

Powhatan County, Virginia



Addenda No. 3 – October 29, 2019

Request for Proposals for Software and Implementation Services for a Tax Billing, Utility Billing, Community Development, Asset Management, and Enterprise Resource Planning (ERP) Software Systems Environment

Due Date and Time: Wednesday, November 13, 2019, 4:00 PM Local Time

County of Powhatan
Department of Finance
3834 Old Buckingham Rd, Suite B
Powhatan, VA 23139

Questions and answers provided below include those questions received following the issuance of Addenda 2. Any other questions and answers following the issuance of this Addenda will be included in Addenda 4, if necessary.

1. Question: Does the County have any data conversion needs as it relates to the legacy community development software? If yes, can these needs be specified?

County Response: The County preference would be at minimum to convert all active permits and any commercial permit that exists along with residential permits from the last 3 years.

Question: If there are conversion needs for community development software, can the County provide the following:

- a. The number of data sources to be converted from
- b. A brief summary of the software solutions converted from
- c. Legacy format (Oracle, SQL, Access DB, Excel, etc.)
- d. Number of records
- e. Number of tables
- f. Number of columns
- g. Can data dictionaries for source data be provided?

County Response: Please see below:

- A. **Four (AS400, Evernote, Excel, and Teamwork). AS400 is a high priority source, while the other three could be left out of the initial implementation and phased out once a new system is in place.**
 - B. **See notes for “A”**
 - C. **See notes for “A” (Excel, AS400; Evernote and Teamwork are web based)**
 - D. **Unknown (records back to about 1996)**
 - E. **Unknown**
 - F. **Unknown**
 - G. **This is yet to be determined. If required, the County could work with the legacy software provider to obtain any available data dictionaries once a future software system is selected.**
2. Question: Would the County be able to confirm if the only potential interfaces for a future community development system would in fact be INT.6 (ESRI) and INT.13 (Department of Health).
- County Response: An additional potential interface, or exchange of data, if separate systems are selected would be to record receipt totals in a new ERP system, stemming from transactions within the community development system. Please see also INT.12, and INT.15-17.**
3. Question: SMEs 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)
- County Response: The County anticipates that the resource requirements for each vendor will vary, with some vendors requiring more SME dedication than others. The County is not able to allocate resources 100% to the project, due to the size of the organization and workload demands. Additional resource planning will be performed with shortlisted vendors to better understand anticipated time commitments for County staff. The County intends to review vendor responses to the anticipated number of resource hours and other resourcing estimates/assumptions provided by vendors through the proposal process. Vendors are strongly encouraged to provide best estimates based on comparable clients.**
4. Question: Would you prefer UAT to be managed by the vendor or internally by your project team?
- County Response: Per Attachment A, Tab 10, Section III: “The Awarded Proposer will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The Awarded Proposer will also provide a plan for stress testing the system, which will occur during or after UAT.”**
5. Question: How many reports (for Community Development) do you estimate will be required for the vendor to be developed (SSRS, etc.) based on your current legacy reports and based on any overall analysis that has been completed?
- County Response: An estimate is not available at this time; however, this would be expected to be determined in the early stages of the implementation.**
6. Question: Does the County have staff (i.e. trainers or subject matter experts) available to support a train-the Trainer approach to training end-users? If so, how many Trainers can be expected.

County Response: The County anticipates that subject matter experts that are involved in the analysis, design/configuration, and testing of the system during the implementation process would be involved in the train-the-trainer process as trainers, though these resources are not formal trainers. The number of subject matter experts that will be involved in training end-users will be determined based upon further planning with the selected vendor(s), and should be specified in the training plan that is ultimately developed.

7. Question: Please describe the roles and responsibilities of each member of the County project team.

County Response: The County anticipates that the definition of the project team(s) will be arrived at upon selection of a vendor or vendors, and will be partially driven by the number of vendors selected.

8. Question: Please confirm the number of Community Development users for the proposed solution is 40?

County Response: Per Addenda #1, the County anticipates that the total number of licensed regular/daily users of a future community development system will be around 15.

9. Question: County has stated there is a need for Community Development solution. Please confirm you are looking for a Land Management solution specific to Planning, Permitting and Inspection functions.

County Response: The County has defined the functionality it is seeking within Attachment B to the RFP. Specific to the scope of "Community Development" or "Land Management" if the two terms are used interchangeably, please see tabs 19-23 of Attachment B (Licensing, Plan Development and Engineering, Permitting, Code Enforcement, Inspections).

10. Question: Does the County have any specific challenges and opportunities for improvement related to Community Development?

County Response: Yes, as detailed below:

Challenges include the following:

- The County has difficulty effectively tracking proffers and bonds
- The current fee structure is difficult for users to understand.
- There is an inability to accept payments online.

Opportunities for improvement include the following:

- Current code violation tracking is performed in MS Excel
- There is a desire for improved task tracking in a future system.
- There is a desire for improved online capabilities for submitting applications and making payments
- There is a desire for electronic workflow capabilities

11. Question: Does the County have an estimated schedule for implementation of a Community Development solution (start date, timeline for go-live of initial functionality, total implementation duration)?

County Response: Not specifically for Community Development, there is not a firm start or live date. Overall, the County anticipates implementation of a Community Development solution to take between 10-18 months depending on the solution and division of work

effort between the vendor and County teams. Proposers are encouraged propose phasing and timelines that best align with the Proposers implementation approach, and with the knowledge of the potential phase start/end dates for other areas as listed in Tab 5 of Attachment A.

12. Question: As part of Table 04, does the County have statistics relevant to Licensing?

County Response: The County currently has approximately 2,000 active businesses licensed.

13. Question: To what degree are business operations and processes for Community Development digitized?

- a. Not at all – everything is manual and paper-based
- b. Minimal – there are a few disparate applications but no integration / shared data, information is accepted on paper forms and data-entered after
- c. Moderate – there are a few integrated applications with limited data sharing
- d. Advanced – there is a fully integrated solution that manages most or all of their community development lifecycle

County Response: B – Minimal.

14. Question: Does the County have a digital solution for electronic plan review?

County Response: No. Applications are online, but documents must be submitted in paper form, and if applicable, signed and notarized. The County generally requires ten hard copies of plans as these are distributed for review. Site plans, sub-divisions, and land disturbance applications only require five copies.

15. Question: Which County departments are included in Community Development?

County Response: Planning and Zoning; Building Inspections; and Economic Development are the divisions within Community Development.

16. Question: Has the County, or will it in the future, perform business process reengineering for Community Development processes?

County Response: The County is open to modifying business processes in order to maximize use of a new system and streamline processes in a more digitized manner. Specific changes will be considered with the selected vendor, and based upon available technology to support any such changes.

17. Question: Can the County provide Community Development staff counts as per the following:

- a. Supervisors/managers/executive staff
- b. Application or plan reviewers
- c. Admin staff
- d. Inspectors / field staff

County Response: The following graphic presents the number of staff in the left-most column, and the number of authorized FTE for FY2020, for the Community Development Department:

Director of Community Development	1	1.00
Community Development Technician	3	2.50
Principal Planner	1	1.00
Planner II	1	1.00
Planner I / Code Enforcement Inspector	1	1.00
Environmental Coordinator	1	1.00
Building Official	1	1.00
Building Plan Reviewer	1	1.00
Building Inspector	2	2.00
	<u>12</u>	<u>11.50</u>

18. Question: Can the County levy “technology fees” as part of their fees for service?

County Response: The County does not intend to use this as an option at this time.

Respondents are instructed to return a copy of this addenda form signed by an authorized firm agent as part of proposal responses.

SIGNATURE

COMPANY

DATE