

**ADDENDUM #2**



**City of Chino Hills**

**Land Management Procurement Project  
Vendor Questions / City Responses  
September 29, 2020**

Vendor Questions and City Responses are provided in the first column of the following table; City responses appear in the second column.

<b>Question No.</b>	<b>Vendor Question</b>	<b>Question No.</b>
<b>Q1</b>	Regarding the requested Data Conversion, what format/filetypes make up the data in: 1) Cartegraph 2) CivicPlus / Request Tracker 3) Microsoft Access 4) Microsoft Excel (probably .xlsx)	SQL and CSV data should comprise the bulk of the data needed to be imported.
<b>Q2</b>	Is there any additional external data that would need to be migrated as part of this project?	No.
<b>Q3</b>	Are there any components of this project which the City would like to be public facing (not require authentication/login)? Which ones?	An interface should be available for the public to make requests or lookup information.
<b>Q4</b>	Are there any RFP scoring incentives for local, Southern-California-based, women-owned, or small businesses? Similarly, are there any disincentives for outsourcing/off-shoring?	No additional incentives. Scoring is based on the criteria set out in Section 6 – Proposal Evaluation.  Refer to section 7.9 of the RFP for specific requirements related to the use of sub-contractors and/or the offshoring of work.
<b>Q5</b>	Is this RFP the result of an RFI or this RFP the first public request of any information related to this project?	No
<b>Q6</b>	Would the City require us to build a website for the Applicant Online Portal (externally accessible), or prefer it be in-platform (registered-user accessible)?	The City will consider the vendors recommendation that best fits its proposed solution for this required component.
<b>Q7</b>	Is there any set budget for this project? If not, is there an estimate?	The City will not release this information at this time.
<b>Q8</b>	Do you have any annual reports that highlight your current goals that you can share with us?	No.
<b>Q9</b>	Has the program or department recently undergone any internal restructuring that may shape what you are looking for?	No.
<b>Q10</b>	What is the biggest pain or issue that you have now with the current system?	Limited amount of functionality in current system, lack of a public-facing component and over reliance on manual reporting processes.



Question No.	Vendor Question	Question No.
Q11	The RFP "future system" sections asks, "Does the Financial Investment over 5 years meet City budget constraints?" Does this project have a 5-year budget estimate we can assess against? If not, what's your estimate of this project's 5-year budget constraints?	The City will not release this information at this time.
Q12	Where can we find City's overall vision and goals?	You can find the City's Mission Statement on the following page: <a href="https://www.chinohills.org/301/Mission-Statement">https://www.chinohills.org/301/Mission-Statement</a>
Q13	Is there a page limit for proposals you'd like us to adhere to?	Any stated page limitations have been included in RFP Section 5 Proposal Submission Requirements.
Q14	Given the current circumstances with COVID, can we please get an electronic submittal option?	No.
Q15	How many permit types are issued by Building Services?	This information will be determined during the project implementation; if necessary, for vendor pricing, please identify/include any assumptions made.
Q17	How many case types are handled by Code Enforcement?	This information will be determined during the project implementation; if necessary, for vendor pricing, please identify/include any assumptions made.
Q18	How many application / permit types are processed by Development Services?	This information will be determined during the project implementation; if necessary, for vendor pricing, please identify/include any assumptions made.
Q19	How many application / permit types are processed by Public Works / Engineering?	This information will be determined during the project implementation; if necessary, for vendor pricing, please identify/include any assumptions made.
Q20	What type of integration is required with GeoTracker?	The system should be able to pull GIS0-related data from GeoTracker on demand in any area of the application where it would be pertinent.



Question No.	Vendor Question	Question No.
Q21	Is it viable to convert tabular data from pre-2006 building permits into documents, which will be attached to a minimally populated legacy permit type, so long as the legacy permits are searchable by parcel or address?	This should be viable.
Q22	How many users for community development and how many users for business licenses? Or please provide a breakdown of users for this solution	12 users for each.
Q23	Is there a budget in place for this solution?	The City will not release this information at this time.
Q24	Are we able to submit proposals virtually as many mailing centers and on-site offices are closed?	No.
Q25	2.1.18 Upload – Upload to where, which application(s)	The LMS platform should be able to accept new fees and effective dates via standardized format such as XLSX and CSV.
Q26	2.2.2 development of custom application will require finite requirements in order to properly scope and price. Do these requirements and required functionality exist?	They do not; please provide a best estimate for this work based on available information. Please identify and provide any assumptions made used in this estimate.
Q27	2.2.14 requirement to maintain this financial data within this application or interface to system of record for financial data?	An interface to the City’s financial system is one of the integration requirements of this RFP. The City expects the vendor to understand its system sufficiently to recommend an approach for this interface and to provide the corresponding cost for the same.
Q28	2.4.1 plan for this solution to accept payment methods and transactions? If yes, what type of payment options must be acceptable?	Online, in person or via telephone (IVR)
Q29	2.4.7 is applicant submitting a valid GIS plat as part of the submission? If not, should the submission error?	The applicant is not expected to submit this.
Q30	2.4.16 what type of data would be submitted that would determine the fee amount?	The City expects the vendor to understand its system sufficiently to recommend an approach for this interface and to provide the corresponding cost for the same.



Question No.	Vendor Question	Question No.
Q31	2.5.25 how many items could impact a case and would need to be available for upload and source of such information?	The City expects the selected solution to satisfy all of the requirements that were listed in Section 2.5 of Appendix C; in addition, there should be no effective limit to the number or type of attachments.
Q32	2.8.1 Anticipated number of potential customers accessing system?	According to 2018, the population of Chino Hills is 83,447. There are an estimated 24,374 households.
Q33	How many named users of the Land Management module do you think you will have? This would include permitting, code enforcement, inspections, etc.	Anywhere between 20-30 would be the best approximation.
Q34	How many named users of Business Licensing module do you think you will have?	Please reference the answer to question 22.
Q35	How many users will need the ability to do mobile inspections through an app?	Anywhere between 5-10 would be the best approximation.
Q36	Please provide the number of staff that are in each of the effected departments who will be using the new software system and will require training?	Please reference the answer to question 33.
Q37	How many outside consultants will be using the new software system and will require training?	The City does not expect to train outside consultants on the use of the selected solution.
Q38	Permitting – The RFP mentions permitting. Does this include both Building and Engineering permits?	Yes.
Q39	Inspections – will this include engineering inspections?	Yes.
Q40	Mobility – Are you looking for mobile functionality for customers, users, or both?	The City expects its selected solution to offer mobile functionality for City staff.
Q41	Mobility – Is the City expecting a native mobile application or web browser interface adaptive to mobile?	The City expects its selected solution to include a native mobile application.
Q42	Report writing services - How many reports are anticipated for implementation in the new system?	This information will be determined during the project implementation; if necessary, for vendor pricing, please identify/include any assumptions made.



Question No.	Vendor Question	Question No.
Q43	GIS – Does the City have dedicated GIS staff? If so, what positions?	City staff manage and support the GIS platform.
Q44	Insurance compliance tracking – does this include Workman’s Comp, Risk Management, or both?	This would include the ability to track any details related to Certificates of Insurance related to a project such as General Liability, Auto, Additional Insured Endorsement, etc..
Q45	Does the City plan to include payment processing in the public portal?	Yes.
Q46	Does the City have a specific budget constraint or upper limit?	The City will not release this information at this time.
Q47	Does the required interface with the San Bernardino County Assessor’s Office include County property data? How often are updates expected – Monthly? Quarterly?	Please refer to Table 2 – Overview of Current LMS Technology on pages 7 and 8 of the RFP for this information.
Q48	It does not appear that Business License data is included in this conversion. Please confirm that this is accurate.	Please refer to Table 4 – Required LMS Integrations on page 12 of the RFP; Business license functionality may be offered as an optional component of a vendor’s proposed solution if the stated requirements can be met. In that case, please include an assumption that data conversion will be needed, and identify and include any other assumptions made.
Q49	Electronic Plan Review (EPR) was not identified in the purpose section of the RFP. Is this something the City is looking to achieve?	EPR is not a requirement at this time; if the vendor chooses to include this functionality in the proposal, it should be included as an optional component.
Q50	Please identify the length of contract and/or targeted project completion date.	The City expects the vendor to understand its system sufficiently to recommend a project duration.