



September 30, 2024

**Addendum #1
BL113-24
Provision and Implementation of Enhancements to the Accela System**

Please see the summation of revisions, questions and answers for the above solicitation below.

Revisions

R1. The bid due date has changed. Bids will be received until **2:50 P.M. local time on October 14, 2024** at the Gwinnett County Purchasing Office, 75 Langley Drive, Lawrenceville, Georgia 30046. Any bid received after this date and time will not be accepted.

Questions

Q1. Will the County consider accepting electronic submittals in lieu of hard copies?

A1. No. The County cannot accept electronic submittals.

Q2. If hard copies are required, will the County accept electronic signatures and notary or are wet/ink signatures and notary required?

A2. Electronic signatures are acceptable when DocuSign or a similar program is used and the authentication page is included.

Q3. If hard copies are required, can the County please specify the number of hard copies required? If more than 1 copy is required, is 1 original and X copies sufficient?

A3. One original is required.

Q4. If hard copies are required, does the County require any electronic copies? If so, how many? Is USB sufficient?

A4. Copies are not required.

Q5. Does the County want this project built as time and materials, or fixed fee deliverables?

A5. Lump sum pricing is required. See Page 34 of the bid document.

Q6. Data Migration from SAP - Is the County going to extract and provide License and Revenue legacy data as part of data conversion or will this be done by the service provider?

A6. The County will handle extraction to comma-delimited files but the service provider will need to analyze existing SAP data and provide extraction and formatting requirements.

Q7. Please provide some more background on the structure and location of the source legacy data that will be part of data conversion.

A7. There are hundreds of tables within the County's financial system (ERP and CRM) with a connection to FileNet for documents storage and retrieval. The exact structure within the tables is unknown. The service provider will need to analyze the data from the frontend staff view. Access to database tables will not be provided. Instead, data will be provided in comma-delimited files upon request. All information will need to be imported to appropriate components within Accela.

- Q8. What are the source system(s) of the legacy data that will be included in the data conversion effort?
A8. SAP ERP, SAP CRM, and FileNet.
- Q9. How will the service provider get access to the legacy database as part of data conversion?
A9. Access to legacy databases will not be allowed. The service provider must work with County employees to retrieve data needed in comma-delimited file format.
- Q10. Please identify a list of record types that the County would like to integrate with ePermitHub as part of the scope for this bid?
A10. Approximately 5-10 record types that include Plan Room and ePermitHub functionality. For example, Commercial Swimming Pool and Commercial Retaining Wall. The County mainly focuses Plan Room features on commercial projects with minimal focus on residential.
- Q11. End User Training Sessions – are the 10 end-user trainings for the entire scope of the six sessions? Does the County have a feel for how many training sessions will be needed for each of the six items based on number of end users?
A11. There will be 3-4 end-user training sessions needed for the Licensing and Revenue project. The remaining 5 projects will require 1-2 end-user training sessions for each project.
- Q12. Admin/technical trainings –is there a particular breakdown of technical training sessions per scope item?
A12. There will be 1-2 training sessions per project for administrative technical training.
- Q13. The number of reports listed under each of the six projects are represented with ranges sorted by complexity. Adding up the minimum and maximum numbers gives us a range of 130 – 276 reports. Project “6. Licensing and Revenue Implementation & Migration” not only provides a range of reports but specifically lists 18 reports by name. How would the County like service providers to quote the County’s reporting needs? Would an estimated number of hours necessary to create a report, based on complexity, be acceptable?
A13. Lump sum pricing is required. See Page 34 of the bid document. Reports should be included in lump sum amount.
- Q14. On Page 33, “The draft project timeline outlines multiple workstreams running in parallel to ensure all initiatives are completed within a 12-month period.” Can the 4 weeks of post go-live support extend beyond the 12 months?
A14. Yes.
- Q15. On Page 6 it says, “Configure or reconfigure 20-25 permit applications...” Twenty-two record types are then specified. At the bottom of page 8, it references 11 record types being migrated. Generally, a service provider would only migrate records if new records are created, as opposed to being “reconfigured”. Is it accurate to assume that 11 of the 22 record types listed will be newly created rather than reconfigured?
A15. Data cleansing may be required for any of the 25 record types - not limited only to new or reconfigured records. The end result of the effort should be consistent data and processing of all applications.

Q16. Would the County consider extending the due date by 2 weeks service providers we can incorporate the addendum information into a response?

A16. The County will extend the due date by one week. See R1.

Q17. Is a Bid Bond required?

A17. A bid bond is not required.

Q18. In the *General Instructions for Vendors, Terms and Conditions*, you state that “*Failure to return the following documents may result in submittal being deemed non-responsive and automatic rejection*”. Is the County referring to just this page or would you like us to return this page plus the following 9 pages starting with “I. PREPARATION OF SUBMITTAL”?

A18. This is referring to the seven items listed on that page.

Q19. Is the No Bid form required if a service provider is submitting a bid?

A19. No.

Q20. Code Enforcement: Data Migration: What is the source and target of the 0-3 records involved in this data conversion?

A20. Source from Accela; target to Accela.

Q21. Field Services Automation: Is the County using Twilio today? If so, how is it being used? (Please provide detailed steps and information)

A21. No. The entire service needs to be configured.

Q22. Licensing and Revenue Implementation & Migration: Are each of the following separate record types in the County's current system?

- i. Alcohol:
 1. Alcohol License (Application, License Renewal)
 2. Alcohol Excise Tax
- ii. Cable Franchise:
 1. Cable Franchise Agreements (Application)
 2. Cable Franchise Fees (Quarterly report and payment of fees)
 3. Cable PEG Fees (Quarterly payment)
- iii. Financial Institutions:
 1. Financial Institution (Application)
 2. Financial Institution (Annual filing of State of GA PT 440 Form and Payment)
- iv. Hotel/Motel:
 1. Hotel/Motel License (Hotel Certificate Application, Hotel Certificate)
 2. Hotel/Motel License (Occ Tax Application, Occ Tax Certificate, Occ Tax Renewal)
 3. Hotel/Motel Occupancy Tax
- v. Massage:
 1. Massage License (Establishment Lic App, Establishment Lic, Establishment Renewal)
 2. Massage License (Occ Tax App, Occ Tax Certificate, Occ Tax Renewal, Establishment Renewal)
- vi. Rental Motor Vehicle:
 1. Rental Motor Vehicle License (Occ Tax Application, Occ Tax Certificate, Occ Tax Renewal)
 2. Rental Motor Vehicle Excise Tax
- vii. Non-Regulated Businesses:

1. Non-Regulated Businesses (Occ Tax Application, Occ Tax Certificate, Occ Tax Renewal)
2. MarketPlace Facilitator Excise Tax
- viii. Maintenance Record Types:
 1. Appeal
 2. Audit
 3. Account Closure
 4. Amendment – Change of Contact Information
 5. Amendment - Address Change

A22. No. The above structure represents the desired records in Accela but not representative of how the data is structured in SAP. The service provider needs to analyze the SAP system and business processes to determine how it best translates to Accela.

Q23. This request is asking for the capabilities of AMA (Accela Mobile Application). Is the County only looking to utilize AMA or is the County open to accepting bids that include partnerships with organizations that offer Custom Mobile Applications outside of Accela.

- a. If the County is open to it, would the County like for outside application organization to also fill out documents such as: Code of Ethics Affidavit (pg. 38) or any of the other documents listed in the requirements?

A23. We are looking for direct configuration of AMA as part of these projects. No additional partner products are being requested or considered as part of these efforts.

Q24. Have any addenda been released regarding the bid?

A24. This is the first addendum.

Q25. Outside of the bid requirements, would there be any deductions in consideration if partners submit additional information about their organization or any outside proposed applications?

A25. This is a bid and will be awarded to the lowest responsive and responsible bidder. This is not a request for proposal with scored criteria.

Q26. Is the County requiring on-site presence for any aspects of this project? If so, how often would the County like for the service provider to be present?

A26. Although on-site presence is not required for configuration efforts, service providers should estimate any time needed with business units to gather the information needed to prepare system requirements as well as train staff appropriately. Please note, a large portion of the data analysis required for a successful data migration from SAP will require significant time spent with business users to walk through systems; this could be done over Teams calls, however, it is up to the service provider to determine how to most successfully deliver this portion of the work. If the service provider determines it necessary to be on-site, that cost should be built into the bid pricing. Additional pricing will not be paid.

Acknowledge receipt of this addendum on Page 35 of the bid document.

Sincerely,

