



REQUEST FOR PROPOSALS #2018-42  
ELECTRONIC PLAN REVIEW IMPLEMENTATION PROJECT MANAGER  
RESPONSE TO CLARIFYING QUESTIONS  
September 19, 2018

Note that these are questions submitted by interested firms to the above referenced solicitation. The below answers are for clarification purposes only and in no way alter or amend the RFP as published.

1. *Is the County using the Accela “e-permitting” system provided by the State of Oregon or a different version of Accela? Does the County host its current Accela system?*

**Answer:** The County is using a customized version of Accela. We host our own system.

2. *When did the County “go live” on the Accela permitting system?*

**Answer:** The County went live with Accela in 2011.

3. *How many licensed users does the County have for the current Accela system? How many County staff login to the system daily? How many different departments or agencies have users of the system?*

**Answer:** There are 96 total web users from 3 different County departments. There are 45 mobile office users from 1 department.

4. *Does the County expect to continue use of the Accela system and integrate the new components from Avolve that make up the ePlan Initiative? Is it known whether some functions currently performed in Accela will move to the new software, or does this need to be decided during the ePlan Initiative?*

**Answer:** Yes. We will retain the Accela system and integrate the Avolve components. Whether any existing functionality will move to the new system will be determined during the ePlan initiative as we map our workflows against best practices.

5. *Will the new systems be used by County staff or others who are NOT currently using the Accela system? How many total users of the new Avolve systems are expected?*

**Answer:** The new systems will be used by County staff and others who are not currently using the Accela system. We have the potential for unlimited licenses, which will allow the department to invite fire/life/safety partners, special service districts, cities and the applicant team to the workflow to track the status of the permit. The number of users will grow exponentially over time, but will be determined on a permit by permit basis, as we initiate the workflows and ‘invite’ people to participate.

6. *Will permitting staff be switching to new mobile devices or using a mobile device with a permitting/inspection app for the first time?*

**Answer:** We have 45 mobile users that are already working within the Accela/Inspector App and/or a customized CityGov app while in the field. However, with the new Plans Anywhere module, some additional staff will transition to mobile devices who have previously used paper documents and none of our staff have worked in Plans Anywhere previously. For building codes staff Avolve has indicated that there may be an option to use the CityGov app in combination with Plans Anywhere.

7. *Who was involved in the selection of Avolve software? Is there general consensus among the County's permit system users that Avolve is the best choice for the County?*

**Answer:** A team of representatives from our different development services workgroups previewed a number of different products, looked around the region and wanted to find a software solution that our customers were already using, as this would increase their comfort level as we made the transition within our agency.

We have kept our permit system users in the loop as discussions progressed, but have already asked Avolve to plan on providing an information session for customers and staff (separately) to give them a view of the system and how it works.

We will also be meeting with a variety of users during the focus group discussions with our public outreach consultant. We want to have a PM in place before we embarked on these conversations, so the person in that role could benefit from the discussions.

8. *Is conducting user training sessions included in the Scope as well as developing training materials for use by other trainers?*

**Answer:** The scope of this RFP includes working with Kinetic Technology Solutions, and a defined team of users, to develop documentation in the form of: training programs, processes/systems procedures, reference guides, online help tutorials and new product guides. However, the scope of this RFP does include engaging with the team tasked with developing these documents.

9. *Is document management and records retention management a part of the Scope of this project? Please clarify to what extent. Does the County have a records management system to which an integration is desired for community development records?*

**Answer:** Document management and records retention management will be a part of the discussion during the ePlan initiative. Avolve is currently working with other customers in the State to define acceptable documentation. The County does not have a single records management system that we will be integrating into. Some discussions have centered around using the new system as a place to store documents, to ensure easy retrieval, due to the relatively small file size.

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End of Clarifying Questions #1