May 7, 2021

RFP #363
Jekyll Island Permitting, Licensing & Lease/Contract Management Software
Addendum #3

Q&A Responses:

User Licensing
1. How many total users?

a. How many internal users will require administrative level access?

b. How many internal users will require the ability to add, edit and delete?

c. How many internal users will require request only access?

d. How many internal users will require read-only access?

Answer: We do not know how many users at this time. This will depend on the number of applications we purchase. I would guess about 2-4 admin users for each module. I have no idea how many other users at this time.

2. How many internal users do you project will require access to the system at any given time?

Answer: Estimated 3-5 users at a given time for each application, so the total users at one time will depend on the number of applications we purchase.

Data Import
3. Does your organization require data import services? If so, please expand upon the data migration / importing requirements for the Contract Management Software? (Such as record info, employee lists, vendor lists, etc.)

   a. How many total electronic files (PDF, MS Word, etc) in current/legacy system into the Contract Management Software?

   b. How many total electronic files in current/legacy system? (rows in the exported spreadsheet)

   c. Where are the legacy (historic) electronic contract files currently stored? (shared folders, Sharepoint, document management system, paper, etc)

Answer: We would prefer to have our current data imported into the system, but some of our data is in paper document form and some is in excel format. Currently we have 320 contract files stored on our system. They are currently stored in a shared folder on our server. They will eventually be stored in the Records Management system, InfoLinx, when it the implementation is complete.

Data Integration

4. Can you please expand upon your preferences to integrate with the Jekyll Island website? Please provide system details (system name and version, database used, scope of use, home-grown or commercial) if applicable.

> a. What data and/or files will your organization be passing in the data integration between the proposed Contract Management Software and the Jekyll Island website?
>
> b. Does the Jekyll Island website have one of the following available for integration and your organization has licensed access: SOAP API, REST API?

Answer: We're currently running a Wordpress v5.7 site on this server environment:
Operating System: Linux
Software: Apache/2.4
MySQL version: Debian 10 v5.6.44-86.0
PHP Version: 7.2.34-8+0~20201103.52+debian10~1.gbpafa084

However, it's our recommendation that we not use our website's database to store or transmit this data. Instead, we would prefer the new platform host forms and all data on its own server (or a separate JIA server). The forms would live separately and be linked or embedded onto our main site.

5. Can you please expand upon your preferences to integrate with the Infolinx Records Management system? Please provide system details (system name and version, database used, scope of use, home-grown or commercial) if applicable.

> a. What data and/or files will your organization be passing in the data integration between the proposed Contract Management Software and the Infolinx Records Management system?
>
> b. Is the Infolinx Records Management system installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?
>
> c. Does the Infolinx Records Management system have one of the following available for integration and your organization has licensed access: SOAP API, REST API?

Answer: We are in the process of implementing the records management system at this time. No data will need to be transferred from Infolinx into the proposed software, but all records must be transferred to Infolinx at some point for retention purposes. Infolinx – Version 3.8 It is cloud based and is vendor hosted. Records would have to be imported into the Infolinx software via either REST API or via FileConnect/flat files.

6. Can you please expand upon your preferences to integrate with the Glynn County GIS system? Please provide system details (system name and version, database used, scope of use, home-grown or commercial) if applicable.

> a. What data will your organization be passing in the data integration between the proposed Contract Management Software and the Glynn County GIS system?
> b. Is the Glynn County GIS system installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?
> c. Does the Glynn County GIS system have one of the following available for integration and your organization has licensed access: SOAP API, REST API?

Answer: This is a system maintained by another governmental entity and I don't have information about their system at this time. I do know that Glynn County GIS can provide us with a download file with the property information. This would be applicable to the lease, permitting and code enforcement applications primarily.

7. Are you currently using a platform to process payments online? If not, is there a preference of an electronic payment system which can be integrated into the Contract Management System.

Answer: We are not currently accepting payments online. The process would have to integrate with our current merchant services provider – Fiserv.

8. Are you currently using a platform to track and manage inventory? If not, is there a preference of an inventory management system which can be integrated into the Contract Management System.

Answer: We currently have an excel based system for inventory, but it is not a system we want to integrate into a new system. We are looking for a replacement of what we currently have. I know of no reason why this system would have to integrate with the contract management system.

Document Templates
9. What documents/contract types would you like to author within the system (number of templates)?

Answer: Multiple contracts, maintenance agreements, event contracts, etc. I do not have an estimate for the number of templates at this time.

10. Do you require professional services to configure templates? a. If so, how many would be required for the awarded vendor to configure?

Answer: Probably not, we have some standard templates now, if the system will accept a word document template.

Workflow

11. Do you require professional services to configure workflow processes? a. If so, how many would be required for the awarded vendor to configure?

Answer: I do not anticipate needing this, but if you feel it is necessary, please include in your proposal.

12. Can you please provide additional details about your organization's workflow/approval processes? a. Can you please provide number of steps and examples?

Answer: Right now it is a manual process. Contracts are prepared and routed internally for review and then sent for signatures internally and externally. Permits are prepared manually and routed for review and approval internally and then back to the Code Compliance Officer for finalization.

GSA Eligibility

1. Is your organization eligible to purchase off the GSA Schedule 70? a. If yes, would you like GSA pricing in the bid response or retail pricing?

Answer: I don't know if we are eligible for GSA Schedule 70 specifically, however we are eligible to use existing State of Georgia contracts, if that is available.

Dedicated Project Management

1. Does your organization require a full-time dedicated Project Manager for this implementation? Typically, implementations to not require a full-time dedicated project management resource for the project duration, but rather project management/coordination services hours (remote) can be included with the proposal to support the implementation project management. If a full-time dedicated project management resources is a requirement for this project, are these services expected to be provided online/remote or onsite?

Answer: It is up to you to propose what you think works best for this project.

Electronic Signature

1. Does your organization require an electronic signature tool to be integrated within the Contract Management Software?

   a. If so, are you currently utilizing a specific product and which tool are you using?

Answer: We are in the process of implementing Docusign for electronic signatures for contracts. That is the platform we would need to use if integration is needed for this project.

Open Records Request

If in the event our response is subject to an Open Records Request, will we be notified and given the opportunity to provide a redacted response in accordance with applicable Freedom of Information laws?

Answer: Please refer to Section 7.20 of the RFP