

Vendor questions submitted for Request for Proposal (RFP) Planning, Building and Enforcement COTS Application

1. Is the Government only interested in a hosted SaaS solution or will the agency consider an on-premise solution as well?

ANSWER: It is our preference to not have an on premise solution unless the solution is superior to those that are not on premise.

2. Does the Government have a budget for this RFP and if so, what is it?

ANSWER: Yes, we do have a budget, but it is not our practice to share those figures with bidders.

3. Does the department plans to allow external stakeholders to initiate process in the proposed system from the web application? Kindly Clarify.

Also, will all external users will be registered with the Department?

ANSWER: Yes, it is our preference to allow the external stakeholders to initiate requests via the web application, submit plans, make payments, review status of the application and allow for external stakeholders to comment on the application.

4. Under the current state of the department, integration with kiosk is not mentioned under requirements section of the document. Will it be correct to assume that there will be no requirement by the department for integration with Kiosk?

ANSWER: The department plans to retire the kiosk and use the online web application only.

5. Does the new proposed system will integrate with the current GIS software for creation of maps in Development and Forward Planning processes? Also, is the current GIS software is a web based application or a desktop based system. Kindly Clarify.

ANSWER: It is the department's desire to integrate with the current GIS software. The current application is desktop based.

6. The search will be performed in the proposed system and any information from GIS software will be fetched in run time. Is our understanding correct?

ANSWER: This is a correct statement.

7. Kindly clarify if department users currently use any kind of electronic signature for signing (ex. digital signature, e-sign certificate issued by an agency).

Also, digital signatures need to be procured as per the requirement of the department. Does the department wishes the vendor to propose the electronic signatures in the proposal. If yes, please share any specification applicable for the signatures.

ANSWER: Currently the department does not use digital signature functionality. Yes, the vendor should propose a digital signature solution along with their proposal if it is not already a part of the solution. The department does not have any specifications for signatures at this time.

8. The proposed system, integrated with the GIS software will display the maps and related information on the proposed system. Is our understanding correct?

ANSWER: This is correct.

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9. Does the department wishes to track the physical files against the physical location using a record management system integrated with the proposed solution? Request you to provide more details over this.

ANSWER: If someone in the department physically moves the "hard copy" file, it is the department's desire to have some type of tracking/assignment mechanism for that "hard copy" file.

10. Does the department want vendors to propose hosting site for the application server and database? Kindly clarify if licensing cost also required to be share or department will use its existing database?

ANSWER: The department wishes the bidder to propose a hosting site for the application and database servers. The department does not intend to use it's existing database, rather convert any existing information onto a new database.

11. How long does the department want the vendor to host the application? Kindly share a plan for application migration, if exists.

ANSWER: The department's current plan is to have the vendor host the solution throughout the life of the application.

12. The integration with MS Outlook and MS office suite requires API's/technical support from Microsoft. Does the department have such support from Microsoft or they expect the vendor to procure the API's for integration. Request you to clarify on this.

ANSWER: The successful vendor would be responsible for obtaining the appropriate API's.

13. Does the department is looking for an integrated meeting module to manage committee formations online and recording of meeting decisions in form of documents and their circulation among the stake holders. Kindly clarify?

ANSWER: It is the department's preference to have the "meeting module" integrated into the solution.

14. Does the department wants the vendor to propose mobile application for the stated processes or the web application needs to be mobile compatible?

ANSWER: The web application needs to be mobile compatible.

15. Kindly clarify the stated Map Function. Does it will be the GIS component or map stored with a process in the system?

ANSWER: The proposed solution should integrate with the GIS component.

16. Request you to clarify what exactly the department means by 'remote web application'?

ANSWER: The remote web application is the web enabled application that will be used by external stakeholders. Also see answer to question #3.

17. Does the department want vendors to propose any kind of hand held printing device, if yes kindly share any specific requirement for the device.

ANSWER: A hand held printing device is not part of the requirements; however, if your company would like to propose such a device, we will take it under consideration.

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18. Does the department plans to allow individual (internal and external both) user to configure their dashboard? Or the dashboard needs to be customized according to the user roles/groups? Kindly clarify.

ANSWER: Yes, it is our intent that both internal and external stakeholders be able to configure their own dashboard to individualize their user experience.

19. On page 17, under Current State section, it is mentioned that department uses ArcGIS Server for GIS. Does department wishes to replace the existing system with a new GIS software? If yes, does vendor needs to propose the same in the proposal? Kindly Clarify

ANSWER: The department intends to use the existing ArcGIS server.

20. Kindly share the approx. Size and format of the docuemnts and data to be migrated into the new system.

ANSWER: Please see requirement #225. This is currently the information that is available.

21. Is department wants the proposed system to be compatible with leading application server and database such as Jboss, websphere etc. and Oracle, MSSQL, Postgre etc. respectively. Or the department wants the system to be developed on any specific platform. If yes, kindly share the specifications.

ANSWER: The department is only considering COTS Planning systems, not custom developed solutions.

22. The process maps shared by the department mentions scanning steps, does the department require a scanning solution to be proposed for scanning and uploading documents in the system. Kindly clarify.

ANSWER: No, the department has a scanning solution for up to 11x 17in sized materials. Oversized scanning will be requested by the Department as a condition of submission. Therefore the onus will be on the application to provide scanned or electronic files.

23. Does the Department want a point-by-point response to each requirement in section B.?

ANSWER: Yes, it is our expectation that the bidder provide a point by point response to each requirement listed in Section 2.5.

24. Is the tentative go live date of March 2016 flexible, or is the date constrained/fixed by Department of Planning? We believe there may be beneficial approaches that would impact the anticipated go-live date.

ANSWER: This date is time bound due to budgetary purposes.

25. Does Department intend to include maintenance and operational services as a part of the project? Request you to please provide clarity about the support and maintenance period as part of current project scope.

ANSWER: Please see Annex 1 – Financial Proposal which provides for your response for maintenance and support costs over 5 years under Part A. Please outline any cost model assumptions under Part F of this form.

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26. Has the department evaluated (even partially) any COTS-based solutions as part of its due diligence for creating the RFP? If so, would the department be willing to share its assessment of those solutions (or at least a listing of any products you have looked at)?

ANSWER: The department has evaluated several COTS solutions. It is not our practice to divulge who those vendors were as part of our due diligence.

27. Does the department have a preference for the optimum deployment strategy for the project's solution to be either (1) COTS via SaaS, (2) COTS via External Hosting / Managed Services, or (3) COTS via On-Premise Deployment in Bermuda IT Environment?

ANSWER: The department is considering option #1 and #2 at this time. If the solution proposed is option #3, then the solution must be superior to those suggesting option #1 or #2.

28. What forms and notices must the system produce? Please share a list and samples.

ANSWER: Between the requirements traceability matrix and the process maps, you should be able to determine what type of notices or forms will need to be generated. We will share samples of these items to the successful vendor only during implementation.

29. Is there a budget range set forth for this you are going to share with the respondents?

ANSWER: Please see the answer to question #2

30. Please provide screenshots of interfaces user interact with the existing system.

ANSWER: We do not find it necessary to provide screenshots of the existing system. We have described an overview of the functionality and provided detailed requirements of the desired state.

31. Is department looking for capabilities of graphically modeling the workflows, graphical form designer for quickly designing user interfaces and visual dashboards to monitor progress of workflows? Please confirm. Our recommendation is that BPM solution for Workflow Management should comply to workflow standard such as BPMN, BPEL and WFMC

ANSWER: It is not the department's expectation to design the workflow based on BPMN, BPEL and WFMC graphical notations.

32. Is Disaster Recovery site also part of the current project scope? Please clarify.

ANSWER: The department is interested in the bidder proposing a DR site and specifics relating to the DR site.

33. Qu. Is there an external system which holds the parcel data which would be queried by our solution or would you expect the parcel data to be held and maintained within the solution? Question 18 implies that there is an address server, so would it be correct to assume that case creation would include a look-up to the address server?

ANSWER: The Government of Bermuda maintains a separate address server to which we can assign addresses to a particular parcel. The parcel data is part of BEMIS, as parcels are created and managed within the BEMIS application and then linked via a spatializer to a GIS shapefile.

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34. Qu. 62. Can you provide more information as to how the existing tax record information is held, is it in a web-based system which could be launched from our solution?

ANSWER: There is a land valuation database (address based property tax database) which is held separately from BEMIS and is not launched from the solution. The intent is to cross reference the two databases via a UID (eg parcel number).

35. Qu. 63. Can you provide more information as to how the existing tax record information is held, is it in a web-based system which could be launched from our solution?

ANSWER: DUPLICATE QUESTION OF ABOVE (#34)

36. Qu. 65. Please can you clarify who the external users are in this instance, is it consultees, or members of the public?

ANSWER: The external users are both consultees and members of the public.

37. Questions 163 and 218 appear to be contradictory - which is the solution used for online payments?

ANSWER: They are not contradictory. Currently the Government of Bermuda uses First Data as their payment gateway. That payment gateway is integrated with the Government of Bermuda's financial back end system which is JD Edwards E1.

38. Qu. 221/222. How is GoB holding/intending to hold Section 34 agreements - spatially? Within the system? As a selectable list?

ANSWER: Section 34 Agreement data is held in the BEMIS SQL2012 database (basic information, including number and agreement details). This will be linked to a parcel or parcels). There will also be an attached PDF doc of the signed agreement. Finally there will be a GIS polygon shapefile indicating the extent of the agreement.

39. Can I please clarify whether the instructions for the statement of requirement / Annex 3 are simply asking us to fill in the Statement of Requirements with whether we are able to supply that requirement and how, or whether it is wanting a more detailed answer?

ANSWER: Please see the answer to question #23. The more detailed answer is preferable.

40. How many users of the software would require plan comment, overlay, comparison and editing capabilities as described in question 140?

ANSWER: 100 users for the staff members and consultee's

41. Could you please confirm how many users you have?

ANSWER: Internal users are approximately 50 personnel

42. In Section B - Statement of requirements - paragraph 2.5

Are you wanting bidders to complete the table within this section of the document (as well as Annex 3) with text to confirm yes/no, an understanding of the requirement, and a reference to where in Annex 3 it can be found? OR, are you wanting us to indicate under each paragraph bullet point within this section compliance, understanding and a reference?

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ANSWER: Bidders only need to complete Annex 3 indicating whether your product meets the requirement (compliance) and then provide details specific to how your solution meets the requirement. Please see answers to Question 23, and 39.

43. In the requirements working document, Requirement 9 states that “The application will allow for the attachment of recording agreements in PDF format (editable)”. Is the expectation that the PDF will be editable within the application, or that the PDF can be over-written by a new version?

ANSWER: No, there is no expectation that the PDF will be editable, only that the PDF can be attached to the record.

44. The RFP requests a COTS solution, but the list of requirements and integrations to specific systems indicates that there will likely be customization required beyond most COTS systems. Is there a threshold for COTS features versus customization features? IE. 70%-30%, 80%-20%.

ANSWER: The department is interested in a customizable off the shelf solution. The department understands that there will be some level of customization, not to exceed 30%.

45. On RFP page 2, the Agency states that electronic submissions are welcomed, however on page 4, 1.3 item ii “All submissions must be in Microsoft Word (or pdf); and at least one signed, printed copy must be included, or with one signed electronic copy on in Word, .pdf or other common format.” Will the Agency confirm that if a vendor chooses to submit a signed electronic proposal, it can be excepted from submitting any hard copies (neither Word nor PDF versions)?

ANSWER: RFP responses can be in either hard copy OR electronic copy. Signed electronic copies of the RFP response are acceptable.

46. What is the total number of NAMED users anticipated by the Agency? Named user is different from the “concurrent user” concept with unique login credential.

ANSWER: It is expected that both internal and external users will have a unique login credential with differing functionality. The internal user count will be approximately 100 users for the staff members and internal counseltee's. The external users will be architects, attorneys, public , etc and there is an expectation that they too will have a unique login for the external portal with limited functionality. The external user count will be approximately 400 users.

47. How many field/mobile users does the expect to use the new system? Of the number of mobile users, how many are included with the number of back office users requested in the previous question above?

ANSWER: Field/mobile users count is approx 16. This count is included in the back office (internal) users count stated above and in Question #40.

48. Do the 5 workflow types in the RFP cover all workflows in scope?

ANSWER: No, this is a sample of processes in the department, it does not encompass all processes.

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49. Could you please provide a list of all permit types, complaint types, and inspection types that would be covered under these workflows?

ANSWER: Please also see Annex # 13.

Department or App Group	Application Type	Unique Number of Application Type	Requirements and Fees Documented?	Comments
Building Control	Minor Works Permit	BXXXX/XX Consecutive number for all building permits (minor works + building permit) for each calendar year. EG B0001/15	Location Plan Site Plan Building plans and elevations Electrical or Mechanical Plans as needed \$ see fee list	For works covered under the General Development Order (up to 500 sq.ft, most solar panels, and internal works) for which planning permission is already deemed granted. Does not apply for Conservation Areas or changes to Listed Buildings generally.
Building Control	Building Permit: Residential and Commercial		Location Plan Site Plan Building plans and elevations Electrical or Mechanical Plans as needed \$ see fee list	Building permit for all other works. Generally will follow Planning approval, but not always so.
Building Control	Inspection: Commencement, Recommencement, Setting Out, Excavation and Foundation, Building Final, Electrical Rough In, Electrical Final, Elevator, Health,	Recorded by Date for a particular Building Permit Number	No fee on initial request. Repeated requests when work not ready attracts a re-inspection fee. \$ see fee list	

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Enforcement	Complaint	100/11/XXXX Consecutive 4 digit number	No fee	Complaints are received by the Department and passed to the Enforcement Section. There is restricted access within the Department to these files.
Enforcement	Planning Search	303/53/XXXX/XX Consecutive 4 digit number for each calendar year Eg 303/53/0001/15	Location Plan Site Plan Property Description \$ see fee list	A way of checking for illegal development prior to the sale of a property. Usually the purchaser requests a planning search.

50. Is there a specific reason for the current expected go-live date of March 31st, 2016? Given the potential contracting date and holidays, this leaves 4-5 months for full implementation. Will the Agency consider a phased delivery approach with alternate go live dates?

ANSWER: Please see the answer to Question #24.

51. Could you please expand on the requirement 14.00 The application will allow for any advert to be removed from the advertisement list - Word format

ANSWER: A list of Planning Applications to be advertised needs to be produced on a weekly basis to be sent to the Cabinet Officer for inclusion in the list of Official Government Notices published in the local newspaper. Our preference is for the system to generate this in MS Word and to allow the user to remove any application that is automatically added to the list (sometimes it is necessary).

52. Could you please expand on the requirement 22.00 The application will have the ability to create location plans

ANSWER: We would like the mapping component of the new system to allow the Dept and members of the public that access the website, to create a standardized location plan for a property, which can then be submitted as part of an application. The requirements of the location plan include: scale 1:2500, outlining the parcel boundary in red, outlining adjacent properties in blue, highlighting the access to the parcel in yellow.

53. Could you expand on the desired functionality of the requirement 113.00 The application will allow for integration with MS Outlook and MS Office Suite (Plug and Play)

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ANSWER: The application should be integrated with MS Office Suite in order for the user to be able to create documents, edit documents and create calendar notifications and the data be saved to the software application solution the bidder is suggesting.

54. Is the date in requirement 106.00, "The application must be implemented by April 1, 2016. A detailed Project Plan indicating how the solution provider will meet this requirement should be provided." negotiable?

ANSWER: No. Please see the answer to Question #24.

55. Could you please provide a list of all forms, letters, and management reports that are needed to be printed or e-mailed?

ANSWER: The list is too exhaustive to provide an answer to your question. This detail will be provided during the implementation period.

56. Please estimate the number of reports and custom documents the Agency would like developed based on High, Medium or Low complexity for scoping purposes.

Complexity	Description	Number
High	Reports that require complex queries, joins, multiple sources, etc. Examples include statistical and analytical reports, schedules, management summaries and agendas.	20
Medium	Reports that require some calculations and summaries. Examples include forms and transaction reports (receipts, permits, inspection tickets, journals, logs). Many reports fall under this category.	100
Low	Reports that require a simple pull from a limited number of database fields and presentation on a document. Examples include letters and notices.	100

57. Could you please provide a list of interfaces and high level scope i.e. bidirectional, real time etc...

BEMIS has multiple interface screens for viewing and entering data for applications, permits, complaints, inspections, parcels, agreements. There are too many to summarise. All are real time and bi-directional.

Interface Name	One-Way or Two Way	Frequency (Batch, real-time)	Description

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58. Could you please provide a list of all legacy data conversion (Type of DB, # of tables, # of rows) that will need to be converted in scope?

ANSWER: SQL2012 DB. We will be looking to transfer all subdivision applications (7500), all complaints (4000), and the last 5 years of active building permits (3500), and planning applications (3500) and inspections. The architecture is too complex to summarise and involves multiple related tables with multiple fields.

59. Will the Agency require a periodic Address, Parcel, and Owner (APO) load into the new, selected system? If yes, please complete the table below.

Answer: The Planning Parcel System is managed by Planning. The Land Title (owner / rights) parcel system is managed by Land Title Registration Office (LTRO) using a system called Norwood. The system is based on top of ESRI GIS using layers and an up to date database system (SQL) with a yearly maintenance plan. The addressing database is presently managed by the LTRO as well, however it is an outdated Oracle database with no maintenance plan; potential to fall over and fail is possible. Currently looking into migrating to an ArcMap system.

System Name	Vendor	DB Type	# of Parcel Records

60. Does the Agency have resources to put the legacy data into a prescribed format, and then participate in the conversion process in the new system?

ANSWER: No we cannot put the legacy data into a prescribed format but we can participate in the conversion process. We realise that not all fields may be transferred but we can indicate the most important data.

61. What imaging and/or electronic document management systems are currently in place? Does this solution support web services integration?

ANSWER: A Canon Imagerunner Scanner/Copier. Electronic files may be attached to records within BEMIS and these reside on our Planning network server. There is limited integration with our current website, where static files are stored on a separate server, and a mapping application and planning search function can query data within BEMIS.

62. What is the approved or anticipated budget for this project?

ANSWER: See the answer to Question #2

63. Please identify instances where any agency employee has viewed or discussed a potential software application similar to the one being solicited in this RFP in the last 24 months. Please name the vendor(s), dates of contact and describe the nature of the contacts including whether pricing was discussed.

ANSWER: See the answer to Question #26

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64. Will there be a dedicated Project Manager(s), and if so, will the Project Manager(s) be from the Agency or an outside consultant? To whom will the Project Manager(s) report? How many dedicated Agency staff will be assigned to the duration of this system implementation and in what roles?

ANSWER: The Department is in the process of hiring a dedicated IT professional who will be the project manager. The IT professional will report to the Senior Planning Officer – Forward Planning and the Director of Planning. The Department will also hire an IT consultant with experience in BEMIS to assist with the data conversion. The Department will also have a Steering Committee made up of representatives of each section of the Department to assist with the integration and implementation of the new system.

65. Please clarify whether the selected vendor will train all of the system users in each area, or if the Agency desires a “Train-the-Trainer” approach?

ANSWER: The department would like the bidder to propose several methods of training and price each method on Appendix A – Financial Proposal

66. Is it important for the selected solution’s web portal to offer multiple languages to its citizens?

ANSWER: No. British English, or US English dictionaries, thesaurus, spell checker is the only language requirement.

67. Is it important for the selected solution to be 508c compliant?

ANSWER: Yes, it is the department’s preference to be 508c compliant.

68. Does the Agency desire electronic document/plan review functionality as part of this project? If so:

a. What business processes or record types will be enabled for electronic plan review? (i.e. Simple Residential Permits, Commercial Permits, etc.)

ANSWER: Planning Applications, All Building Permits and Inspections.

b. Does the Agency plan to roll out electronic document/plan review functionality for all record types at once or phasing in record types over a specified timeframe?

ANSWER: The department is interested in a roll out of ALL record review types prior to final implementation by April 1, 2016.

69. Please explain what is meant by your requirement for a COTS (commercial off the shelf) solution? For example, do you need a solution that is already off-the-shelf integrated with your back-end systems?

ANSWER: See the answer to Question #21

70. Is the Department of Planning already considering an application that has all the integration points?

ANSWER: No, all applications we are considering will have to be integrated with the back end applications.

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71. What is the not-to-exceed budget for this project?

ANSWER: Please see the answer to question #2