



OFFICE OF COUNTY PURCHASING

*Ramona Womack
Purchasing Director*

May 3, 2011

**BID #040-2011-360
Work Order/Permit Management System**

ADDENDUM No. 3

The following clarifications, corrections, additions, deletions, modifications and/or revisions shall be made to the above referenced project and shall take precedent over the original document(s), and considered hereinafter to be part of the contract documents.

Clarifications

Questions are numbered and the answers follow with bullet points.

1. May I please have a copy of the RFP in Microsoft Word or Excel format so I can respond to the requirements directly?
 - Word/Excel formats are unavailable, please respond accordingly.
2. How many staff members will be accessing the system in the office or remotely? How many concurrent user licenses will the County require?
 - There are approximately 24 users that will need to access the system at any given time...12 for work orders and 14 for permitting (some users are counted twice, as they will need to access both). Of those staff members only two of the staff members would be able to utilize the system remotely.
3. Does the County have a budget for purposes of this RFP? If so, what is it?
 - Budget information will not be provided.
4. What existing systems will require data conversion? How many files will need to be converted?
 - The systems that will need converting are as follows:
 - Septic permits (27,700 records)
 - Environmental health complaints (3,418 records)
 - Road repair work orders (2,210 records)
 - Vegetation control work orders (38 records)
 - Traffic control work orders (316 records)
 - Driveway permitting (3,985 records)



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- Utility road crossing permitting (887 records)
 - These are currently being stored in 5 Microsoft Access databases. If any vendors need copies of the data, it can be provided.
5. Does the County want to enable inspectors to use the system remotely in the field?
- Currently, there are 2 users that are set up to access our system remotely. This is done through VPN and RDP. Eliminating the need to come in through VPN (i.e., web-based solution) and expanding this to all inspectors would depend on cost and is more of a future plan.
6. Does the County want to offer citizens or contractors' online access to information and the ability to view, schedule, apply, pay fees, submit requests, etc?
- Depending on the cost of implementation, we would be interested in investigating this option, if not now, possibly in the future.
7. Does the County want to provide inspection requests and details through the use of a touch-tone phone?
- We hadn't planned on implementing this, but it may be something we're interested in, if not now, in the future.
8. Is the RFP focused more on Work Order Management or Permitting Management?
- Both are equally important. We are very interested in a single software solution to handle both, and that software needs to be GIS centric. In the future we would like to expand on the software capabilities of both parts.

Addendum No. 3 Acknowledged by:

Name	Date
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Company	
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Phone	E-mail
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