City of Indio RFP for Land Management System
Proposer Questions and City Responses

Provided below is a compiled list of questions from various potential LMS Proposers. The questions have been listed in the order in which they were received. The City’s responses are provided in **bold type** after each of the questions. This Proposer Questions and City Responses document was posted on the City’s website on Friday September 27, 2019.

1. Is it possible to receive the checklist portion of the PDF via Excel or Word?

   A Word version was provided on the City’s website on 9-5-19.

2. Could you identify how many staff in each department (Business License, Planning, Permits, Inspections, etc.).

   See Question 15 below.

3. Is this RFP for both the City and IWA? If so, I would need employee counts for both City and IWA in each of the areas noted above.

   See Question 15 below.

4. Additionally, if it is for both, is it safe to assume they would use the same instance of the LMS system? Also, would the data be converted from one data source for both the City and IWA?

   Yes, both the City and IWA will be using the same instance of the LMS system.

   IWA maintains separated database that will need to be converted. Parameters for data conversion will be established with the preferred vendor subsequent to the vendor selection process.

5. What is the estimated cost of the LMS project?

   The project budget will be established as a result of negotiations with the preferred vendor subsequent to the vendor selection process.

6. Has the Department allocated funding for the LMS yet? If so, through which source (budget, CIP, state/federal grant, etc.)?

   The City has identified funding sources for the project.

7. How is the Department currently meeting this need?

   The current state is fully described in the RFP.

8. Which vendor provides the incumbent LMS?

   The current state is fully described in the RFP.
9. Would it be possible to name the three greatest challenges the Department is having with their current solution?
   - Current processes are largely manual and time consuming and not best practices.
   - There is not a single, shared data repository of LMS information
   - Tracking project status, providing expected levels of customer service, and reporting

10. Who is the technical contact and/or project manager for the LMS effort, and what is their contact information?
    
    Ian Cozens, Director of Information Technology
    Email: icozens@indio.org

11. Which operating platform does the Department currently use?
    
    The current state is fully described in the RFP.

12. Which operating platform is desired for the LMS?
    
    The City is open to Proposer’s suggestions as it relates to both operating platform and hardware-related solutions.

13. Which other systems will have to integrate/interface with the LMS, and will the State provide incumbent vendors for each system?
    
    At a minimum, the new system will be required to interface with the Tyler Munis financial system, the ESRI GIS system, the City’s MS Exchange, CAD/RMS, and MobilEyes (fire inspection system).

14. Can the Department elaborate on any additional drivers behind this acquisition that may not be addressed in the RFI?
    
    The project drivers are fully described in the RFP.

15. What is the number of users anticipated for the LMS?
    
    Approximately 50 users.

16. Whether companies from Outside USA can apply for this?
    (like, from India or Canada)

    The City is open to solutions from any qualified company regardless of location.
17. Whether we need to come over there for meetings?

Proposer’s should anticipate being onsite during the procurement phase (for Proof of Capabilities sessions), and onsite extensively during new system training and implementation and for project management.

18. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

There are several tasks that will require the vendor being onsite including Proof of Capabilities (POC) sessions, end user training, system implementation and project management.

19. Can we submit the proposals via email?

Proposal submission requirements are provided in the RFP.

20. What are the key reports and analytics the city of Indio is currently creating using access, word and excel?

All key reports and analytics are created using Access, Word, and Excel. The current system does not provide reporting functionality.

21. Currently how is the address/data in the permitting system maintained and connected with GIS. Is the assessor data in sync properly with permitting in the current system?

Address data is currently manually maintained and is not integrated to GIS. Assessor data is not currently “in synch” with permitting in the current system.

22. How does the city of Indio handle mixed use and commercial property permit issuance? is it tied to the land address or the individual units(APN - assessor parcel numbers)?

This is dependent on the APN assignment and site development. It is handled differently depending on each case.

23. Does the city of Indio policy have any address zoning-based fees (for example - one street is charged a higher fee rate as it is in X zone but a second street is charged less because it is in Y zone)?

No.
24. Does the city of Indio maintain a centralized public user database with SSO capabilities like oauth & OpenId, to connect online portal?

No.

25. Can the city provide a list of third-party services and vendors. If the 3rd party is hosted in the city datacenter network, is there API connectivity and is it accessible via the cloud? If it needs to be integrated.

See Table 2 in RFP, and response to Question 13 above.

26. We see from the RFP that the city of Indio works with Paymentus, will the city be open to working with a different payment gateway like Bank of America/PayPal/authorize.net? Does Paymentus provide an AOC for PCI Compliance?

Paymentus is utilized only for utility billing payments at the Indio Water Authority. It is not in use at City Hall and will not need to be integrated to the LMS system solution.

27. How are the payments of permits collected internally, is there a centralized cashiering system?

There is currently a centralized cashiering system at City Hall; however, the City is open to considering a cashiering system that is integrated with the LMS solution.

28. How many full-time users will need access to the system?

Approximately 50.

29. Who is your current Merchant/Payment Vendor for online payments?

The City uses Stripe for online payment processing.

The Indio Water Authority uses Paymentus for online payment processing.
30. Permit templates: Please note the departments that will be using the LMS system and list number of permits or applications types, code enforcement case types, and business licensing types for each.

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>Yes/No</th>
<th>Provide Number of types of permits, planning applications, code enforcement cases, and business licenses</th>
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</thead>
<tbody>
<tr>
<td>Building</td>
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<tr>
<td>Planning/Zoning</td>
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<tr>
<td>Code Enforcement</td>
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<td>Engineering</td>
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<td>Health</td>
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<td>Public Works</td>
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<tr>
<td>Business Licensing</td>
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<tr>
<td>Other</td>
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</tbody>
</table>

Information regarding numbers and types of permit templates will be further explored with the preferred vendor subsequent to the vendor selection process.
31. Please provide the following information related to migrating data from your HdL system into the new software:

   a. What is the current database type (DB2, SQL, Excel, MS Access, etc.)?
   b. Location of database (desktop, local server, cloud, etc.)?
   c. How many records are on the database?
   d. How many tables are on the database?
   e. How many times has the database been converted?
   f. What is the timespan of the data? How clean is the data on a scale of 1-10 (1 being enormous clean-up needed, 10 being no clean-up needed)?
   g. What is the purpose of migrating historical data?
   h. Is historical data only for reference?
   i. Do you need to have the ability to report on the data?
   j. Will the city provide a list of requirements and/or data they would like to import from GEMS accounting software into the new Permitting System.
   k. What data needs to be migrated?

      i. Basic permit information? (i.e. type, status, dates, contacts)
      ii. Inspections?
      iii. Workflow?
      iv. Details?
      v. Notes?
      vi. Valuations?
      vii. Parcels?
      viii. Financials/Accounting data?
      ix. Other?

Information regarding data migration will be further explored with the preferred vendor subsequent to the vendor selection process.
32. Can the City provide more insight into the requirements for the CAD/RMS interface? What is the City looking to accomplish with this interface?

The City’s Code Enforcement operations utilize the CAD/RMS system to dispatch code calls and to monitor and track all code activities. The City is seeking an interface between the CAD/RMS system and the selected LMS solution in order to provide two way communication between the two systems regarding a variety of activities including for example active code compliance cases (communication from CAD/RMS to LMS), and to provide communication regarding permitting and building activities (from LMS to CAD/RMS).

33. Can the City verify how Water Improvement Plan Check fees are calculated?

The Water Plan check is calculated at $811 per sheet of plans reviewed. This fee covers three reviews.

34. Can the City clarify the transaction details they want authorized staff to have access to in the system? (Specific Requirements 3.3.8)

The City is seeking the ability for an authorized person (i.e. System Administrator) to review transactions completed in the LMS, including detailed records relating to transactions (i.e. building permit issuance; payments collected and posted; employee completing transaction, etc.). The intent of this requirement is to be able to confirm that proper transactions are conducted, appropriate charges are being collected, and that the City can ensure it can address any areas for audit concerns.