



## **ADDENDUM #1**

**December 9, 2022**

**RFP Title:** Environmental Health and Safety Activity Management

**Owner:** County of Wake – Melissa England, Procurement

**RFP Bid No.:** #23-001

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The following items provide answers to questions that were submitted for RFP #23-001. Wake County answers are in blue.

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### **New Due Date for Proposals – January 12, 2023 by 3:00 pm**

**1. Whether companies from Outside USA can apply for this? (Like, from India or Canada)**

Yes, a company from overseas can apply but Wake County requires that all data be stored, transmitted, or processed within the US, including any backups or copies stored for disaster recovery purposes.

**2. Whether we need to come over there for meetings?**

100% remote meetings are welcomed. Wake County resources should be utilized where applicable/available during implementation (e.g., MS Teams for meetings, artifacts saved on SharePoint, etc.).

**3. Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)**

Wake County requires that all data be stored, transmitted, or processed within the US, including any backups or copies stored for disaster recovery purposes. Implementation tasks should be scheduled during typical Wake County business hours in Eastern Standard Time. After hours production support must be available.

**4. Can we submit the proposals via email?**

Email proposals are not allowed for this RFP

**5. The RFP denotes that the system will need to provide access to 75 standard users and 75 seasonal users, and I was wondering if you could elaborate on what constitutes a “seasonal user” from the county’s business perspective.**

“Seasonal Users” are staff that use the system only as related to permitting and inspection of swimming pools. This includes two groups:

- Group of approx. 60 users that issue pool permits but do not generally do inspections other than those required for pool permitting, generally needing access from April 1<sup>st</sup> – October 31<sup>st</sup> of each year.
- Group of approx. 15 users that do inspections based on Wake County’s local pool rules, generally needing access from June 1<sup>st</sup>- August 31<sup>st</sup> of each year.

**6. Do you know how many vendors are pursuing this RFP?**

No, we do not.

**7. Do you have a budget for this project?**

Yes, but that information will be not disclosed at this time.

**8. Regarding E-Verify, we are a Canadian company and our understanding is that E-VERIFY does not apply to us since we do not have US based employees. Please confirm if our understanding is correct.**

That is correct, and that language would be removed from your contract if you are selected.

**9. Can you please share the list and the number of inspection types, permit types and custom report types?**

1. Inspection Types/Permit types samples can be found here:  
<https://ehs.dph.ncdhhs.gov/faf/isf/docs/EstablishmentTypeCodes-031618.pdf>
2. Reports generally fall into two categories:
  - a. Reports that recreate state forms and are used as the official reporting of inspections, re-inspections, visits, and permits. These include the following:
    - i. NC DHHS FORMS – See link in Appendix A, Column B, Row 38
    - ii. COUNTY FORMS (approximately 10 forms)
  - b. Standard and custom data analysis reports are used for management and compliance of the Program. Custom reports are those reports not available out of the box from the application. Currently we have approximately 60 standard reports. Refer to Appendix A, Column B, rows 63-68 for reporting needs.

**10. From what systems will data conversion be required? What is the cleanliness of data on a scale of 1 to 10 with 10 being the cleanest? How many data fields are there?**

Wake County's technological environment will not be disclosed publicly. As part of the review process, vendors will be given that information on an individual and as needed basis. We cannot comment on cleanliness of data. There are approximately 700 data fields.

**11. We assume you do not require electronic plan review, please confirm.**

That is correct.

**12. Would the County prefer End user training or Train the trainer approach?**

End user training with the ability to make copies of any online sessions and presentation materials available to Wake County is preferred.

**13. What platform is currently being used to manage code and permitting?**

Wake County's technological environment will not be disclosed publicly. As part of the review process, vendors will be given that information on an individual and as needed basis.

**14. Please share a list of all applications/interfaces required for integration?**

Appendix A - User Requirements (Column B, rows 110, 119)

Wake County's technological environment will not be disclosed publicly. As part of the review process, vendors will be given that information on an individual and as needed basis.

**15. Can the County share the budget allocation for this project?**

Budget allocation information will be not disclosed.

**16. When do you plan to start the project?**

Upon successful contract negotiation completion, tentatively set for Summer 2023.

**17. The RFP states the County needs 75 licenses and an additional 75 seasonal licenses. We do not have part time/seasonal licenses. How does the County want to handle that? Should we plan for 150 licenses?**

Yes. The licenses are necessary even if not seasonal.

**18. There are two major holidays from now until Jan 05, 2023. Also, it is a hard copy submission. Postal services usually take longer during holidays. Would the County consider an extension of the submission date?**

The response due date has been moved to January 12, 2023 by 3:00 pm.

**19. The RFP mentions fixed price. Fixed price for licensing is straight forward but it can be complicated for implementation in the absence of a lot of details. Many times, we see the implementation costing at T & M. Did the County mean fixed price for both license and implementation or license only?**

Fixed cost for licensing and any implementation can be provided as T&M, with an overall total cost based on your estimated hours for the implementation.

**20. Of the standard 75 users, how many are field inspectors that will require our mobile app? (Page 3)**

All users would need access.

**21. Of the 75 seasonal users, how many are field inspectors that will require our mobile app? (Page 3)**

All users would need access.

**22. Has Wake County seen any demonstrations of EH vendors over the past year?**

Wake County has only seen demonstration at industry specific conferences.

**23. How many copies of the Cost Proposal are required? (Page 5)**

“The proposer’s submission should include the entire RFP response in the following formats:

(3) physical/hard copies, (1) electronic copy that cannot be edited and (1) editable electronic copy in native format (\*.docx; \*.xlsx). Both electronic copies are to be provided on a flash drive in separate descriptive folders (e.g., Non-Editable and Editable).

Note: The Cost Proposal must be provided in a separate file.”

The above requirement applies to the Cost Proposal as well; the three hard copies may be submitted in the envelope.

**24. Regarding the following requirement, can the vendor use their preferred billing processor? Ability to make online payments for permits and permit renewals (for swimming pools, tattoo parlors and limited food establishments) through a self-serve portal (without creating a user account, but using an invoice #) and update the permit record/invoice by payment (Appendix A – lines 8 plus lines 60-62)**

Yes, the vendor can use their preferred billing processor if it meets PCI Compliance and other Wake County standards.

**25. Is the Ability for Active Directory/Single Sign On capabilities (e.g., SAML, LDAP) a mandatory requirement? (Appendix A line 96 & B line 46)**

It is not a mandatory requirement but is highly preferred.

**26. Ability for full data migration of legacy data. Will this data come from NCDHHS EHIDS/BETS or current vendor? If current vendor, can an example database be provided now? (Appendix A line 107)**

Data that lives in both systems will be pulled from the current vendor. Otherwise, data only in the current vendor will be migrated. A sample database cannot be provided.

**27. What is the name of Wake County's ERP systems? (Appendix A line 108)**

Wake County's technological environment will not be disclosed publicly. As part of the review process, vendors will be given that information on an individual and as needed basis.

**28. The phrase 'ability to..' appears often. Should the vendor assume that every one of the requirements starting with 'ability to' are to be included in pricing? Yes**

**Or when/if the need arises can a discussion take place regarding potential costs? (Appendix A)**

Please answer vendor response drop down accordingly in Appendix A, Column C.

**29. Once request for a refund is received, how is that refund processed? (Appendix A – line 10)**

Currently, an approval workflow is completed (multiple required signatures). Upon approval, payments issued via credit card are refunded to the original card; payments made through other sources are refunded via a check.

**30. Regarding Ability to group permits by event. Does this imply that you want to identify the event and then each participating vendor (temporary establishment type 73) of the event separately and permit each "vendor" independently? If not, please clarify. (Appendix A – line 43)**

This is correct.

**31. Could you provide some examples of situations where a walk-in customer would need assistance? (Appendix A – line 56)**

Customers requesting information on permits, spec sheets, detailed information about inspections and submittal process are some examples. The knowledge base would be a resource for staff and customers.

**32. What type of multi-lingual assistance is this referring to? The ability to generate a non-English version of any form? Please provide details. (Appendix A – line 57)**

We do not have this capability currently. The ability to provide multilingual forms/notices and real time translations would be value added services.

**33. Does customer profiles here mean establishment owners and/or property owners? Appendix A (line 72)**

That is correct.

**34. To what degree would you want to be able to configure receipt documents? (Appendix A – line 79)**

To specify fields such as facility ID, payment date, facility name etc. are displayed.

**35. Regarding Vendor's capability to include additional or special security controls in future releases. Are you asking if upon your request, we can add an unknown security control? If yes, we are always open for discussions to learn more. If not, please clarify. (Appendix B – line 22)**

Yes, we are asking if enhancement requests can be supported

**36. Regarding: User provisioning / deprovisioning process. Is this a reference to the vendor's AD accounts or the application? (Appendix B – line 49)**

This in in reference to the application.

**37. Are you referring to a dynamically populated invoice that can be configured by users? If not, please clarify. (Appendix A – line 69)**

The ability for specific roles to configure an invoice with desired choice of fields.

**38. Are you referring to a dynamically populated invoice that can be configured by users? If not, please clarify. (Appendix A – line 79)**

The ability for specific roles to configure an invoice with desired choice of fields.

**39. Are you asking if we have static IP for testing purposes? If not, please provide clarity. (Appendix A – line 115)**

According to the EHIDS system support, a known, static IP address is always needed for approving web service requests.

**End**