



OFFICE OF THE PURCHASING AGENT

TOWN OF ARLINGTON
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DATE: July 27, 2022

TO ALL BIDDERS

BID NO. 22-36

SUBJECT: Permit Application Digitization Pilot

ADDENDUM NO. 1

TO WHOM IT MAY CONCERN:

With reference to the bid request relative to the above subject, please note the following:

SEE ATTACHED QUESTIONS & RESPONSES

ADDENDUM MUST BE ACKNOWLEDGED WITH BID SUBMISSION.

All other terms, conditions and specifications remain unchanged.

Very truly yours,

Town of Arlington

Domenic R. Lanzillotti
Purchasing Officer

**Arlington RFP #22-36 - Permit Application Digitization Pilot
Questions & Answers**

1. On the Town's RFP document, reference is made to the **Building Department** and Building Permit workflow. I was hoping to get confirmation on the full list of **application / permit types** desired to be included in any proposed solution. It is my general understanding from the RFP, that although ALL Municipal Departments are to have access and the appropriate rights, the scope of this pilot project is, at this time, limited to **application / permit types belonging to the Building Department (e.g. Res. Bldg, Comm. Bldg, Electrical, Plumbing, Gas, Sheet Metal, Solid Fuel, Certificate of Occupancy, Certificate of Inspection, etc.)** Can you confirm this assumption? *The initial implementation is limited to the Building Inspection workflow, which includes more than one department in terms of tasks, dependencies, and approvals. The expectation is that the chosen vendor will work across the stakeholder groups they identify as part of discovery, map out the full process as part of their business analysis, and then configure within their platform to automate the workflow.*
2. My other question is related to **historical data migration**. Can you confirm the **nature of any historical data** which may be proposed for import into any new online permitting system? Are there databases (e.g. MS Access or SQL)? Are there manually curated Excel Spreadsheets? Are these only boxes of physical documents or PDF scans thereof? *The historical data is specifically limited to the current Town of Arlington Inspectional Services Permit database, which is a home grown application housing the pdf versions of previously issued permits by location.*
3. How many users' licenses will be needed- Who are the primary Dept.- Which Agencies will need the License? We provide licenses for the users. either Mobile or full access to the software. *The Town of Arlington expects to have a minimum of 50 internal users for the initial implementation, with the potential to grow to 250 users once additional business processes are added to the platform in future years. Pricing for both desktop and mobile would be desirable.*
4. Who are the decision makers/ stakeholder/ Team users? Do any Departments need to be involved? Which? Why? When? *The Town of Arlington Information Technology Department is leading this project and all technical decisions are with the Chief Information Officer. Each department is responsible for their specific business process decisions. As stated above, the expectation is that initial implementation is limited to the Building Inspection workflow, which includes more than one department in terms of tasks, dependencies, and approvals. The expectation is that the chosen vendor will work across the stakeholder groups they identify as part of discovery, map out the full process as part of their business analysis, and then configure within their platform to automate the workflow.*
5. How many documents / records will need to be archived in the Cloud? What system do you want to integrate with? Will you have a onetime conversion of historical data? *This would be a onetime conversion of the Building Department's Inspectional Services Permit database (10GB), which is a home-grown application housing the pdf versions of previously issued permits by location. The critical integration is with our ERP software MUNIS.*
6. Do you have an online payment system now, if so, who is this with? *The Town of Arlington has not standardized on one paywall/online payment system and are very open to what solutions are presented through this RFP process.*
7. What are the challenges you are experiencing with current process and how would you like to improve them? You stated in the RFP- Unified software in the Cloud. What types of security is needed, beside two-factor authentication? *The current practice is a completely paper-based*

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system, with little to no automation, no ability to trigger dependencies and approvals digitally, and poor search and analytics.

8. Duration of the budget: \$130K for 1st year? Or total years expected? 3-5 years for Renewal? *\$130,000 is the estimate for year One including implementation. As part of the RFP response, vendors must provide pricing and renewal options, as this is envisioned to be a subscription service that renews annually or periodically, depending on price breaks and incentives.*
9. Does the \$130k budget include licensing? *Yes*
10. What period of time is licensing for? *This is envisioned to be a subscription service that renews annually or periodically, depending on price breaks and incentives.*
11. How many users will the system have? *The Town of Arlington expects to have a minimum of 50 internal users for the initial implementation, with the potential to grow to 250 users once additional business processes are added to the platform in future years.*
12. Is the Town of Arlington seeking a proof of concept or a full solution implementation? *The full implementation of the Building Permit workflow will serve as the PoC for future processes.*
13. Can you provide more details about what is expected in the solution demonstration and exactly what the anticipated date of the demonstration is (early September, late September)? *The Town of Arlington expects demonstrations to be held in August with a final decision on the award by early September.*
14. Does the Town have a current integration with a calendar function? *The Town currently does not have calendar integration, but is interested in options for scheduling inspection resources.*
15. How will the Town wish to handle address, parcel & owner (APO) information? *Ideally, to have an integrated solution that will provide updates on the APO information on a scheduled basis, but open to recommendations. Current APO data is not integrated across systems.*
16. Has the Town seen any presentations of products related to this RFP in the last 12 months? *No.*
17. Has the Town had any external guidance on the creation of this RFP? *No.*
18. How many reports are produced by the current system today? *The current system does not have a reporting module and users do data lookups to reconcile payments. There is an interest in more advanced reporting features, and we are interested in best practice recommendations. Ideally, end users will be trained and able to build reports on their own.*
19. Does the Town currently have an Electronic Plan Review solution? *No.*
20. Does the Town currently use an EDMS (Electronic Document Management System)? *The Town currently does not have an EDMS. The Town is interested in document storage solution options and/or integrations.*