Henderson County Planning Department
100 North King Street, Suite 206
Hendersonville, North Carolina 28792

Memorandum To: Pre-Bid Attendees

From: *Doug Guffey*
                 Purchasing Agent

Subject: ***Addendum #1 – Remote Access for Pre-Bid***
                 – Bid Opening
                 – Appendices B-J

Date: *March 20, 2020*

Land Development Permitting System Addendum #1:

- Remote Access for Pre-Bid
  Due to the Corona virus the pre-bid meeting will not be able to be attended by anyone other than Henderson County staff during the duration of the State of Emergency. The pre-bid meeting will be held via teleconference. Teleconference information is listed below:

    Conference Call # 828-694-6450
    Bridge # 2600
    Press # to join.

- Bid Opening

  Due to the Corona virus and the threat to public health, the public bid opening for the previously advertised Land Development Permitting System will not be open to others than Henderson County staff during the duration of the State of Emergency. However, the opening may be viewed live via webcast on the Henderson County website. The link to the live webcast will appear on www.hendersoncountync.gov by not later than two hours prior to the scheduled opening. Should the State of Emergency be lifted before the bid opening on Monday, April 20, 2020 at 2:00 PM the bid opening will take place at the Henderson County Planning Department, 100 North King Street, Hendersonville, NC 28792, and be open to the public. Sealed, hard copy bids will have to be received before the bid opening. Henderson County reserves the right to reject any and/or all bids received, or to select the bid which, in our opinion, is in the best overall interest of the County.

- Appendices B-J
    Appendices have been updated (See Below)

Appendix B
VENDOR PROFILE

Vendor Name:_____

SOFTWARE VENDOR INFORMATION	RESELLER INFORMATION (if applicable)

Company Name	Company Name
Street Address	Street Address
City, State, Zip code	City, State, Zip code
Telephone Number	Telephone Number
Primary Contact	Primary Contact
Secondary Contact (if applicable)	Secondary Contact (if applicable)

SOFTWARE SUPPORT	SOFTWARE SUPPORT (if applicable)

Location of Application Software Support Personnel	Location of Application Software Support Personnel
Number of Application Software Support Personnel	Number of Application Software Support Personnel
Support Hours (designate time zone)	Support Hours (designate time zone)
Guaranteed Response Time	Guaranteed Response Time
Average Response Time	Average Response Time
Average Resolution Time	Average Resolution Time
800 Number Access	800 Number Access

Appendix C
VENDOR PROFILE / FINANCIAL INFORMATION

Vendor Name:_____

VENDOR INFORMATION	**RESELLER INFORMATION (if applicable)**

Vendor Name _____

Reseller Name _____

Number of Years in Business _____

Number of Years in Business _____

Total Number of Employees _____

Total Number of Employees _____

Organization Classification (Private, Public, Other) _____

Organization Classification (Private, Public, Other) _____

VENDOR FINANCIAL INFORMATION	**RESELLER FINANCIAL INFORMATION (if applicable)**

Annual Revenue _____

Annual Revenue _____

Percent of Annual Revenue Allocated to R & D _____

Percent of Annual Revenue Allocated to R & D _____

Percent of Annual Revenue Generated from New Sales _____

Percent of Annual Revenue Generated from New Sales _____

Percent of Annual Revenue from Annual Recurring Income _____

Percent of Annual Revenue from Annual Recurring Income _____

Appendix D
VENDOR CUSTOMER BASE

Vendor Name:_____

Note: If you are a VAR, please provide the same information for your specific company in addition to the software vendor's information.

BY THE FOLLOWING CRITERIA	NUMBER OF CUSTOMERS (Not Installs)	NUMBER OF North Carolina CUSTOMERS (Not Installs)
Total - All Customers		
Total Counties		
Counties below 100,000 in Population (proposed solution ONLY)		
Counties 100,000 - 500,000 in Population (proposed solution ONLY)		
Counties over 500,000 in Population (proposed solution ONLY)		
Planning Projects		
Permits		
Code Enforcement		
Business Licenses		
Online Planning		
Online Permits		
Online Code Enforcement		
Online Licensing		
Electronic Plan Submittal		
Electronic Review and Markup		

Appendix E
VENDOR/RESELLER REFERENCES

Vendor Name:_____

Note: If you are a Reseller/VAR, clearly indicate which references are for your specific company.

	Customer Name	Contact Name	Phone Number	Population	Installation Date	APPLICATIONS (please list)
1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						

Note: Please use application code legend if necessary.

Appendix F
VENDOR GENERAL SYSTEM INFORMATION

Vendor Name:_____

GENERAL QUESTIONS		

	Yes	**No**
Will you agree to incorporate RFP and your proposal into the contract?	_____	_____
Will you hold prices firm for 120 days from proposal due date?	_____	_____
Is the source code held in escrow at a third-party institution? If yes, please identify the third party. If not, will you agree to providing such a service? **Explain:**	_____	_____

_____

_____

_____

	Yes	**No**
Will support fees include upgrades to meet all State and Federal mandated changes (e.g., payroll issues, reports, calculations)?	_____	_____
Will application software license be a license in perpetuity?	_____	_____

SYSTEM SUPPORT INFORMATION		

	Yes	**No**
Can one Vendor install all application software? If not, please explain.	_____	_____
Can one Vendor support all application software? If not, please explain.	_____	_____
Can the vendor connect remotely to system for dianostics and/or support? Is there an associated cost?	_____	_____
Is there a WEB site for application software customer updates?	_____	_____
Can the WEB site be used to communicate support issues and downloads?	_____	_____
Is there an application software Users' Group?	_____	_____

Appendix F
VENDOR GENERAL SYSTEM INFORMATION

Vendor Name:_____

SOFTWARE APPLICATION INFORMATION

On what platforms/operating systems will the application software run? Include any client operating system restrictions or additional connectivity requirements.
Respond:

What year was the current platform version of the proposed software released?
Respond:

Did you develop the original software or was it purchased? If developed by you, what is the current release and when was it originally developed? If purchased, identify the company from whom you acquired the software.
Respond:

What database configuration is being proposed? (Preference towards MS SQL) If you are proposing third-party software in addition to yours, what database configuration is being proposed for their system?
Respond:

What database options are available? (Preference towards MS SQL)
Respond:

Please describe the software upgrade policy and process.
Respond:

Please describe the software patch delivery policy and process.
Respond:

<table>
<tr><td colspan="2">*Appendix G*
PROJECT COST ESTIMATES</td></tr>
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Vendor Name: _____

NOTES & INSTRUCTIONS

Supplemental Pricing in your company's standard format can be provided separately.
However, even if you provide supplemental pricing, this project costs worksheet must be
completed for summary evaluation purposes.
Additional rows and/or descriptions can be added if necessary.
If an item is included elsewhere, please say included.
DO NOT delete any rows or change any formulas.

One-Time Costs	PRICE
Software License Fees	$ -
Training Fees	$ -
Project Management	
Installation/Implementation Fees	
Modifications/Enhancements Estimates (see Appendix J)	$ -
Report & Inquiry Development	
Interface Development Estimates (see Appendix H)	$ -
Conversion Assistance (see Appendix I)	$ -
Other (Please List as needed)	
Hardware/System Software (estimates, if applicable)	
System Hardware	
System Software	
Installation (if applicable)	
Other Costs (Please List)	
Travel & Related Expenses	
Taxes	
	$ -

Annual Recurring Costs	
Application Annual Maintenance/Support	$ -
(24/7 Telephone Support (Yes/No)	
Hardware/Systems Software Maintenance (if applicable)	
Other Recurring Costs (Please List)	
	$ -

Appendix G
PROJECT COST ESTIMATES
**Detailed Software Application Pricing and Information**

(Please List Applications/Modules - Add Rows as Necessary)	Vendor Application Name	Unit/Per Seat License Fee	License Fees	Training/Implementation			Annual Support
				Total Days	Total Visits	Total Training Costs	
Planning							
Permitting							
Inspections							
Mobile Field Inspections							
Code Enforcement							
Licensing/Registrations							
Parcel/Address Management							
Cashiering/Payment Processing							
On-line Planning Project Information							
On-line Permits							
On-line Inspections							
On-line Code Enforcement							
On-line Licenses/Registartions							
GIS Integration (ESRI ArcGIS SDE Server)							
EDMS Interface							
Credit Card Payment Processing							
Electronic Plan Submittals							
Electronic Review Markups							
Ad hoc Report Writer							
IVR (Inspection Scheduling)							
Others (Please List)							
Sub-Totals			$ -	0.0	0.0	$ -	$ -

Appendix G
PROJECT COST ESTIMATES

	Vendor Application Name	Unit/Per Seat License Fee	License Fees	Training			Annual Support
				Total Days	Total Visits	Total Training Costs	

Optional Applications/Modules:

(Please List Applications/Modules - Add Rows as Necessary)
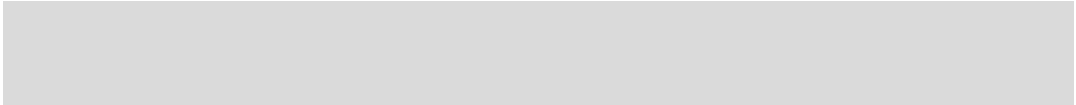
Sub-Totals			$ -	0.0	0.0	$ -	$ -

NOTES

1) Indicate how license fees are calculated (e.g., concurrent users, user ID's, processor size, etc.). Provide number of user licenses if applicable, and additional user license cost if required.

2) Please describe additional future license fees if applicable (e.g., change in users, processor size, etc.).

3) Optional pricing for above one time costs should be clearly identified (e.g., different project management service levels).

4) Describe number of days/hours included with project management AND training costs above.

5) Describe in detail what is included with conversion estimates.

6) Describe how travel and related expense estimates were calculated.

7) Describe additional costs required for optional applications (e.g., hardware, training, project management, etc.)

8) Clearly indicate third party software.

9) Please attach server sizing/configuration documentation.

Appendix H
INTEGRATION / INTERFACE COSTS

Vendor Name: _____

Interfaces	Low Estimate	High Estimate	Vendor Comments/ Suggestions
See Section 7 Table 13 in the RFP narrative for further detail			
Building Permits			
NC State Contractors Lic Board (validate licensee info.)			
Cashiering			
Credit Card Payment Processing			
GIS			
ESRI ArcGIS SDE Server			
EDMS			
Software (To Be Determined)			
Accounting (Tyler Munis):			
General Ledger			
Other			
County Assessor's CAMA			
E-Mail and Calendaring (Microsoft Outlook)			
Active Directory			
	$ -	$ -	

NOTES

For all current systems integration, the response to the RFP should note:
· The vendor's background with integrating with the related system.
· Internal structures that affect how interfaces are developed and maintained.
· For current flat file exports, how the flat file and batch process would be maintained and automated to replicate the current process on the receiving end.

· How data exchange between systems can be accomplished in order to take advantage of SQL-to-SQL processing and real-time updates.
· Corresponding development and support/maintenance responsibilities for the interface junctions.

Appendix I	
CONVERSION COSTS	

Vendor Name: _____

Conversions	Low Estimate	High Estimate	Vendor Comments/ Suggestions
See Section 6 Table 12 in the RFP narrative for further detail			
Active planning projects			
Active zoning inspections			
Active enforcement actions (code and zoning)			
Active permit applications and projects			
Active license master records			
Licensed haulers and verification tags			
Historical planning			
Historical permit records			
Historical inspections			
Historical zoning inspections			
Historical code and zoning enforcement cases			
Parcel records			
Addresses			
Legacy System Records (Not PermitsPlus)			
Well Points Coordinates			
Mobile Home Park			
	$ -	$ -	

Appendix J
MODIFICATON COSTS

Vendor Name:

Modifications (please list as needed)	Low Estimate	High Estimate	Vendor Comments/ Suggestions
	$ -	$ -	