Permitting software Replacement project for the Private Sewer Lateral (PSL) Program

Request for Proposals
Questions & Responses

April 14, 2023

1.0 Questions and Responses

1. Will EBMUD allow a subscription model, where an outside company owns/maintains the software but EBMUD pays a subscription (SAAS model)?

   Answer: Yes. We are looking for a proposed solution. We are not prescribing a particular solution.

2. Will EBMUD allow a vendor to get the contract on proposal, then build out the remaining requirements to be delivered on a date?

   Answer: Yes. In the proposal, please mention which requirements are "out-of-box" and are available now.

3. There was a pre-proposal conference held prior to the actual publication of the subject RFP.
   a. How were the vendors selected to participate in the pre-proposal conference?

   Answer: EBMUD compiled a list of potential vendors known to EBMUD that had experience with permitting or private sewer lateral software. The list was not exhaustive, and vendors may have been missed. For that reason, the Vendor Conference was recorded in its entirety and is posted with the RFP. Additionally, the presentation itself is posted for review by any interested vendor.

      a. Does this preclude other vendors from responding to this bid?

   Answer: No

      b. Is EBMUD open to other technologies or is there a set that EBMUD favors due to its current technology investment and would like to leverage (i.e. Microsoft, Oracle, Salesforce, etc.)?

   Answer: EBMUD is open to any software that meets the business needs and technical requirements documented in the RFP and is not limited to any particular system.

4. We read through the publicly available budget documents for EBMUD for 2023 and 2024.
   a. Has budget been allocated for this system?

   Answer: See response to Question **A** under Questions Addressed at Vendors Conference, below.

      b. IS EBMUD able to share the budget, even if it's a range?

   Answer: No.

5. Would EBMUD be open to two week extension?

   Answer: If EBMUD extends the deadline for proposals, the new deadline will be posted on the RFP Webpage.

6. Are you able to provide any weighting for SBE participation?

   Answer: We do not have specific targets.

7. Would the District consider extending the RFP Questions & RFP response due date?

   Answer: If EBMUD extends the deadline for questions and/or for proposals, the new deadline(s) will be posted on the RFP Webpage.

8. The Technical requirement document denotes that the system will need to provide access to 30-50 concurrent users, Can we consider total of 30 named users from the pricing perspective as we do not offer Concurrent Licenses?

   Answer: Yes, you may consider 30 District users with scalability to expand to 50 as stated in Section 2.4.1

9. Could you please share the estimated Number of Certificates (or Permits) issued by the EBMUD category-wise;
   - Compliance Certificates – **Answer:** approximately 5,000 issued annually
   - Time Extension Certificates - **Answer:** approximately 500 issued annually
   - Exemption Certificates - **Answer:** approximately 200 issued annually
   - Compliance Agreements - **Answer:** approximately 30 issued annually

10. Can we get a list of Standard & custom reports that you would like to have?

    Answer: Please see section 8.1 of the Functional Requirements

11. How many years of record types needs to be retained during migration to a new system? How many records needs to be converted?

    Answer: Records going back to July 2011, which includes approximately 72,000 certificates as of April 2023.

    a. What is the cleanliness of data on a scale of 1 to 10 with 10 being the cleanest? How many data fields are there?

    Answer: There are no significant issues with the data quality. Data fields are listed in the appendix to the Technical Requirements.

12. How many inspections EBMUD do annually for Sewer Lateral Compliance? And how many Inspection types are involved?

    Answer: Approximately 5,000 inspections are conducted annually. See section 3.1 of the Functional Requirements for additional details regarding the inspections.

13. Does the District prefer End user training or Train the trainer approach?

    Answer: Provide information on your recommended training approach.

14. Does the District have a desired implementation timeline?

    Answer: Provide details regarding the timeline needed to implement your solution. The District does not have a hard deadline date.

15. Could you please share the specific budget for this Permitting Software Replacement Project for PSL Program?

    Answer: See response to Question **A** under Questions Addressed at Vendors Conference, below.

16. What is the biggest pain or issue that you have now with the current system?

    Answer: Current challenges were described in the vendor conference. Please review the video.

17. How many data sources need to be converted and what is the type of data source (SQL Server, Oracle, spreadsheet, etc.)?

    Answer: We have several spreadsheets, existing Oracle database, and folders of pdfs.

18. How many of types of permits/certificates do EBMUD have and can you provide us with a detailed list?

    Answer: See Section 4 of Functional Requirements.

19. Is EBMUD open to licensing an existing SaaS permitting platform that would be configured to meeting specifications?

    Answer: Yes. See response to Question 1, above.

20. To provide an accurate price estimate, please provide the number of named back-office users the agency requires for the new system. Please identify the number of named users by business function.

    Answer: We have up to 20 back-office users that will need full business functionality. Provide pricing by license and for expanding licenses if future needs change.

21. How many field/mobile users does the agency expect to use the new system? Of the number of mobile users, how many are included with the number of back-office users requested in the question above?

    Answer: No more than 100 including back-office, field staff, and customers

22. What is the approved or anticipated budget for this project?

    Answer: See response to Question **A** under Questions Addressed at Vendors Conference, below.

23. Has a consulting firm assisted the agency on this RFP in any way? If so, which one?

    Answer: No

24. Has your agency seen any software demonstrations over the past 12 months?

Answer: Yes

25. If the requirement can be "Configured" as part of the base product, should we select "Out of the Box" or "Customization"

Solution NOT Supported
Out-of-Box
Add-on-Package
Customization

Answer: If it can be configured as part of the base product, select, "Out-of-box"

26. In section A1, subsection 8, if a report can be developed with a standard reporting tool, that is typically "Configuration," not "Out-of-Box" and not really "Customization" that needs interaction from the vendor. Would it make sense to have an additional option for "Configuration" that is not pre-existing but also not a software level "Customization or Enhancement"?

Answer: If a report can be configured as part of the base product, select, "Out-of-box"

27. Can you describe more on the requirements for the integration to EBMUD.com

Answer: System should be accessed from ebmud.com as described in technical requirements 2.3.5 and have the look and feel as described in technical requirements 2.3.2.

28. How many inspections does EBMUD do per year?

Answer: Approximately 5,000 per year

29. When booking inspections what are the time slots/durations. How many inspections can be scheduled for each timeslot?

Answer: Time slots, durations, and number of inspections per timeslot must be configurable.

30. What on-line payment processor does EBMUD use or prefer?

Answer: EBMUD currently uses Authorize.net in its PSL application, but that is not a requirement. Please include your approach to payment processing in your proposed solution.

2.0   Questions Addressed at Vendor Conference

A. Question: What is the budget for this?

Answer: The PSL Program is a regulatory requirement, and EBMUD will fund these improvements to the level required to achieve the outcome. As noted on slide 7, EBMUD spent approximately $1 million on the current software program approximately 15 years ago.

B. Question: Why are EBMUD engineers not doing this in house?

Answer: Resource constraints

C. Question: Have it on EBMUD servers or in the cloud?

    Answer: Open to a Cloud solution, SaaS solution, on premise solution. Not married to any particular architecture or paradigm. We have also had proposals for more than one option, which is acceptable.

D. Question: Can we have a copy of presentation and meeting?

    Answer: Yes

E. Question: Do plumbers both do first inspection and fix? What does EBMUD inspector do on site?

    Answer: Observe pressure test and look for illicit connections. EBMUD inspectors work separately from City inspectors.

F. Question: Will EBMUD allow a vendor to get the contract on proposal, then build out the remaining requirements to be delivered on a date?

    Answer: Yes. In the proposal, please mention which requirements are "out-of-box" and are available now.