



Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

Questions & Answers

Issued: January 14, 2016

RFP 16-001-31

“MEMPHIS AND SHELBY COUNTY CONSTRUCTION CODE ENFORCEMENT SOFTWARE PERMITTING SYSTEM”

TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by potential vendors. Our answers are listed in *red* below:

Questions:

1. How many records/applications/permits do you take in per year across all departments included in the RFP? Please list all departments and application quantities.
2. For migration of historical records. Can you describe what that data entails as it relates to records and quantities of records? What department is currently using this system?
 - o In what format will this data be provided?
 - o Is the data clean and what is the strategy for data cleansing
 - o Does the data have a unique identifier (Parcel ID) to ensure migrated data is associated to the proper location?
3. Please indicate all the systems you look to integrate with and whether the systems will be one-way and frequency you wish to have them.

- Capability to integrate to the following systems:
 - Geographic Information System (ESRI ?)
 - Assessor Data for Address, Parcel, Owner information
 - Financial Management Software
- 1. Is the County open to current approaches to processes, specifically around IVR integration and prevailing methods to accomplish this more efficiently and not call for integration with older technology?
- 2. Have you seen any product presentations prior to the RFP release?
 - What solutions have you seen?
- 1. Do you have a current budget set aside for this project?
 - What is the budget for this project?
- 2. What do you use for GIS?
 - How many layers do you have in the GIS systems which you wish to have available?
- 3. Will there be a dedicated Project Manager(s), and if so, will the Project Managers(s) be internal resources or an outside consultant? To whom will the Project Manager(s) report? How many staff will be assigned to the duration of this system implementation and in what roles?
- 4. Please state your desired implementation timeframe (project start to go-live).
- 5. Do you currently have Adobe Acrobat licenses? If so, do all the plan review personnel have licenses allocated to them for Acrobat Pro? If not, does the County have a volume price agreement or government rate agreement for the Adobe suite of products?

Answer:

To all the above questions...

Please respond to the RFP as written.

