

**REQUEST FOR PROPOSAL (RFP)
PERMITTING DECISION TREE SOFTWARE
FOR THE CITY OF STOCKTON, CALIFORNIA
(PUR 21-037)**

ADDENDUM No. 1

DATE: February 28, 2022

To All Potential Proponents:

A. This Addendum shall be considered part of the proposal documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original proposal documents, this Addendum shall govern and take precedence. PROPONENTS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR PROPOSALS.

B. Proponents are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each Proponent's Proposal is submitted with full knowledge of all modifications and supplemental data specified herein.

PLEASE NOTE THE FOLLOWING QUESTIONS/ANSWERS/CHANGES TO (PUR 21-037). THE CITY'S RESPONSES TO QUESTIONS SUBMITTED ARE BELOW

Questions & Answers

1. Would the City be open to receiving an alternative proposal that does not follow the same format as specified in the RFP?

Answer: Proposals should include at minimum the items identified in Section 4.1 of the RFP document in order for the City to adequately evaluate Proponent's qualifications.

2. Given the tight turnaround of this RFP and the extent of the requirements, would the City be willing to extend the due date by 2-4 weeks?

Answer: No.

3. How long have you been using the current solution for?

Answer: There is no current solution, this project is intended to provide a solution for a current gap in the City's service and process.

4. Who is currently supporting the existing system and are you satisfied with the level of support?

Answer: There is no existing system.

5. What would you change about your current support situation?

Answer: The existing situation is that customers must typically search multiple webpages and contact multiple departments and agencies via email, phone, or in person to establish a clear picture of the requirements for a proposed project or business. This RFP is intended to provide a customer-friendly solution that ties all

requirements together, tailored to their specific situation, and provides for consistency and completeness of information.

6. Where is the new system to be hosted, or is hosting to be provided by the vendor? If so, are there any preferences such as Microsoft Azure or AWS? Please describe.

Answer: Stockton prefers a cloud hosted option provided and maintained by the vendor. There is no preference as to the technical platform (Azure, AWS, etc). If a cloud hosted solution, the solution should have secure connections to data, and any data considered to be private information that is stored in the solution shall be encrypted.

7. What costs has the City incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., “change orders”) over the current systems’ lifetime?

Answer: There is no current system.

8. What presentations, software demonstrations and/or estimates / quotes has the City received related to Licensure software and from whom?

Answer: Stockton has received varying amounts of information from Camino, Gray Quarter, Accela, and Open Counter.

9. When it comes to the Licensure process, what are the goals and KPIs the City would like to achieve compared to the current process.

Answer: Stockton does not have goals or KPIs specifically limited to the licensure process, however, one of the primary goals of this project is to utilize this software to answer as many customer inquiries as possible.

10. How does the City currently manage enforcement activities such as complaints, investigations, inspections and/or compliance?

Answer: Stockton currently utilizes the Ask Stockton platform to handle many of these activities. Inspections may originate within several departments from several sources, mainly associated with permits or complaints.

11. Does the City track any continuing education (CE) for the individuals regulated, CE Providers, and/or courses? If so, what audits are performed and how does CE impact renewals? Please elaborate.

Answer: No, not applicable to this project.

12. Is the City looking for a custom developed solution that performs specific requirements, or, is the City open to partnering with an established regulatory management software provider who has a solution that can be configured?

Answer: Stockton prefers an “off-the-shelf” product that can be configured as necessary to meet our need.

13. When ideally does the City want to have this system “go live”?

Answer: Stockton would like the go-live target within the August – October 2022 timeframe. This target timeline is in part dependent on the completion of the Procurement process, including City Council approval (if required).

14. What is the City’s budget for the new solution and what does the budget intend to cover?

Answer: Proposals will be evaluated based on functionality and features, in addition to cost. Sufficient budget will be made available to the project once proposals are evaluated, and an option selected. The budget will cover implementation, initial administrative training, and ongoing maintenance/service.

15. Is the budget to include full implementation of the new system?

Answer: Yes

16. What has the city budgeted for the initial system implementation?

Answer: The City declines to answer this question.

17. What, if any, amount of the budget is subject to expire by a certain timeframe and when? Please elaborate.

Answer: None / not applicable.

18. Please provide an approximate number of standard email/letter templates that will be used by the City that are to be integrated and automated by the system.

Answer: One. The desired output of this system will contain the list and appropriate details as to the required prerequisites, licenses, permits, etc. that will be required for the customer’s project or business. This should be a summary of all requirements in a standard format.

19. How many different or distinct permit application types will be supported in this solution? Please provide a list.

Answer: This project will not need to support specific applications. The solution will need to provide direction to customers, based on their specific project/business and location. The types of permits and licenses that may be required and thus included in the applicant’s project summary are roughly 50 types of permits, licenses, prerequisites, and programs.

20. What other systems would the new solution need to integrate with (i.e. payment processor, other systems such as financial, GIS, etc.) along with an inventory of which interfaces will need to be either a one-way (import or export) or two-way data exchange?

Answer: GIS (one way, from GIS to this platform), Accela (one way, from this platform out to Accela), external websites (one way, from this platform linked out to a webpage or a document download). Integration with a payment processor or financial system is not required as part of this project.

21. Will there be a data conversion component for the new system? If yes, 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?

Answer: Not required.

22. Please provide the annual number of applications / renewals processed by the City?

Answer: Approximate annual volumes are as follows:

- **Building/Planning/Engineering ~ 31,000 permit applications**
- **Business License applications ~ 2,000 new applications and 15,000 renewals**
- **Fire Prevention ~ 2,500 new applications and 6,000 permit renewals**

23. Is the City expecting the vendor to incorporate a payment processor within the proposal, or provide recommendations?

Answer: No

24. Please provide a breakdown of the number of City employees that will be using the new solution by Department.

Answer: This depends on the functionality of the selected platform. In general, the current estimate would be approximately 30 from Community Development, 10 from Administrative Services (including Business License team), 5 from Economic Development, and 5 from Fire Prevention. The intent of this project is to provide a platform open for public use, which could also be used by staff as-needed.

25. Does the City already have an online portal for Licensure, or will the vendor provide the portal?

Answer: Not at this time.

26. What criteria are being used to select the best solution for the City and qualify vendors? How important is cost in the overall solution?

Answer: Product features & technical capabilities, user friendliness & customer interface, administrative requirements, existing customers (of the applicant), and price. Please refer to Section 5.0 of the RFP document. The City declines to comment on the relative weighing of each criterion.

27. Is the agency inclined to implement an out of the box configurable software solution or a custom developed extension of ACA?

Answer: Stockton is open to consider any option that will provide the greatest benefit to our customers.

28. What is the allocated budget for this project?

Answer: The City declines to answer this question.

29. Did the agency receive any pricing quotes or estimates either verbal or documented from the vendors that presented demonstrations? If so, please disclose the vendor and estimates.

Answer: The City received preliminary information and pricing from various vendors as part of the due diligence to determine if the City wanted to move forward with this project and to secure approval to proceed with the Request for Proposal process. The City declines to comment as to the specific pricing information received as part of the early data gathering process.

30. In addition to vendors that have presented demonstrations, are there other vendors the agency has been engaged with?

Answer: No

31. Are there any integrations or interfaces to other back-office software products required?

Answer: Accela is the primary platform requiring some level of integration (may be as simple as a hyperlink to an ACA page), there is potential use for connection to the Tyler Technologies Munis platform as well, if feasible. Details of this will need to be worked out during product selection and implementation.

PROPONENT MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING BELOW AND ATTACHING THE SIGNED ADDENDUM TO THE PROPOSAL:

Company Name _____

Contact Person _____

Signature _____

Date _____

Proposals Due – Promptly by 2:00 P.M., Thursday, March 17, 2022, at the City Clerk’s Office.

-----City of Stockton Use Only below this line-----

Addendum acknowledged and signed? _____ (Procurement Specialist’s initials)