

Q & A 7/25/2017

Q. What is meant by unlimited users? Is this for citizens' access to apply for and view permit application status

A. Unlimited employee users only. At this time, no public facing portal will be required. If an option to include a public portal in the future is possible, please include anticipated costs.

Q. Is the intent to have all 5 different jurisdictions utilize the same GIS platform?

A. All five counties currently use versions of the same GIS platform; however, we do not need live updates or real time access – monthly data dumps of changes will be sufficient.

Q. Is budget confirmed/available for an enterprise level Permit tracking software platform

A. No specific budget line item has been set aside as cost estimates have varied widely, however, reserve funds are available.

Q. What type of resources will be available from CKCOG in order to meet 12-week implementation requirement?

A. Resources will be allocated as needed – staff, hardware, space, etc.

Q. Do you anticipate a train/the trainer model to support implementation?

A. Yes, specific staff will be designated to act as database administrators and trainers.

Q. The RFP does not include the pricing structure that should be included in our proposal response. Please provide the same.

A. The CKCOG prefers a subscription based model, with set recurring monthly payments. However, other models will be considered. For all models, please include the anticipated 3, 5, and 10-year upgrade, maintenance, and hardware costs.

Q. Do we need to provide an actual resume for the Help-Desk position or a sample resume will suffice?

A. No resume needed. Help desk must be available during normal working hours (8:00am – 5:00pm EST, Monday – Friday).