



**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 #2 – Pre-Bid Attendance Roster  
–Question & Answer***

*Date: March 31, 2020*

**Land Development Permitting System Addendum #2:**

- **Pre-Bid Attendance Roster**

<b>Vendor Name</b>	<b>Contact Person</b>
ICC	Susan Owens
	Mike Rizzo
Tyler Technologies	Garth Magnus
	Sandy Gallagher
Simplygov	Christina O'Connor
Timmons Group	Louis Garcia
Dude Solutions	Jon Mills
Accella/Vision 33	Kristen Farmer
	Kevin Belli
	Scott Casselman
Oracle	Samantha Dipace
	Greg James
Citizen Serve	Carla McFalls
Central Square	Bo Zimmerman
	Harriet Spain
City Works	Dave Bromwell



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• **Question & Answer (Questions are in Black. Answers are in red)**

1. There is an aggressive proposed project schedule of being fully implemented within 6 months. It is our experience, gleaned over 20+ years and close to 100 projects of this type across North America, that such an aggressive schedule is not recommended nor wise. So, my question is this: Is there an overriding reason for the 6-month schedule? (Maybe an existing systems license is expiring). A schedule of 10 months at a minimum is more realistic, with a 10-14-month schedule being the norm for a project of this type and complexity.

In light of the mandatory pre-bid meeting scheduled for March 23 requiring travel, is it possible to have this question answered as soon as possible? Basically, if the County is going to hold to the requirement of 6 months, we likely will not bid as we see a schedule of this short duration only leading to a frustrated and unhappy client. We have delivered within this time period on 2 other occasions, however it was with the full understanding of the client that we were implementing an “out of the box” system, (expectation was workflows and functionality were temporary) and that after initial Go Live (in both cases) we went back and configured, and fine-tuned the system (both of which took in excess of 10 months). However, this also led to frustration and confusion as County workflows basically changed 3 times over a period of 18 months. We highly recommend a more realistic schedule that will result in only 1 workflow change.

**Answer: We can discuss this at the pre-bid and certainly negotiate a reasonable timetable with the chosen vendor. We have heard the same concern from other vendors. Our interest is the company starting implementation immediately. We control the timetable in delivering the information that will be needed for implementation. I do not think we need to rewrite the RFP, we can simply negotiate the timeframe during contract deliberations.**

2. Can you please outline the number of named users please? And of those named users, which might need mobile access?

**We currently have 117 active users. Potentially all of them. 60 in the field inspectors in the list.**

Department	Standard User	Mobile App User	Total Named User
Building Services	5	10	15
Planning	3	3	6
Code Enforcement	3	0	3
Emergency Services	0	5	5
Natural Resources		2	2
Environmental Health	5	5	10



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Internal (IT, Admin, etc.)	10	10	20
Outside agency		10	10

3. What information influenced a 6-month implementation timeline?  

We can discuss this at the pre-bid and certainly negotiate a reasonable timetable with the chosen vendor. We have heard the same concern from other vendors. Our interest is the company starting implementation immediately. We control the timetable in delivering the information that will be needed for implementation. I do not think we need to rewrite the RFP, we can simply negotiate the timeframe during contract deliberations.
4. (1.14 Technical Infrastructure) Are there any database products that are unacceptable to the County for the purposes of this RFP?  

The only databases we currently use in production on-prem is Microsoft SQL Server. If the product is not a cloud-based solution, we would not necessarily be opposed to a non MSSQL implementation, but understand that any back end that aligns with what we currently have in-house both from a system side and from a support side would probably be given a higher score.
5. (1.14 Technical Infrastructure) Is the ability to integrate with SQL Server Reporting Services (SSRS) a requirement if the vendor product comes with a more powerful reporting tool?  

Yes
6. (8.7 Rights to Source Code) Would the city be open to negotiation regarding Rights to Source Code?  

To a certain degree. Source code and any updates thereto, for the duration of the relationship between vendor and the county, at minimum would be required to be held in escrow
7. (1.3 System Functionality Requirements) Could you please elaborate on the requirements for cashiering? The ability to process cash, check or credit card payment within the system. Then the ability to run payment reports on different variables.
8. (1.9 Current Environment) Do you track Fire Arson Inspections in your current permitting system? Are you expecting to track this in the new LDPS system? Currently tracking Fire inspections and investigations in Emergency Reporting. The system must be able to integrate with ER.
9. (1.11 Current PNI program to be replaced) Please confirm that you require an interface to Mobile Home DB. If so, what type of data does this store? Excel Spreadsheet with various data such as ownership information, property information, and park specific parameters
10. (1.13 Systems for Integration) Is the integration to Microsoft Office Calendars required and what is the expectation? Scheduling inspections and synching updates?  

Yes, scheduling inspections, synching updates, internal use (e.g. who is in the office and who is in the field), etc.
11. (1.13 Systems for Integration) Will vendors be expected to integrate to your GoMaps system, ESRI map services, or both?  

Both
12. (1.13 Systems for Integration) What do you presently use for a Credit Card Payment solution?  

One credit card machine in Permit Center and bill function in PNI



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13. What is the total # of permit types, planning types, and complaint types within each department?  
**37 permit types among 6 departments in current system**

14. Can the County provide an estimated number of end users for the Departments of Building Services, Emergency Services, Natural Resources, Environmental Health, and any other Departments where number of staff were not already included in the RFP? Please also specify contractor staff performing work on behalf of the County and needing access to the future application.

**We have 117 current users of the system; we anticipate more as we are trying to combine several disparate systems into a single solution.**

15. Can the County elaborate on its need for data conversion (total size of data, time frame [i.e past 5 years] or number of records to be converted).

**The database size is about 2GB, but there are external attachments totaling about 100GB in size. The records go back to 2005 (all of which should be included in any conversion).**

16. Does the County have a required or anticipated project start date? Is this the same date as the contract authorization date?

**Referring back to question #1, we are wanting to initiate the implementation process as soon as possible after contracts are signed.**

17. Does the County have an anticipated budget for licensing and implementation costs?

**Yes**

18. Does the County have a preference for a Cloud-based or Hosted solution?

**Cloud based**

19. What are the anticipated number of 'Admin' users as well as 'Non-Admin' users who will need to have access to the Permitting system? Can you indicate the max number of users you anticipate on a given day?

**6 admin users and 117 current users in the system. Could have 1000s of users with online permit application.**

20. Does Henderson County have technical resources (internal or external) who manage each of the systems the permitting system would need to integrate with?

**Yes**

21. Is there a requirement for electronic signature capability? Does the County have an existing contract with an eSignature vendor? If so, who is the vendor?

**Yes. No current eSignature capability**

22. How many different distinct types of specific plan review/ permit issuing processes does the County envision being funneled through this platform?

**Currently 37 permit types among 6 departments in PNI**

23. Has funding been secured for this project?  
What is the budget allocated for this project?  
Can the County indicate anticipated contract duration?



## Henderson County Planning Department

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Yes. Budget will be determined by lowest responsible bidder Current system has been in operation 14 years-losing support

24. Page 28, Section 5 Evaluation Criteria indicates "10-year costs". Does the County want first year and total 10-year costs?  
Need purchase cost (1<sup>st</sup> year) and then the 10-year total of maintenance, upgrades and support
25. On Page 9, Section 1.8 Project Stakeholders, the County listed the departments that are part of this project; however, user counts were not complete. Can you provide a breakdown by department of how many named users will process work within the new LPDS solution? How many are mobile field users only? *Please note that staff that who needs to view or search for information will not require a user license. This is usually staff from other departments such as Finance, Tax, Municipalities.*  
There are currently 117 users in PNI over 6 departments. Assume that all users could be mobile field users plus possibly thousands of outside users utilizing online application and scheduling.
26. Our proposed solution supports online document submittals and Electronic Plan Reviews (EPRs). What software does the County use to mark-up plan reviews? Is Adobe Pro acceptable? Will the County procure the mark-up software independently of this RFP?  
Adobe Pro would be acceptable.
27. How many plan reviewers do you have for markup/editing?  
15
28. Has the County issued an RFI prior to this RFP seeking possible solutions?  
No
29. Has the County's staff conducted any software demonstrations by existing software vendor firms? If so, which ones?  
We have been creating this RFP over four years. We have had many demonstrations, no formal list to provide.
30. What is the allocated budget for the implementation of the proposed solution?  
We will choose a product from the lowest responsible bidder.
31. Can you tell us more about the Inspection Turndown Library and how it's used?  
This would be a report of denied inspections by trade or inspection type
32. How is the Mobile Home Park data used by Code Enforcement? What data is stored in the Excel sheet, and how is it currently maintained?  
Historical list of existing nonconforming manufactured home parks used to determine if a park space exists for replacement homes.
33. Emergency Services: Is the annual inspection record to be populated in the new system or in ER?  
ER but linked to the system
34. Environmental Health: Will LDPS be used to issue County registrations?  
Septic and Well Permits. Restaurant Inspections, Daycare Inspections, Tattoo Parlors, Commercial Pools
35. Can you provide more details about the following activities: Cane Creek Sewer and Misc. Receipts Processing?



## Henderson County Planning Department

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Cane Creek Sewer will input property information for sewer taps. Miscellaneous receipts is any permit or project that we may create in the future that requires billing.

36. Please provide complete list of permits, application, code types if one exists.  
Does not exist. 37 permit types among 6 Departments
37. Is the expectation that your centralized IT and/or IT department will maintain and support the solution after Go Live?  
Prefer vendor support and maintenance
38. SMEs (Subject Matter Expert) availability throughout the project is key to a successful implementation. What allocation is available for your SMEs over the life of the project? (i.e. participation in workshops, attending train the trainer sessions, perform/assist in performing UAT, etc.)  
SMEs available from each department to learn function and maintenance
39. Would you prefer UAT to be managed by the vendor or internally by your project team?  
Managed by our project team
40. Do you prefer the vendor provide all end-user training or a "train the trainer" approach?  
Train the trainer
41. How many trainers does the County have available for "train the trainer" sessions?  
10
42. How many end-users will need to be trained on the new system?  
150
43. How many reports and output documents will the system need to generate, based on your current legacy reports? Please provide a list if one exists.  
Reports must be buildable by end user to enable multiple searches. Currently use separate program Crystal Reports to create reports from PNI.
44. Of the integrations stated in the RFP, are you able to confirm the solutions are able to integrate through API/web services?  
Not without contacting each vendor.
45. The County states you would like to offer on-line payments. Does the County have any preferences about which payment provider to integrate with?  
Need safe, CPI complaint low percentage payment provider
46. Can you tell us more about your requirements to integrate with Exchange and Outlook?  
E-mail inspection results to permit holder
47. Is it possible to summarize intent of the PictometryConnect integration and how it is currently leveraged as part of process? Is the intent for live integration with proposed software or one/two-way batch?  
Currently no Pictometry link to PNI. The integration could be a daily batch push.
48. For the legacy systems stated below as Data Sources, can a brief summary be provided on each of these systems? Can any information be supplied such as the following?
  - a. Data Sources:



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- i. PNI
  - ii. Code Enforcement Nuisance Complaints (MS Access)
  - iii. Mobile Home Park (MS Excel)
  - iv. Number of records
  - v. Number of tables
  - vi. Number of columns
  - vii. Can you provide any data dictionaries for source data to be converted?  
**Not at this time. All information will be gathered/provided for implementation**
49. Can you please publish RFP Appendices B – J that are referenced in the RFP but are not on the bid page?  
**Templates now attached with RFP**
50. How many County users do you anticipate?  
**150**
51. Will there be users from the five municipalities within the County? If so, how many municipality users do you anticipate?  
**Yes. 25.**
52. Does the County require work order or asset management capabilities with the system in regards to septic or sewer systems?  
**Not currently**
53. Can the County clarify what is meant by “receive automated electronic reports from laboratory analysis”?  
**Lab would send reports that automatically attach into permit within system**
54. Is the expectation that the system will receive files directly and upload or associate them with a record in the system without user intervention?  
**Yes**
55. Can the County provide an example or existing workflow that the new system should be able to accommodate or address?  
**Each permit has slightly different process. For a typical single-family dwelling: Zoning Permit, septic and well permit, building permit.**
56. Can the County provide an example question a workflow should start with?  
**What is your address or PIN?**
57. Is the intention to have a “decision tree” type of prompt similar to a product like TurboTax?  
**Yes**
58. Are “tasks” primarily defined as reviews and inspections?  
**Yes**
59. Can the County provide more information on the required integration with DENALI?  
**Daily data dump from PNI to Denali. PNI can query Denali for parcel information**
60. Is DENALI providing land, owner, and real estate data in addition to the County’s GIS? Or is it expected to receive some type of property data from the new system?  
**Denali houses the parcel information that populates GIS. New system will query this information from Denali**



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