

1. **Question:** Can examples of permit applications be provided?
 - **Answer: Permit types are currently (but not limited to) the list below. An example of a permit application is available online. Full permit details will be provided to the awarded vendor.**
 - **Special Event**
 - **Film**
 - **Block Party**
 - **http://apps.pittsburghpa.gov/citiparks/2015_City_of_Pittsburgh_Special_Events_Application.pdf**

2. **Question:** Can you define what “customizable” is in ReqIDs CAP004 and CAP013? *“CAP004: Fully customizable, from questions to page design. CAP013: Ability to allow customizable information dissemination.”*
 - **Answer: The City is looking for a proposed solution that is fully customizable, including but not limited to design and application layout.**

3. **Question:** For ReqIDs CAP006 and CAP007, what are the document file formats that the application will be expected to support (supporting document uploads/downloads, invoices, etc.)? PDF is mentioned, is this the primary/only format required? *“CAP006: Ability to download & upload any required and/or supporting documents. CAP007: Storage & Management of uploaded supporting documents.”*
 - **Answer: The City would like to see all options that meet the City’s list of requirements. Please submit your best proposed solution.**

4. **Question:** Could you define “compatible” in ReqID ITF001? *“ReqID IT F001: System should be compatible with online credit card payment systems and external invoice generation systems, as necessary.”*
 - **Answer: It is up to the proposing Vendor to recommend the best solution based on the City’s current requirements and infrastructure. It is recommended that the proposing Vendor list the standard compatible systems and your system format to the proposed solution.**

5. **Question:** For requirement ITF001, are there specific online credit card payment and external invoice generation systems or standards identified? *“ReqID IT F001: System should be compatible with online credit card payment systems and external invoice generation systems, as necessary.”*
 - **Answer: Currently the City utilizes Paymentus for our credit card payment system, this is subject to change.**

6. **Question:** For ReqID RPT001, can a more comprehensive list of desired reports be provided? *“ReqID RPT001: System must be capable of generating downloadable*

reports based on applications, such as quantity issued by type, by location, on a specific date, per organizer, etc.”

- **Answer: The City requires at least the ability to download via CSV file format and back-end access (i.e. SQL Database, hosted remotely, on premise, or data access API). Additionally, the City would like to see all options that meet the City’s list of requirements. Please submit your best proposed solution.**
7. **Question:** Are there specific web technologies or platforms preferred for use in developing the solution?
- **Answer: The City prefers development in SQL, however it is up to the proposing Vendor to recommend the best solution based on the City’s current requirements and infrastructure.**
8. **Question:** Are there specific hosting providers or parameters preferred for the solution?
- **Answer: See ReqID CAP001 for the City’s requirement. The City prefers a Cloud-based solution, however it is up to the proposing Vendor to recommend the best solution based on the City’s current requirements and infrastructure.**
9. **Question:** Can you supply the budget allocated for the project?
- **Answer: The City would prefer to not disclose our budget at this time.**
10. **Question:** Is the City looking for a COTS (Custom of the Shelf solution) or can a custom solution be built?
- **Answer: The City would prefer an off-the shelf solution, however the City would like to see all options that meet the City’s list of requirements. Please submit your best proposed solution.**
11. **Question:** If the answer to 1 is yes then why is the City not using the current Accela permitting software to fill this need?
- **Answer: Currently Accela does not meet the City’s needs. However, the City would like to see all options that meet the City’s list of requirements. Please submit your best proposed solution.**
12. **Question:** Does the City plan to host this solution or are they looking for a hosted solution.
- **Answer: The City prefers a hosted solution, however it is up to the proposing Vendor to recommend the best solution based on the City’s current requirements and infrastructure.**

13. **Question:** Will sample permits be supplied?

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14. **Question:** Are there any external City systems that the application will need to be integrated with?

- **Answer: At the minimum the system needs to integrate with the City's current email provider, credit card processing vendor, and other City billing systems. The Vendor should list all compatible applications to the proposed solution.**

15. **Question:** For requirement CAP004 – is the idea for the system to be customizable by city personnel or just during the development phase of the project. If it is by City personnel, then will those personnel be programmers or business resources?

“CAP004: Fully customizable, from questions to page design.”

- **Answer: At the minimum, the City requires the Vendor to provide customization throughout the development phase, and as City needs change.**

16. **Question:** It appears a Fixed fee bid is what the city is looking for? If so, in order to provide an accurate bid, all of the permits that the city requires will be needed in to be provided to assure accuracy.

- **Answer: Yes, a fixed fee is requested. Permit types are currently (but not limited to) the list below. An example of a permit application is available online. Full permit details will be provided to the awarded vendor.**
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17. **Question:** Is the January time frame the go live date or when the City expects to begin acceptance testing.

- **Answer: Go-Live is expected to take place in January 2016, with expected test throughout December 2015.**

18. **Question:** Is there a budget range established for the project? The reason I ask is: We are discussing whether to bid and build this as a custom build – giving it maximum flexibility for build-out or application to other City needs, or whether to customize an off-the shelf solution that would still meet the City’s customization requirements while being less expensive and faster to implement, just not quite as flexible if you are wanting to build on it or expand scope. Can you shed any light on this area?

- **Answer: The City would prefer an off-the shelf solution, however the City would like to see all options that meet the City’s list of requirements. Please submit your best proposed solution. The City would prefer to not disclose our budget at this time.**

19. **Question:** Are you able to share a list of vendors you have awarded similar projects to recently? And/or what are qualities of the vendors you have awarded similar contracts in past.

- **Answer: All City of Pittsburgh contracts are available on:**
 - <http://www.openbookpittsburgh.com/>

20. **Question:** Are there any other specs or other documentation you are able to share regarding the project? Such as a list of how many users you will have? Are there integrations with external systems needed and if so, which ones? What types of licenses, what is the workflow process - does one exist or will you need also need consulting on transitioning business process from paper workflow to digital (we can do).

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- **Internal City users expected to be not more than: 20**
- **External users (applicants): Unlimited**
- **External Systems: See answers 5 and 14**

21. **Question:** I am a woman-owned small business; do I need to be formally certified as such?

- **Answer: Your company does not need to be certified to respond, however to receive the MBE/WBE consideration you will need to be certified. The City has a department (EORC) that can help you with that process.**