

City of Hayward
RFP #1704-092016 Permitting Software
Pre-Bidder Questions and Answers

1. **Question:** How many different types of Permits does the city have? We call them Application Types but basically different flows are used in your current system that you want converted?
Answer: Currently 296 (includes Building, Fire, & Planning)
2. **Question:** Do you plan on just using these flows going forward or do you plan/want to redesign these flows as part of the upgrade?
Answer: The City is open to modifying current flows.
3. **Question:** Same question as 1 & 2 for the Code Enforcement.
Answer: The City is open to modifying current flows.
4. **Question:** Same question as 1 & 2 for the Business Licensing.
Answer: The City is open to modifying current flows.
5. **Question:** The ability to create “standard” and ‘compliance” reports or generate letters, is the requirement the ability to have these created and added to the system only? Or do you want the proposal to include these reports? If so, we would need a comprehensive list of all reports and templates wanted.
Answer: The City expects there to be a combination of custom reports and standard reports that it will use. Provide a high level estimate for report development based on previous vendor RFP responses.
6. **Question:** An interface to the Teleworks IVR system is wanted. Do you have any specifications on this IVR system that can be shared that gives information on how to import/export from the IVR system so we can estimate how an integration piece can be made and then costed?
Answer: No
7. **Question:** Electronic submission of plans is requested. Is this a feature you want to be online and available to users or is this meant for internal use only?
Answer: Online for external users as well as internal use.
8. **Question:** What is meant by “digital signatures” and how would you access them?
Answer: They are a means for an approver or reviewer of electronic data to sign off and pass the item on to the next reviewer or reject it. This “signature” ensures the item was reviewed by the proper reviewer and should be viewable online in a workflow approval queue or audit trail.
9. **Question:** The current system table shows many integration points. Are the only ones wanted in the proposal are the ones specifically mentioned in the Requirements section?
Answer: Yes and see #12 in first addendum issued.
10. **Question:** Does the city currently have a budget for software and/or services that can be given to the vendors?
Answer: See #17 in first addendum issued.