendments, Subdivisions, Variance, and Misc – Manufactured Home; RV Park Review

Finance: Business Licensing and Animal Licensing

Enforcement: Weed abatements, Building abatements, Building debris, Infield photo upload and notes

Fire Prevention: Currently captured in ImageTrend so may need more details if you prefer this system to handle that reporting, Fire Inspections, and community risk reduction (CRR) Activity

Question 12. Does the City expect to have resources available to participate in the project? If so, what will the resourcing strategy be? i.e. type of resource, skill level, % allocated.

Answer The city will have an implementation team with members from each department to assist as well as IT staff as referenced in Q2. The expectation is that the vendor manages the project with “assistance” from city staff.

Question 13. Does the City expect to develop its own customer reports?

Responses Dated: April 08, 2021

- Answer Yes, however please refer to Q4 for additional expectations.
- Question 14.** The RFP states that “The vendor must provide unlimited users at no additional cost”. Please clarify this expectation. For example, is the City wanting to purchase the equivalent of an enterprise license? If it is more reasonable for the City to purchase a limited number of seat licenses, is the City willing to do so?
- Answer The expectation is that the city has access to unlimited users without additional costs for adding new or additional users at any given time. Options for licensing should be included in response.
- Question 15.** How many licenses is the City expected to need?
- Answer Unlimited
- Question 16.** Does the City use ESRI today for GIS services?
- Answer The City currently uses ESRI. Current versions we are using are listed in the RFP.
- Question 17.** Please provide additional details regarding the Citizen services that are expected to be offered?
- Answer We would like the ability for citizens to submit plans for review, apply for permits and pay all associated fees through the system. Additionally, we would like the ability for applicants to track the status of their permits. Online payment processing, ability for a business or animal owner to download a copy of their business or animal license online, ability to track the status of their business or animal license application online, and capability to complete and submit a business or animal license application online. Building Inspection requests, Permit submittals, and Online payment options
- Question 18.** Does the City anticipate that Assets will be managed in the new platform?
- Answer Asset management is not required.
- Question 19.** Is the City willing to entertain proposals for platforms that provide solutions for most but not all of the City’s business processes identified in the RFP?
- Answer The city is looking for an all-inclusive solution that meets the requirements stated within the RFP. Please refer to the RFP for submission requirements.
- Question 20.** What electronic plan review platform is being used by the City today?
- Answer TrackIt and Blue Beam
- Question 21.** Does the City accept inspection requests online today? Via phone today? Will this be expected to continue?
- Answer Historically we had online inspection requests but that option was taken away. We currently have a dedicated phone line for this purpose that has to be picked up daily and input into our system. We WANT online inspection requests please.
- Question 22.** Does the City prefer an on premise or a cloud solution?
- Answer IT does not have enough information to make an informed decision. We are open to discussing either option.

Responses Dated: April 08, 2021

- Question 23.** Is the Project Management capabilities that the City is expecting limited to the management of Capitol Improvement? If not please identify the other types of projects that would be managed?
- Answer We would be tracking both capital improvement projects (internal projects) and private development projects (external projects).
- Question 24.** The City has expressed in the RFP that tracking of property complaints should be in scope. Please elaborate on the types of complaints if possible. Also, should full code enforcement be in scope? If so please expand.
- Answer Engineering currently tracks drainage complaints and relates them back to the properties. Please refer to lists above. See types of complaints: Building w/out a permit, Weed complaints, UES for electric / gas, Construction debris complaints, and Condemned buildings.
- Question 25.** What payment gateway is the city currently using for their citizens to pay online?
- Answer OpenEdge, but that will likely change to Chase Paymentech in the next six months.
- Question 26.** Can the City provide more information on this requirement and the business process: System provides Customer Relations Management (CRM) to track business and media communications and relations, project tracking for new retail, existing retail and incentive programs.
- Answer The ability to input and track this information should be included in the project management aspect of project.
- Question 27.** Can you explain what activities that the City wants to pursue on mobile per this requirement: ‘The system must include deployment for mobile use. Additionally, the system must provide continued operation of mobile activities if network connectivity is lost’
- Answer IT preference is a responsive website. Engineering would like the ability to have access to data remotely so that inspection documents can be completed and reports uploaded from the field.
- Question 28.** For the citizen engagement, does the City require a mobile app on iOS or android devices or a responsive web site that can work on any standard browsers and is responsive the device screen size.
- Answer IT preference is a responsive website.
- Question 29.** To ensure a contactless submission, will the City accept digital submissions of proposals over email in lieu of hard copies?
- Answer Refer to RFP for submission requirements as electronic submissions will not be accepted.
- Question 30.** How does the City define “free unlimited training”?
- Answer In addition to user training upon implementation, training materials, education opportunities, and continuing education is provided to ensure that all users have up to date knowledge and use of system as requested.

Responses Dated: April 08, 2021