**Civic Platform Configuration
(Building Permits & Licenses)**

RFP # 22-13

ADDENDUM No. 1

March 7, 2022

Any and all changes to the Contract Document are valid only if they are included by written addendum to all potential respondents, which will be mailed, emailed and/or faxed prior to the proposal due date to all who are known to have received a complete bid document. Each respondent must acknowledge receipt of any addenda by indicating on the Bid Form. Each respondent, by acknowledging receipt of any addenda, is responsible for the contents of the addenda and any changes to the bid proposal therein. Failure to acknowledge receipt of any addenda may cause the proposal to be rejected. If any language or figures contained in this addendum are in conflict with the original document, this addendum shall prevail.

This addendum consists of the following:

1.   Addendum Number One (1) is attached and consists of a total of Ten (10) pages including this cover sheet.

Please feel free to call (847-866-2910) or email (lithomas@cityofevanston.org) with any questions or comments.

Sincerely,

Linda Thomas
Purchasing Specialist

Civic Platform Configuration
(Building Permits & Licenses)
RFP # 22-13

ADDENDUM No. 1
March 7, 2022

This addendum forms a part of the Specifications and Bid Documents for RFP #22-13 and modifies these documents. This addendum consists of the following:

Questions Received:

Question 1
Question: When was Accela Civic Platform implemented for the City and what version of the software is currently being used? Is it On Premise or in Cloud? What firm did the implementation?

Response: The city implemented Accela Civic Platform in 2005. Accela Civic Platform was migrated to a SaaS environment on 02/14/2022. Accela Civic Platform software is on version 21.2.4. Accela was the firm that implemented Civic Platform back in 2005.

Question 2
Question: How many existing users are working with the Civic Platform and how many new users by department will be added as a result of this project?

Response: The city currently has 84 users. The number will increase by 20 for a total of 104 after this project is complete.

Question 3
Question: Does the city want to transition to Accela Citizen Access for the Formstack, Wufoo and Google form applications or is the city looking to have those applications on the various products to be interfaced with the Civic Platform? Are those permit types currently being processed in the Civic Platform in the back office?

Response: The city is looking to transitional all forms and applications to the Civic Platform. Where an existing application cannot be used, an integration would be required. Most are processed in the back office and a few may be entered into Excel or printed as part of a paper file.

Question 4
Question: What are the City's key challenges with existing solutions that you would most like to see addressed with the new solution?

Response: The system has not been routinely refreshed to align with current work processes. Email integration is critical for the city to ensure proper workflow assignments. Forms in separate databases prevent robust reporting. With these integrations, the system can then be expanded for plan review, inspection scheduling, etc.

Question 5
Question: What is the anticipated contract value for these services? Does the City have a known budget estimate or range for implementation costs?

Response: The city has a budget of $600,000 for this project.

Question 6
Question: What are the City's goals regarding the project implementation timeline, such as time to complete the total implementation, deploy initial functionality, etc.? Are there specific business drivers that should be considered for a project schedule (e.g., specific business areas peak season)?

Response: The city ideally would like to complete the project this year. The Gmail integration, workflows and reports are a priority with integrations and applications to follow. The spring and summer are busy times for the permit desk.

Question 7
Question: How many users require an integrated smartphone or tablet-based mobile solution?

Response: 25 inspectors currently use the product in the field.

Question 8
Question: Do you currently use any devices (smart phones or tablets) to carry out field inspections? Does the City have a standard or preferred platform/device (i.e., iOS or Android)?

Response: Inspectors use iOS iPads and Chromebooks in the field.

Question 9
Question: Please provide a list of record types and subtypes that will be needed.

Response: Temporary event, Daycare, Apiary, Hen, and Collection Boxes record types.

Question 10
Question: Which training models does City prefer (e.g., Train the Trainer)?

Response: The city prefers professional training that can be recorded for users to watch on demand. Train the trainer can be done for simpler phases of the project such as workflows and reporting.

Question 11
Question: Does the City currently have a document management system? If so, what is the current system? Would the City prefer to continue using the current system or have all documents stored in the new solution?

Response: The city has Laserfiche and seeks to integrate that with CP.

Question 12
Question: Does the RFP describe all of the interfaces expected?

Response: Yes.

Question 13
Question: How many back-office users do you have that will need access to the system

Response: The city has 84 back end users.

Question 14
Question: Will you be taking payments online from citizens

Response: Yes, through a current OrbiPay integration.

Question 15
Question: Please confirm that Submittals F&G on page 14 should reference Section 2.8 and 2.9.

Response: Submittals should reference Section 2.8 and 2.9

Question 16
Question: Can the City provide an original excel file of the price/cost forms from page 23?

Response: Yes

Question 17
Question: On page 7, under Customer Citizen Portal, section 5) f. refers to importing data. What data needs to be imported? Where is that data today? (i.e.: existing database, Excel spreadsheets, etc.). Is this data in 1 data source or in multiple? If multiple, please list. Please expand on "Integrate loan payments for businesses"

Response: Business license and health data is stored in Excel. The city would like to set up the ability for businesses to pay their loan payments through CP and the existing OrbiPay adapter.

Question 18
Question: Section 8, Forms asks respondents to propose how to integrate the listed forms with Accela. In order to properly respond, vendors need a better the reports themselves. Will the City be providing samples of these reports? Will the City be providing samples of these reports? How are these reports currently being generated? How is Accela data currently being displayed by these reports?

Response: Most of these forms are being used as intake forms. Staff enters these applications into Civic Platform as they are received.
The following link is for the formstack form for all the building permit applications that require plans: https://arts.formstack.com/forms/building_permit_application
See the attached PDF of the Zoning Analysis Application
The following link is for a wufoo form for a Hen Coop License application:
https://cityofevanston.wufoo.com/forms/z1wnsp8710r6y9c/
The following link is a formstack form for an Appeal of Zoning Administrator's Decisions:
https://arts.formstack.com/forms/zoning_appeal_application

Question 19
Question: Section 3.0 Insurance - We currently meet the requirements listed, except for the $3,000,000 combined single limit for each occurrence. The standard is $1,000,000 and our firm currently carries $2,000,000. Will the City consider revising this requirement?

Response: The City of Evanston's Insurance Requirement is listed at $3,000,000.

Question 20
Question: Price/Cost Forms (page 23) - It's clear that the City is requesting a price for each of these line items. However, there are many variables that are unknown that would impact the Level of Effort (LOE [number of hours]) for many of those items. On scripts and reports for example, a request may seem straightforward, but once the specific requirements are gathered, the solution may be more complex than originally thought. Does the City currently have requirements for scripts and reports? Does the City understand that all responses from vendors would be an estimate?

Response: The city has provided a general description of the reports and understands that the vendor responses will be their best effort to estimate a bucket of hours to complete each task.

Question 21
Question: M/W/EBE participation - As this is a highly specialized system, it's not possible to utilize M/W/EBE subcontractors in the traditional way that other projects do.

Subcontracts must have existing Accela experience to ensure that requirements are met. Is M/W/EBE participation a requirement for this project?

Response: M/W/EBE is a goal for the City of Evanston not a requirement. We encourage you to meet this goal but f you feel you cannot, please fill out the M/W/EBE Participation Waiver Request Exhibit H in the proposal. We ask that you   provide   a comprehensive reason as to why you are requesting the waiver.

Question 22
Question: On page 6, under Permits and Zoning, section 4) a. it says "ability to associate with a Plan Reviewer". How does the City want this association to function?

Response: The intent is to associate with an individual plan reviewer by name.

Question 23
Question: On page 7, under Customer Citizen Portal, section 5) k. it says "completed food establishment inspection reports". Does the Civic Platform currently manage Food Inspections? If not, where is this data sourced?

Response: Food inspections are currently completed in Civic Platform. The city would like to add the ability for an individual to search and find completed reports.

Question 24
Question: To what extent does the City use Scripts?

Response: The city currently uses approximately a dozen Java scripts for reporting. There are also a number of Java scripts for workflows.

Attachments:

Zoning Analysis Application
Evanston Price Form – Excel spreadsheet attached separately

<u>Note</u>: Acknowledgment of this Addendum is required in the Bid.

ZONING ANALYSIS
APPLICATION

City of Evanston™

I am applying for a zoning review of a:

☐ Construction project of less than 10,000 sq. ft.
☐ Construction project of 10,000 sq. ft. or more

☐ Determination of Use
☐ Other

PROPERTY

Address: _____

☐ Mixed-use

☐ Non-Residential

☐ Residential   # of Units_____

For projects required to comply with Inclusionary Housing Ordinance:

☐ In TOD Area   ☐ Outside of TOD Area

(for more information visit: http://www.cityofevanston.org/IHO)

Proposed Project:

_____

_____

_____

_____

APPLICANT

Name: _____

Organization: _____

Address: _____ City, State, Zip: _____

Phone: _____ Cell: _____

E-mail: _____

Please circle the primary means of contact.

PROPERTY OWNER (if different than applicant)

Name: _____

Address: _____ City, State, Zip: _____

Phone:_____ Cell: _____

Email: _____

What is the relationship of the applicant to the property owner?

☐ **same**   ☐ builder/contractor   ☐ architect   ☐ real estate agent
☐ attorney   ☐ lessee   ☐ other: _____

REQUIRED DOCUMENTS AND MATERIALS

Please submit the following:

☐ **(This) Completed Application Form**

☐ **Completed Inclusionary Housing Plan Proposal Form**
If the project includes five (5) or more new residential units in TOD Areas or ten (10) or more residential units outside of TOD Areas. This includes new for sale, or rental developments, and condominium conversions.

☐ **One (1) Copy of Plat of Survey**   Date of Survey: _____
Plat of survey must be completed by a licensed surveyor and must be current so that it displays every structure, patio, deck, walkway, etc. that is currently on the property. Copies must be legible for all dimensions and details.

☐ **One (1) Set of Building Plans**   Date of Drawings: _____
Building plans must be drawn <u>to scale</u> and must include interior floor plans and exterior elevations. For simple projects such as flat-work patios, plans may be hand drawn <u>to scale</u> directly onto the Plat of Survey.

☐ **Determination of Use Description**
If you are applying for a Determination of Use, skip to the end of the application, sign and date, include a simple site plan of the proposed use (interior floor layout, seating, parking, etc.) and a one page letter that describes all aspects of the use (employees, hours of operation, loading/unloading, deliveries, parking, noise, etc.).

☐ **Application Fee**   Amount $_____
Application Fees may be paid by cash, check, or credit card.

Zoning Analysis Applications take up to 10 business days for initial review. Alterations or modifications that require re-review may take longer. Feel free to contact the Zoning Office directly at 847.448.8230 with any questions. Complete applications may be submitted in person or by mail to:

**City of Evanston
Zoning Division, Room 3202
2100 Ridge Avenue
Evanston, IL 60201**

PROPERTY INFORMATION

	EXISTING	**PROPOSED**
Lot Area		
Lot Width (frontage)		
Dwelling Units / Rooming Units		
Open Parking Spaces		
Enclosed Parking Spaces		
Off-site Parking Spaces		
Loading Berths - Short		
Loading Berths - Long		
Employees		

BUILDING SETBACKS

	EXISTING	PROPOSED
Front yard		
Street side yard (if corner lot)		
Interior side yard (1)		
Interior side yard (2)		
Rear yard		

RESIDENTIAL & TRANSITIONAL CAMPUS DISTRICTS ONLY

BUILDING LOT COVERAGE

	EXISTING	PROPOSED
Principal Structure Footprint (excluding front porch)		
Roofed Front Porch (receives 50% credit)		
Detached Garage Footprint		
Other Accessory Structures' Footprints		
Other Roofed Areas		
TOTAL BUILDING LOT COVERAGE		

IMPERVIOUS SURFACE COVERAGE (hard surfaced areas not under a roof: asphalt, concrete, decks, brick pavers, etc.)

	EXISTING	PROPOSED
Patios & Terraces (brickwork receives 20% credit)		
Sidewalks		
Driveways		
Decks		
Stairs/Landings		
Other Impervious Areas		
SUB-TOTAL		
+ Building Lot Coverage		
TOTAL IMPERVIOUS SURFACE AREA		

BUILDING HEIGHT

	EXISTING	PROPOSED
Principal Structure – Peak Height		
Principal Structure – Number of Stories		
Detached Garage – Peak Height		
Other Accessory Structures – Peak Height		

Community Development Department
① 847-448-4311 🖶 847-448-8126 🖾 zoning@cityofevanston.org 🌐 www.cityofevanston.org/zoning

2100 Ridge Ave
Evanston, IL 60201

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ALL OTHER DISTRICTS (Business, Commercial, Downtown, Industrial, Mixed Use, University)

	EXISTING								PROPOSED						
	Parking/ Loading	Dwelling Units	Hallways/ Elevator/ Stairs/Lobby	Mechanical/ Accessory Space	Non-Residential Gross Leasable area	Other	Gross Floor Area*		Parking/ Loading	Dwelling Units	Hallways/ Elevator/ Stairs/Lobby	Mechanical/ Accessory Space	Non-Residential Gross Leasable area	Other	Gross Floor Area*
Basement															
1st floor															
2nd floor															
3rd floor															
4th floor															
5th floor															
Total															

*GROSS FLOOR AREA: The sum of areas of all floors of a building measured from the exterior walls or from the center line of walls separating 2 buildings. The gross floor area of a building shall also include but not be limited to: basements, interior balconies and mezzanines, enclosed porches, and attic space finished or unfinished having minimum 5-foot floor to rafters height. The following areas shall be excluded from the calculation of gross floor area: elevator shafts, stairwells, space used solely for heating, cooling, mechanical, electrical and mechanical penthouses, refuse rooms and uses accessory to the building, off-street parking and loading.

BUILDING REGULATIONS

	EXISTING	PROPOSED
Principal Structure – Peak Height		
Principal Structure – Number of Stories		
Other Accessory Structures – Peak Height		
FAR (Floor to Area Ratio)		

AUTHORIZING SIGNATURE

"I certify that all of the above information and all statements, information and exhibits that I am submitting in conjunction with this application are true and accurate to the best of my knowledge."

_____

Print Name

_____   _____

Applicant's Signature   **Date**

Please refer to the Zoning Ordinance at www.cityofevanston.org/zoning for all City of Evanston zoning regulations.
To determine which zoning district a property is located in, visit the City's website at www.cityofevanston.org, click on the Resident link on the City's home page, then click on About My Place from the drop-down menu. Enter the house number in the field provided and select the street from the drop-down menu. Press the "Get Info" button. This will either take you directly to the information for the property, or a list of all tax parcels at the inputted address that may be selected for information on the property.

Community Development Department
☎ 847-448-4311 🖷 847-448-8126 ✉ zoning@cityofevanston.org 🌐 www.cityofevanston.org/zoning

2100 Ridge Ave
Evanston, IL 60201

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