



Purchasing Division
Finance Department
Room 120
411 West First Street
Duluth, Minnesota 55802

218-730-5340
purchasing@duluthmn.gov

Addendum 1
Solicitation 20-05AA
RFP for Community Development Software Solution

This addendum serves to notify all bidders of the following changes to the solicitation documents:

1. Revised RFP Due Date
 - a. The RFP deadline is extended to 3/9/2020.
2. Approximate Evaluation Schedule
 - a. RFP Due Date – Proposals must be received in the Purchasing Office by 4:30 p.m. on 3/9/2020.
 - b. Initial RFP Review Period – 3/10 – 3/24/2020
 - c. Evaluation Demo Period – 3/30 – 4/17/2020
 - d. Customer References – 4/27 – 5/1/2020
 - e. Customer Reference Onsite/WebEx Demos – 5/4 – 5/15/2020
 - f. Selection Notification -- by 6/1/2020
 - g. Contract Negotiations – June, 2020
 - h. City Council Agenda – post contract negotiations completion
3. User Counts – Breakdowns by department or module is not available to provide. For RFP response purposes, we request that you utilize the totals below based on your solution's licensing model.
 - a. Named User Total - 300
 - b. Concurrent Users Total - 150
 - c. Multiple Module Users – majority of the 300 users will need to have access to all modules (project planning, permitting, licensing, code enforcement, inspections)
 - d. Mobile Users – 105
 - e. Concurrent Mobile Users – 75
4. Any read only users?
 - a. Yes, approximately 50 – 100
 - b. This number will depend on the licensing platform, as well as roles and permissions. Please provide information if you offer special pricing for read only users and if so, what are the cost break points.
5. Number of citizens using the customer online portal
 - a. Incorporating all areas of function (project planning, permitting, licensing, code enforcement, inspections) we currently have approximately 30,000 citizen accounts across all of these modules. However, with the new software solution we would expect that number to grow substantially.

6. What functionality is needed of the Online Customer Portal?
 - a. New applications for project planning, permitting and licensing.
 - b. Renewal capability for permitting, licensing and associated inspections.
 - c. Online payment capability for all of the above listed functions.
 - d. If available, the City may utilize the ability for customers to schedule online inspections.
7. What program are you using for your financials?
 - a. Tyler Technologies New World ERP
8. Are there other needed program integrations, e. g. Laserfiche?
 - a. Ability to interface with Tyler New World ERP
 - b. Ability to interface with Laserfiche Document Management system
 - c. Ability to interface with ESRI GIS
 - d. Ability to interface with Microsoft Office
 - e. Citrix compatibility
9. Will you require integration to Active Directory?
 - a. Active Directory integration is strongly preferred. If your solution does not offer AD integration, please provide specifics regarding your user security system requirements.
10. Do we expect this to interface with all three areas of Tyler New World ERP?
 - a. We will expect a one way integration with Tyler Technologies for purposes of parcel import. The frequency will be determined upon selection of a solution.
 - b. There is no need to interface with Tyler Technologies ERP Finance. There does need to be a daily transaction report and summary data file broken down by GL with the ability to import this information as a journal entry into New World Finance.
11. Brycer Compatibility
 - a. After further discussion, there is no need to interface with Brycer. However, the City will need to have the ability for outside contractors (fire inspection contractors) to submit a fire system test report in pdf format via the online customer portal for all fire system inspections that they perform on buildings within the City of Duluth.
12. Citrix Compatibility
 - a. If your solution has a secure mobile product that operates independently, Citrix compatibility is not required for mobile operations.
 - b. However, Citrix is the supported remote access tool utilized by City staff (non-mobile users) for remote system access away from the office. Therefore the ability for the application to be securely accessible for various levels of back office users via Citrix is critical.
13. Laserfiche Integration
 - a. The City prefers to have two way integration with Laserfiche.
14. Are you interested in Microsoft Outlook Integration?
 - a. Yes, the City prefers to have two way integration with Microsoft Outlook.
15. Preference of On Premise, Hosted or SaaS?

- a. The City prefers to have the application On Premise. However, we are open to all options.
- 16. Are MN customer references required to qualify?
 - a. No, it is not a requirement to have current MN customers.
- 17. What is our current application?
 - a. Central Square's TRAKiT application and Tyler Technologies New World Business and Animal Licensing
- 18. What programs would the City be migrating data from?
 - a. Central Square – TRAKiT
 - b. Tyler Technologies – New World ERP Business and Animal Licensing
 - c. If the selected solution works for Parking permitting we would look to migrate data from an internal database
 - d. If the selected solution works for Parks and Recreation reservations and permitting we would look to migrate data from CivicRec
- 19. In addition to the obvious uses of the proposed Community Development Software Solutions, are there other areas of use proposed to be included in this implementation?
 - a. The City is looking for a comprehensive solution for Project Planning, Permitting, Licensing, Code Enforcement and Inspections.
 - b. If possible, the City would also like to incorporate our Residential, Visitor and Contractor Parking Permits, as well as our permitting operations within our Parks and Recreation to include but not limited to Event Permits and Parks Site Reservations and Permits.
- 20. Is there interest in the ability for the Online Customer Portal to include registrations for short term rentals (Airbnb, Vrbo, etc.)?
 - a. The City does not currently utilize a solution for this. However, if it is available within your solution we will review it for potential use within the City.
- 21. Will you require integration with a payment processor and if so, what payment gateway are you using now?
 - a. Yes. Authorize.Net is our preferred payment processor but we are open to options.
- 22. Our software, LAMA, comes with plan review. Are you interested in electronic markup as well?
 - a. Yes
- 23. How many LAMA markup users are you expecting?
 - a. 30
- 24. Have you seen any demos from other vendors during the past year? If so, which ones?
 - a. No
- 25. What is your budget for this project?
 - a. We do not disclose our budget.
- 26. Please provide annual activity for # permits & inspections for 2019?
 - a. Number of permits in 2019 – approximately 10,000
 - b. Number of inspections in 2019 – approximately 25,000
- 27. General Tab # 11 - Does ability exist to allow customer to process payment but stays in a pending state until permit or license is approved.

- Q. Is the intention of this requirement to accept a payment but not apply the payment to the permit or license until issued? Please define the use of the word “Approved” in the City of Duluth’s perspective.
- a. Yes, it is the City’s wish to accept the payment from the customer but not apply the payment to the permit or license until it is approved and issued. “Approved” is defined as meeting all necessary requirements based on the specific type of permit or license being issued.
28. General Tab # 47 - Streamlined process for scanning and attaching documents within the application.
- Q. Does the City require software to scan documents and integrate them into the application? Is the City of Duluth looking for hardware for scanning documents?
- a. The City is looking for an integrated workflow process for linking electronic and/or scanned documents to the appropriate record(s) within the Community Development Software Solution. Our preference would be to house those documents within our Laserfiche Document Management system with the ability to link to them from your proposed system via a system integration. If that is not available in your solution, please describe the method used to store such documents within your system.
 - b. The City is not looking for hardware for scanning documents.
29. Default views to show active record types and/or active users with the ability to select inactive
- Q. Please provide a use case or further explain this requirement.
- a. An example use case would be the ability to view as default all active licenses associated with a licensee. However, we would then like the ability to turn on all inactive licenses for that same licensee so we are able to have a full view of all licensing activity.
 - b. The city (clerks) are looking for the ability to select either active or inactive licenses by licensee. However, we would also like to be able to select active or inactive licenses by license type.
 - c. When logging in, only want to see active users but review inactive if needed
 - d. When creating a new record type, only see active record types, i.e. permit types, hide inactive permit types.
30. All location addresses will be verified and standardized using a centralized master address database.
- Q. Is the City providing the centralized master address database, or does the City expect that to be part of the new system?
- a. The City expects to provide the centralized master address database.
31. Vendor to provide specifications regarding the solution used to provide remote support and maintenance assistance.
- Q. Please clarify this requirement. Is the City asking what software we use to remote into to the City’s environment?
- a. Please provide the software used to provide remote support (FastSupport, Webex, etc.).
32. Licensing Tab #17 - Reassign or copy inspection, review, chronology, etc. from one

record/license to another.

Q. Please clarify the intention of this requirement or provide a use case to further explain.

- a. If conducting an inspection that pertains to multiple records, would like to copy inspection from one record to another without having to reenter the entire inspection. Ideally would like this for violations, plan review and chronology items. This functionality would be especially helpful if item was accidentally entered on the wrong record.

- 33. Licensing Tab #18 - Ability to configure how many automatic receipts get printed and have it record type specific.

Q. Please provide more information regarding this requirement.

- a. Some permit types may need 2 receipts to print. Others may only need 1. We would like to be able to dictate how many copies are automatically printed.

- 34. Are you looking for only (commercial off the shelf) COTS products that could meet your requirements or open to custom built solution that will meet all your requirements? If open to custom solution, what is your expected timeline for the delivery?

- a. The City is seeking a COTS solution with configuration capability. We are not interested in a custom built solution.

- 35. Does the City currently use Bluebeam?

- a. The City currently is utilizing Bluebeam in a limited capacity on one large construction project within the City.

- 36. Should a Rental Housing Solution and Animal Licensing solution be part of the Proposal?

- a. Yes.

- 37. Does the City currently have an Electronic Document Management system in place?

- a. Yes, the City uses Laserfiche as our Electronic Document Management system.

- 38. Code Enforcement: Does the City have Adjudication or are you using the Courts for enforcement?

- a. The City utilizes Administrative Fines for Code Enforcement items and if the fines are not paid in a timely manner they are pushed to the Tax Assessment Roll.

- 39. Code Enforcement: Does the City have Condemnation and Eminent Domain in your enforcement process?

- a. Yes, the City has Condemnation in our enforcement process.

- b. No, the City does not have Eminent Domain in our enforcement process.

- 40. Other Modules: does the City have a Redevelopment program, and what software are you using for that?

- a. No.

- 41. What is the capacity of your Training Room? (Usually limited by number of computers/laptops can accommodate in the room?)

- a. The training room can accommodate 16 students and one instructor.

- 42. How many training rooms?

- a. 1

- 43. Please provide a list of your permit and license records.

- a. This will be provided upon selection of a solution.

- 44. How many unique workflows will you have? Are they documented?

- a. This will be provided upon selection of a solution.
- 45. Please provide a list of your fees.
 - a. This will be provided upon selection of a solution.
- 46. Please provide the name, vendor, DB type, number of base records, and number of data fields for each data system that must be converted into the new solution.
 - a. This will be provided upon selection of a solution.
 - b. Please include any setup fees and/or hourly rates applicable to your data conversion process. These will be refined upon selection of a solution.
- 47. Will the City require a periodic Address, Parcel, and Owner (APO) load into the new, selected system? If yes, please provide the System Name, Vendor, DB type and number of parcel records.
 - a. Yes, Tyler Technologies New World Parcel Management. Approximately 60,000 parcels.
- 48. Does the City have resources to enter the legacy data into a prescribed format and participate in the conversion process?
 - a. The City has resources to participate in the configuration of the application. However, the City does not have resources to enter legacy data manually.

Please acknowledge receipt of this Addendum by submitting a copy of it with your proposal.

Posted: February 21, 2020