

**ENTERPRISE LAND MANAGEMENT SOFTWARE SYSTEM & IMPLEMENTATION SERVICES
RFP QUESTIONS & ANSWERS**

- 1. Re “Ability to generate a custom hyperlink that generates a URL with a parameter, with a permit number.” Can you elaborate on this item and give an example of a use case for this?**

Requirement no longer needed.

- 2. Re “Able to receive work requests from multiple sources.” Can you elaborate on this item, and/or are you referring to complaints from CRMTrak along with phone calls and emails into the City?**

Mainly ability to input from the field, not just at the office. Current “Report an Issue” application integration and website reporting would be preferred. Phone and emails would be manually entered into a work order.

- 3. Does the City use Citrix for server virtualization? If not, how do you use Citrix?**

No

- 4. The City indicated that there are ten (10) concurrent users required for the new solution. Can the City confirm total named users?**

20-25 users.

- 5. Re “Able to receive work requests from multiple sources.” Can you elaborate on this item, and/or are you referring to complaints from CRMTrak along with phone calls and emails into the City?**

No

- 6. Does the City have a need to manage operational permits which require recurring activities such as annual inspections and other renewal requirements?**

Yes

- 7. Please confirm the data types that are currently housed in the Excel spreadsheets which require data conversion services?**

Planning Entitlements, Historical Entitlements.

- 8. Does the City have a preference for a SaaS offering hosted on the vendor's servers or an on premise offering, hosted on the City's servers?**

Decide on a later time.

- 9. What is the desired budget range or cap for this project and is this project budgeted?**

To be determined.

- 10. What is the City's total budget allocated for the Enterprise Land Management (ELM) Software System & Implementation Services project?**

To be determined.

- 11. Has the City received demonstrations of providers' Land Management Systems prior to the release of this RFP?**

There have been but not for a long time.

- 12. Is the Enterprise Land Management (ELM) Software System intended to reduce current budget costs, such as what the City is paying Charles Abbott & Associates for Building & Safety and Code Enforcement Contract Services?**

No, cost increases if anything.

- 13. In Attachment 3, Building Features, 52 Direct & "Live" inspection scheduling via phone system. Would the city please explain what they are specifically looking for?**

Requirement was pertaining to IVR, which the city is not currently using. Please disregard this requirement.

- 14. For Section 3.14, will the City accept all of the below-mentioned files (just) in electronic format on the USB drives, rather than hard copies?**

- a. Sample training manual**
- b. Sample user guide**
- c. Sample functional, technical and support documentation**
- d. Sample software license agreement**
- e. Sample maintenance and support agreement**

Yes, electronic is fine for these documents.

- 15. Whether companies from Outside USA can apply for this? (like,from India or Canada)**
Yes
- 16. Whether we need to come over there for meetings?**
No, not during the RFP stage.
- 17. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**
No, city requires some on-site services.
- 18. Can we submit the proposals via email?**
No, please refer to RFP
- 19. Wondering if you could share with me the specifics in regard to the city of Aliso Viejo's Enterprise Land Management RFP?**
Please refer to the RFP.
- 20. Can the City identify what GIS data currently exists related to Public Works Assets?**
Yes. Most data is in Excel format; however, the City does have shapefiles for its storm drains and point files for traffic signals.
- 21. Can the City confirm that all Water and Sewer Utilities are provided by an external agency?**
Yes
- 22. Is the City expecting to host the new software onsite with City hardware or would you prefer a vendor-hosted solution?**
City is open to both options.
- 23. Does the City want integration to the 811 USA South system?**
It is not a requirement but it would be nice to have.
- 24. Does the City want integration to the Granite CCTV System?**
Not necessary.

25. Does the City want to integrate Fueling to Vehicles?

Not at this time.

26. Which asset types will the City want to use for the Life Cycle Deterioration Curves? Please list them.

Currently, the City does not have this. Not necessarily critical but would consider having this integrated.

27. Is there any asset management and/or work order historical data the City would like to convert? If so, what format(s) are they currently in?

Yes. Street information/data in MicroPaver.

28. How many total users (by head count) need access to the Asset & Work Order Management area of the software?

5-10 users.

29. How many concurrent users (Simultaneous) would the City see for Asset & Work Order Management?

5 users.

30. How many users would be office users vs. field users for Asset & Work Order Management?

There would be 5-10 users at any given point in time in the field or office.

31. Can the City confirm which Public Works groups/divisions will be using the Asset & Work Order Management software? (i.e. Streets, Traffic, Parks, Facilities, Fleet, Stormwater, etc.)

Yes, all of the above except for fleet management.