



# Department of Finance Purchasing and Contracts

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## CLARK COUNTY, NEVADA RFP NO. 603010-13 BUSINESS LICENSE/LAND DEVELOPMENT SOFTWARE (BLITZ) SYSTEM

July 8, 2013

### ADDENDUM NO. 3

#### REQUEST FOR PROPOSAL

1. The RFP opening date of July 12, 2013 at 3:00:00 p.m. for the Pre-Qualification Phase **remains unchanged.**

#### QUESTIONS AND ANSWERS

2. Q1 If one vendor proposes Option 1 – Fully Integrated System and a separate vendor proposes Option 2 – Business License only, would this procurement allow the County to select the Business License only solution and only the Land Management solution from the vendor who proposed both?  
A1 **If the first vendor proposes Option 1 only, then we would not immediately assume that the vendor is willing to provide only the Land portion of their system (Option 3). In order to respond to Option 3, the first vendor would need to provide separate cost, solution summary, implementation methodology, etc., and discuss how it would interface with another system.**

**Respondents are encouraged to evaluate the strength of their system – Land, Business License, or both (integrated), and submit their strongest solution. Note, however, that the County has the full flexibility to select and look at any portion of a response and request additional information from the Proposer.**

- Q2 Of all your business license types, how many do you want to offer for citizens to apply and pay for online? Will there be a unique page flow for each business license or will they all follow the same page flow in the application process?

A2 **The County would like to offer all Business License types online. In general, all licenses follow a common initial application process, then, additional requirements and processes are added, based on the license type and NAICS code. Refer to the Business License Use Cases for additional information.**

- Q3 Are the RFP-required Section 6 Documentation Samples counted as part of the proposal's 50-page limit?

A3 **No.**

- Q4 Do any County-issued business licenses require a State-issued professional license? If so, does the state offer web services to consume that data in real time? If not, do you get that data in electronic format and would you like the ability to periodically load that data into the new system?

System Name	Vendor	DB Type	# of LP Records

**A4** Yes, the County does verify various professional licenses associated with Business Licenses using data provided by a number of sources. Refer to Section 12.1 (second item in the table) – the BLVerify Database. This database is compiled and maintained by Clark County IT. At this time, the data received is via file transfer. We cannot confirm if/when the State or other agencies will make the data available via web service. If any of the data contained in the BLVerify database is made available via web service, the preference is that the new system access the data in that manner (and in real time). Any remaining data would still be provided via BLVerify. The County does desire the ability to upload the BLVerify data into the new system periodically, using an automated process, if possible.

Also, note that the Land Development system receives file transfers from organizations such as the State Contractor’s Board. Some of these land-related data transfers may duplicate the data contained in the BLVerify database for Business License.

Q5 What version of the ESRI GIS system will be used with the selected solution?

**A5** Our GIS team maintains the GIS environment to the current standard. The current ESRI standard is listed in Table 6, Section 2.2.3.

Q6 Does the County currently have Adobe Acrobat X licenses or Adobe Acrobat 9 licenses that can be upgraded to Acrobat X? If so, do all the plan review personnel have licenses allocated to them for Acrobat Pro? If not, does the County have a volume price agreement of government rate agreement for the Adobe suite of products?

**A6** The County will procure Acrobat, or other common software licenses separately, if needed. Please identify the license requirement with total number of license needed to support your solution.

Q7 Would the County like separate cost sheets (on the required PreQual Cost sheet) for both a hosted/cloud solution as well as an on-premise solution?

**A7** Yes. Each delivery method requires a separate cost sheet. Differences in the response option and/or delivery method must be clearly described. Refer to Addendum #2, A6, for additional information.

Q8 On page 32 of Exhibit C, there’s a statement that “The County is in process of implementing a CRM system that includes a Customer Interaction Center (CIC). What stage is that project in, and what CRM product is being implemented?

**A8** This is an implementation of SAP CRM. The project is in the early stages but Licensing and Land Development is near the top of the list. Integration with the CIC was not included in the BLITZ Scope of Work because we do not want to build in a dependency to that project at this time. When we are closer to selecting the BLITZ system, we expect to evaluate the status of the CIC Project to determine what interface or other change in scope, if any, is appropriate.

The long-term expectation is that the Clark County website will contain a gateway to several systems to support customer service, including business Licensing and Land Development services. A link would lead to the BLITZ customer portal. Customer service requests, status, and other related information would be pushed by BLITZ to CIC in real time. Note that the CIC is expected to eventually become the repository and access point for customer account information. This may duplicate and/or impact some current BLITZ requirements; additional analysis is required to determine the best way to move proceed.

Q9 Exactly what documentation is the County expecting to be provided for the following items:

6. Documentation Samples:
  - a. Risk Management Plan and Register
  - b. Requirements Traceability Matrix
  - c. Change Management Plan
  - d. Any other documentation

**A9** We are requesting a few project management related document samples, preferably from previous projects to gain a better understanding of how your organization manages project risk, requirements, and change. Please provide samples of these types of documents. Note that in Item D, you may provide any other documentation you feel we may find helpful to understand the project management and other professional services you plan to provide.

**Q10** The RFP Mentions converting data from the following sources:

	NaviLine Database	CLIPS Database	BL Verify Database
<b>Table Count</b>	568	556	48
<b>Average Number of Rows Per Table</b>	219,653	86,088	145,487

Is it safe to assume there is NO other data conversion needed?

**A10** Data from NaviLine and CLIPS will need to be converted, as described in the Statement of Work. The BLVerify Database is developed by Clark County IT from several sources and is used to update CLIPS. While technically not a data conversion, the new system must be able to access the same data from independently resources, or must use this file to update the system. Refer to A4, above for additional information.

**Some Land Development documents are held in a separate Document Management System (DMS). The Proposer should identify any solution they may have to save or otherwise convert these documents. Refer to Figure 3 and Section 2.2.2 of the Statement of Work for additional information.**

**Q11** The RFP mentions accessing information from mobile devices with no dependence on operating systems. Is the county open to accessing information from an iPad through an app built specifically for mobile use of the system?

**A11** Yes. The County is open to using any mobile device proposed as long as it is adequate from a security standpoint and other factors such as the environment.

**Q12** Does the County have a preference between integrating to the Selectron IVR OR replacing it? If so, what is the preference? The system has a hosted IVR solution that can be implemented.

**A12** The County does not have a preference but would take into account the additional cost of licenses for another IVR system versus the cost of reconfiguring and interfacing the current system.

**Q13** Does the County plan on replacing ProjectDox? If so, is the agency interested in including a quote for electronic plan review in the proposal, the ability to red-line, comment, overlay compare, and edit electronic plans? If the county desires this to be reflected in the cost proposal, how many plan reviewers do you have?

**A13** The County is currently using ProjectDox on a limited basis and can add licenses as required for any Proposer's solution that supports ProjectDox. However, the County is open to alternate proposals. The current number of Plan Reviewers is 54.

**Q14** The Following user counts were provided in the RFP:

- The Business License Department has approximately 24 mobile users, 42 non-mobile users (internal staff). Extranet user counts vary but can be up to 300 additional users. The majority of these users are land development and public response staff (68-350 total user count).
- The Public Response user count is approximately 23, with 11 additional staff from Animal control and Administrative Services (34 total user count)
- The total LAND DEVELOPMENT USER COUNT is approximately 345 as follows:
  - 132 Inspectors
  - 54 Plans Reviewers
  - 130 Administration/Management
  - 11 Information Technology
  - 18 Other – supporting departments/organizations

The Software is licensed by concurrent users, or an enterprise wide license. There seems to be wide ranges in user counts (i.e. 68-350 users)

How many users should be reflected in the cost proposal?

**A14 Separate user counts were provided to support responses to Options 2 and 3. It is difficult to determine the exact number of total users in an integrated system because the current system requires a separate login to look up any information, which may not be the case in a new system. Evaluate your system and note the following:**

**The total Land Development user count is approximately 379 (Land and Public response total). This includes any outside agencies accessing the system.**

**The total internal Business License and IT user count is approximately 104. There are approximately 83 users that access the system for inquiry only, 89 users from outside agencies, and 92 current Land Development users.**

**Assume that 80% of licensed users will be logged into the Business License or Land Development system at any given time.**

Q15 How many total users will need training?

**A15 Refer to A14, above for total expected user counts. Note that some users from outside organizations may not participate in full training; they would only require task training on an as-needed basis.**

Q16 How many users does the agency anticipate will require access to the system at any one time? (This can gauge the concurrent user licenses necessary).

**A16 Refer to A14, above for total expected user counts.**

Q17 Will the County continue to use the SunGard DMS? Or will this be replaced? Does the county want integration to the DMS?

**A17 Refer to A10 for information on the DMS.**

Q18 Is the County interested in integration to the Finance System, is the financial system SunGard? If not, what is the county's finance system?

**A18 The SunGard and CLIPS systems each provide some financial functionality (payments, escrow accounts, daily cashier tasks, etc.) Refer to the SOW, use Cases, and current process flows. The County's financial management system is SAP. The County is not requesting integration to SAP. However, the Proposer might discuss previous integrations and/or capabilities for SAP Financials as well as any integration to SAP CRM.**

Should you have any questions, please contact me at (702) 455-4230 or via email at [jhaining@clarkcountynv.gov](mailto:jhaining@clarkcountynv.gov).

ISSUED BY:



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