



June 15, 2021

Prospective Bidders

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Re: Addendum #2

**#W2021-85-A
Building Inspections Software
Questions Deadline 06/17/2021**

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Questions:

1. How many Mobile Users? **Three to five users**
2. How many total users will be using software? **Nine users in the Building Department and six users in various departments for inquiry use only.**
3. How many departments will be using software? What are the specific departments? **Other than the building department; Planning Department, Fire Department and possibly Engineering Department.**
4. What third party software applications such as financial system and document management software are in place that may or required to be integrated with the selected solution? **Incode**
5. Are there any other business applications in place such as payment processor, business license and electronic plan review software? **No**
6. How many named City users would be required for input and access to the selected solution? **Nine users in the Building Department and six users in various departments for inquiry use only.**
7. How many external users (contractors and citizens) are expected to be accessing the system through the customer portal? **Hard to say. We hope most businesses will be done electronically. We expect to issue about 4500 permits per year, and you could have several parties inquiring in the portal.**
8. How many inspectors require mobile access to the solution? **Four inspectors**
9. What data would be imported and/or migrated be into the new permitting system? Is the data in the form of a data base or in table format – How many? **The data will not need to be migrated into the new permitting system. It would mainly be migrated for historical reporting. Building Inspections will still have access to the server that contains the old software using Crystal Reports**
10. What permitting solutions has the city previously been in engaged with over the last 12 months in the form of presentations, solicitations and/or product demonstrations? **Tyler, Accella, Cityworks.**
11. Is the permit application process 100% electronic or manual? **Mixed right now, but would like to go mostly electronic, although large plans will likely not be electronic.**



12. How many permits were issued over the last 12 months? **About 6000 but we have changed several categories to combination permits now. We expect to issue around 4500 per year in the upcoming years.**
13. The RFP requests integration with Incode 10; can you please specify the data you want exchanged? Is this a one-way integration (sending data from the new solution to Incode 10) or a two-way integration? **Incode 10 integration may not be necessary. Most likely it would involve permit fees and may not be part of the new software.**
14. You have requested online payment capability; what payment processor does the City use? **Currently using Elavon but the City is in the process of changing to Invoice Cloud**
15. You have requested the ability to view current contractor licenses. Are you planning to manage contractor licensing with the new solution? If no, how do you envision contractor license data being entered in the new solution (e.g., integration to a contractor licensing database, including a link to a contractor licensing website, etc.) **Yes**
16. Will you be handling Planning & Zoning through the new solution? **No, except some in the planning department may need inquiry rights to building permits.**
17. In Addendum 1 you note that the City plans to use GoGov Apps for code enforcement. For the requirement on page 14 of the RFP that states the new solution must support the submitting of code enforcement issues online, are you referring to building code enforcement? **Yes. High weeds and grass, etc. will be through GoGov Apps. Firms may submit additional services using Bid Form B: Additional Services - Attachment E**
18. Who is the existing merchant service provider for the City for taking credit cards? **PaymentTech**
19. Is data migration from an existing system included in the scope of this project? If so, please explain how much data and what type of data would need to be migrated over and from which system? **The City would prefer data migration to be an option. It currently sits on an Oracle database. We understand that the historical data will probably not migrate functionally.**
20. Can the City please provide the number of permit application types it would like the new system to provide? **Around 75 types**
21. Can the City please provide the number of code enforcement case types it would like the new system to provide? **This RFP is for Building Inspections. If a firm would like to submit additional services, please fill out Bid Form B: Additional Services - Attachment E**
22. Does the City validate contractor information against an external source? If so can you please describe? **Yes, but it is usually available through the Internet.**



23. Does the City use or anticipate using an electronic plan review tool, such as Bluebeam? **Yes, but it is not a part of this RFP process. The Planning Department is working on this project separately.**
24. Does the City plan to use their existing Tyler online payment portal for processing permitting/inspection/code enforcement related fees and fines? **Yes, Incode 10**
25. Aside from ESCRI ArcGIS, are there any other applications the City would like the new system to integrate with? **No other applications at this time**
26. Can the City please describe how many reports it would want available immediately after go-live? **There are currently about 20 reports available through Crystal Reports**
27. Can the City please describe its need to convert data from the legacy system into the new one? **The need would be mainly for historical reporting.**
28. Can the City please list the number of City users would require access to the new system? **Estimated about 20 users**
29. Does the City have a planned start date and duration for the implementation of a new system? **When there has been an awarded firm the City hopes to begin the process soon after.**
30. Does the City have budget secured for the implementation of a new system, and can it share it's budget range? **Funds are secured. The City is looking for the best value for the budget.**
31. Is the City open to extending the due date for responses, as the time between when vendors receive responses to these questions and the response due date (6/29) may be very short. **The due date will remain the same, June 29, 2021**

Vendors who may have already submitted a bid and feel this addendum may change their bid price may pick up their bid and return it **prior to June 29, 2021 @ 3:00 PM CDT.** If picking up the bid is not feasible, any new bid submitted by your firm will supersede one previously submitted.

If you have any questions regarding this addendum, please contact the City of Wylie Purchasing Department, (972) 516-6131. Acknowledge receipt of this addendum by initialing in the appropriate space on the Vendor Acknowledgment Page if you have not previously submitted a bid.