



**Request for Proposals 2023-036**

**Environmental Health Software and Services**

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**ADDENDUM No. 2**

**ISSUE DATE: January 30, 2023**

Responding offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

**A. Add/Delete/Replace**

1. **Add to 4.2 System Functionality Requirements; page 6 the following:**  
“The system must have capability of ad hoc reporting”

**B. Question/Answer Section**

1. **Question:** What is the amount of ARPA funding secured for funding this project?

**Answer:** Not available at this time.

2. **Question:** Beyond the ARPA funding, how much has the County budgeted for implementation of the new system?

**Answer:** Not available at this time.

3. **Question:** Of the funding secured / budgeted for the project, how much may expire and by when?

**Answer:** Not available at this time.

4. **Question:** What has County budgeted for ongoing support, software licensing, hosting, and maintenance for the new system after go-live?

**Answer:** Not available at this time. Appropriate funding will be allocated accordingly.

5. **Question:** Given it seems the County is seeking a hosted solution, shall vendors offering a SaaS / hosted solution not requiring the County to incur the expense and set up of hardware disregard responding to the second bulleted item under software requirements?

**Answer:** Yes, Please.

6. **Question:** For the ‘plan review module’, is it acceptable for the vendor to integrate with plan review software, such as Bluebeam, versus development of a module?

**Answer:** Yes, it can be included.

7. **Question:** Will vendors with proven solutions supporting the deliverables listed within the RFP in jurisdiction outside of North Carolina receive less weight for award consideration?

**Answer:** No

8. **Question:** Is the County open to a proposal that extends beyond 12 months for initial system implementation?

**Answer:** No

9. **Question:** If a phased implementation approach is acceptable, what is the desired order for which County Programs are to be implemented?

**Answer:** N/a

10. **Question:** Please elaborate upon any timing considerations for when specific programs / areas / functions will need to be fully transitioned to the new solution.

**Answer:** Full transition must be completed by June 15, 2023.

11. **Question:** Can bidders assume that the portable tablets for County staff and internet connectivity will be supplied by the agency?

**Answer:** Yes

12. **Question:** What costs has the County incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., “change orders”) over the lifetime of the current system(s) to be replaced by the new solution?

**Answer:** Please refer to questions #1 and #4 above.

13. **Question:** What presentations, software demonstrations and/or estimates / quotes has the County programs received related to the Licensing System project and from whom?

**Answer:** 1 presentation from HS GovTech.

14. **Question:** For data conversion requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.

**Answer:** Not available at this time.

15. **Question:** The Cost Proposal seems to indicate an initial 2 years including installation period. When ideally does County want to have this system “go live”?

**Answer:** The goal is to start implementation in 2023, we will advise the winning vendor of date.

16. **Question:** Please provide an approximate number of standard email/letter templates that will be used by County that are to be integrated and automated by the system.

**Answer:** 25

17. **Question:** How many different or distinct inspection and permit / license application types will be supported in this solution? Please provide a comprehensive list.

**Answer:** There are 22-25 different application types. Here’s a link to our forms and applications page: <https://www.unioncountync.gov/government/departments-a-e/environmental-health/applications-and-forms>. There are corresponding soil/site evaluation forms, inspection forms, permit, comment addendum and others as required by NC Rules.

18. **Question:** Please identify ALL other systems that the new solution will need to integrate with (i.e. payment processor, other systems such as financial, etc.) along with an inventory of which interfaces will need to be wither a one-way (import or export) or two-way data exchange?

**Answer:** Currently, Union County uses Paymentus as its third-party vendor for processing internal and external payments. Environmental Health bills customers for payments through the Building Code Enforcement permitting and inspection software called EVOLVE,

19. **Question:** Please provide the annual number of inspections and applications / renewals processed by the County?

**Answer:**

FY22

On-site Water Protection (OSWP)

Permits: 2,499

Inspections: 7,171

Food, Lodging and Institutions (FLI)

Permits: 249

Inspections: 1,865

Children's Environmental Health (CEH)

Permits: 4

Inspections: 511

20. **Question:** Please provide a breakdown of the number of County employees that will be using the new solution by Program, role, as well as which ones will be performing mobile inspections.

**Answer:** We currently have 26 full-time positions (including EH Director and the 2 administrative staff). We also have 3 part-time staff. Each of the 3 programs has a supervisor.

21. **Question:** Given the complexity of the RFP, extensive requirements, etc. can the State extend the proposal due date by at least 2 weeks?

**Answer:** Yes

22. **Question:** Can the County provide an inventory of all the reports that need to be replicated within the new system?

**Answer:** Not available at this time.

23. **Question:** Page 3 of the RFP encourages vendor outreach to HUB Certified businesses. What, if any, additional weight will be given to proposals incorporating a HUB certified subcontractor?

**Answer:** No additional weight will be given to any Hub certified vendor. Please refer to the evaluation criteria listed in page 16 of the RFP document.

24. **Question:** Can you confirm how many Licensed users are going to access the new system?

**Answer:** We currently have 26 full-time positions (including EH Director and the 2 administrative staff). We also have 3 part-time staff. Each of the 3 programs has a supervisor.

25. **Question:** Can we get a list of Standard & custom reports that you would like to have?

**Answer:** Not available at this time.

26. **Question:** Are you able to share the budget for this project?

**Answer:** Refer to question #1

27. **Question:** Can you please share a list of applications/interfaces that require integration

**Answer:** There are 22-25 different application types. Here's a link to our forms and applications page: <https://www.unioncountync.gov/government/departments-a-e/environmental-health/applications-and-forms>. There are corresponding soil/site evaluation forms, inspection forms, permit, comment addendum and others as required by NC Rules.

28. **Question:** How many years of record types needs to be retained during migration to a new system? How many records needs to be converted?

**Answer:** We adhere to the required records retention schedule as required by NC laws and rules. Some our records are required to be stored in perpetuity, others are stored for 3 years and others for 5 years. It just depends on the specific document type.

29. **Question:** From what systems will data conversion be required for? What is the cleanliness of data on a scale of 1 to 10 with 10 being the cleanest? How many data fields are there?

**Answer:** CDP, GIS/ESRI, BETS, Laserfiche and possibly DHD. We consider the data to be clean and would score it at an 8.

30. **Question:** Does the County prefer End user training or Train the trainer approach?

**Answer:** Both

31. **Question:** Since the Covid pandemic, Avocette has successfully been delivering remote training, is remote training an option?

**Answer:** Yes

32. **Question:** Would the County consider extending the submission date?

**Answer:** Yes, please refer to addendum #1.

33. **Question:** Regarding E-Verify, as a Canadian company our understanding is that E-VERIFY (Section 6.9) does not apply to us since we do not have US based employees. Can you please confirm if our understanding is correct and we are able to bid without those?

**Answer:** If a company does not meet the definition of an "employer" under the statute, then Article 2 of Chapter 64 of the NC General Statutes ([https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/ByArticle/Chapter\\_64/Article\\_2.pdf](https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/ByArticle/Chapter_64/Article_2.pdf)), which includes the requirement that "employers" must use E-Verify, among other requirements, generally doesn't apply. (Though please note that it is up to an individual company to determine whether these requirements apply to them, in consultation with their own attorney if necessary.) The County will still have that company, if selected, assert that they understand the requirements of the law and that they will comply with the law if it applies to them. This would be done through inclusion of our standard E-Verify language in the contract, which is quite similar, I believe, to the language included in the RFP. The County is required to include this kind of provision in most of our contracts in order to ensure the County has met its own legal obligations not to contract with any company not in compliance with Article 2 of Chapter 64.

34. **Question:** Can you please share the list of permits and Inspection types that you need?

**Answer:** See #27

35. **Question:** How many inspections Union County do annually for both 'Permit-driven' and 'Complaint-driven' inspection types?

**Answer:**

FY22

On-site Water Protection (OSWP)

Permits: 2,499

Inspections: 7,171

Food, Lodging and Institutions (FLI)

Permits: 249

Inspections: 1,865

Children's Environmental Health (CEH)

Permits: 4

Inspections: 511

36. **Question:** Please confirm whether County needs the Electronic Plan review? If yes then how many Users will use the electronic plan review?

**Answer:** Yes, likely 4-5 users.

37. **Question:** Which is the current payment/Billing software used by County?

**Answer:** Currently, Union County uses Paymentus as its third-party vendor for processing internal and external payments.

38. **Question:** Has the County seen any software demonstrations previously?

**Answer:** 1 recent presentation from HS GovTech. We currently use a software called CDP (Custom Data Processing, Inc.).

39. **Question:** Sections 4.2 and 4.3 of the solicitation both outline a list of functional / software requirements, but we are unsure where to insert our responses as the proposal layout on page 11 doesn't identify a tab for this information. Can we add a "miscellaneous" or "additional information" tab within which to place this information?

**Answer:** Sure, that's fine.

40. **Question:** We typically include a copy of our standard SaaS agreement as part of our RFP submission but there isn't a tab identified where we can house this document. Can we add a "miscellaneous" or "additional information" tab within which to place this information? How many users (county staff) will need to access the system?

- Can we add a "miscellaneous" or "additional information" tab within which to place this information?

**Answer:**

-Sure, That's fine.

- How many users (county staff) will need to access the system?

**Answer:**

- We currently have 26 full-time positions (including EH Director and the 2 administrative staff). We also have 3 part-time staff. Each of the 3 programs has a supervisor.

41. **Question:** Please an inventory of all databases (i.e., database type and information contained therein) that will need to be converted into the new system as part of this project.

**Answer:** Laserfiche (scanned paper records), GIS/ESRI, BETS (database used by State) to receive inspection records for regulated facilities from counties. It is used to calculate percentage completion and compliance with mandated inspection requirements. Custom Data Processing Software, Inc (CDP). This is our current software. It is possible that there are records to transfer from Digital Health Department (DHD). This is our former software.

42. **Question:** Is there an approved budget for this project? If so, can you please provide that information?

**Answer:** Not available at this time.

43. **Question:** Can you please provide a list of any vendors that have provided EH software demonstrations to the county over the past 12 months?

**Answer:** 1 vendor introduction presentation was provided by HS GovTech.

44. **Question:** Can you confirm your data conversion expectations – tombstone only or transaction history?

**Answer:** The County is seeking whole conversion

45. **Question:** What Legacy system(s) are you currently using from which we would need to consider data conversion?

**Answer:** Laserfiche (scanned paper records), GIS/ESRI, BETS (database used by State) to receive inspection records for regulated facilities from counties. It is used to calculate percentage completion and compliance with mandated inspection requirements. Custom Data Processing Software, Inc (CDP). This is our current software. It is possible that there are records to transfer from Digital Health Department (DHD). This is our former software.

46. **Question:** How many users in the following categories:

- Inspectors/Officers:
- Supervisors/Managers:
- Administrative Assistants:
- Other (please specify):

**Answer:**

- Inspectors/Officers: **20 EHS field staff**
- Supervisors/Managers: **1 Director and 3 Program Supervisors**

- Administrative Assistants: **2**
- Other (please specify): **3 part-time EHS field staff**

47. **Question:** To what level do you require ESRI GIS integration?

**Answer:** High

48. **Question:** Is Paymentus your only online payment provider? In addition, what if any solution is used for your POS credit card payments?

**Answer:** Yes, we use Paymentus as our third-party vendor

49. **Question:** Do we need to be registered in the state of NC prior to RFP submission, or can registration wait until selection?

**Answer:** A foreign corporation does not have to be registered in the State to respond with a proposal to this RFP. However, they will need to be registered with a certificate of authority to transact business from the NC Secretary of State's office in a reasonable time to enter into a contract if they are the successful proposer.

50. **Question:** Regarding Data Conversion from multiple databases. Can you please list each legacy system and the database type that will be required for data conversion? (Section 4.2-page 6).

**Answer:** Laserfiche (scanned paper records), GIS/ESRI, BETS (database used by State) to receive inspection records for regulated facilities from counties. It is used to calculate percentage completion and compliance with mandated inspection requirements. Custom Data Processing Software, Inc (CDP). This is our current software. It is possible that there are records to transfer from Digital Health Department (DHD). This is our former software.

51. **Question:** What are the QA requirements that must be met to be considered compliant with NC requirements? (Section 4.9-page 9)?

**Answer:** Please see click on the links below to access QA requirements.

1. <https://www.unioncountync.gov/home/showdocument?id=6620&t=638106908970363456>
2. <https://www.unioncountync.gov/home/showdocument?id=6618&t=638106908782860866>

52. **Question:** Is the integration to Laserfiche specifically as part of your document management system?

- a. Meaning, are you requesting integration to continue usage as your document management system or
- b. Do you only want conversion of the data from Laserfiche

**Answer:** We're requesting an integration with our current document management system.

53. **Question:** Do you require a single PDF for submission or can it be a zip/multiple documents?

**Answer:** Multiple documents is ok.



54. **Question:** Could you please indicate how many users (including mobile) are needed for this project?

**Answer:** There will be 29 total users include field staff and administrative staff.

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**End of Addendum No. 1**