WAKE COUNTY
NORTH CAROLINA

ADDENDUM #1

Date: June 22, 2020

RFP/Bid Title: CAMA RFI

Owner: County of Wake – Tom Wester, Procurement Services

RFP/Bid No.: RFI #20-044

The following items are answers to questions received before the cut-off date to the Request for Information #20-044.

See attached pages

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End of Addendum

What are the total number of parcels in Wake County for each of the following:

- Residential - 372,255
- Commercial - 23,357
- Agricultural - 3,606

What cost schedule does Wake County anticipate using?

Wake uses a base cost approach adjusted to a market value based on comparable. For incoming producint properties, a base cost approach adjusted to market value based an income approach to value

Regarding Section 3.5.6 Project plan

What is the County's preferred format: MS Project

- Gantt Chart
- MS Project
- Excel
- Other

Regarding Section 3.5.8 Proposed Meetings/Overview requirements

What is the County's preferred format: MS Project

- Gantt Chart
- MS Project
- Excel
- Other

Will the county consider information for a technical refresh solution that provides the software source code, technical services, and technical training required for the county to independently own, replace, upgrade, and maintain their current tax administration functionalities in new technologies by utilizing new software that was based upon the county's original software. Yes

Does the scope of the technical refresh include the Tax Collection system and the Computer Aided Mass Appraisal application and associated modules and batch jobs? Please refer to RFI - DOES NOT INCLUDE Tax System

Are there additional details available on the Tax Collection system, similar to that provided for the Computer Aided Mass Appraisal application? Only if relevant to the refresh

Does the current system use XSL for the user interface? No

Does the current system use Crystal Reports? Yes

Is there a requirement or preference for the target database, architecture, and software development tools? Please refer to RFI -database not included, yes database is oracle, API-based modern architecture, .Net 5 or higher API backend (Restful, gRPC) with client-side Javascript framework (we prefer Angular)
Is there an anticipated start and completion date for the technical refresh solution? Not at this time - No sooner than August 2021

Is it safe to assume the number of databases to be converted are the 7 listed in the infrastructure table? Please refer to RFI databases not included
What is the current legacy CAMA system to be converted? We are refreshing app not converting data
Is the tablet in use an extension of the office CAMA system or an ETL process with a third party or in house developed field solution? CAMA system
Does the field solution stay connected to the office CAMA system, use cache and sync or download, lock and upload parcels? Yes it does
What is the long-term optimization goal for the field solution process? NA
Will CAMA continue to be the source of record for E-911 addresses in the future or will the new CAMA import address data from a different application? Different Application

Will the ownership information process continue in the same manner with the new CAMA system or is the goal to change the process? Same

Are GIS changes manually entered into the CAMA system (split, merge etc.) or do they import into CAMA through some type of land records automation process? N/A
Is the County goal to merge the two sides with one code base of LR/CAMA into a single application with appropriate user controls through security and configuration or is the intent to keep the functions as two separate sides with one code base? One application
If the new CAMA system has the functionality that is currently managed through the "Apps" would you plan to retire the "Apps" or is the intention to continue using the "Apps" and integrate them with the new CAMA? The apps are part of the Cama refresh

Are there target dates for key project milestones (system assessment start/end dates, technical refresh start/end date)? If s0, can you share these milestone targets? Wake County did an RFI so you would need to tell us what you can offer. All will be based on the assessment
What is the primary motivation for the technical refresh? (Ex. expiring licenses, lack of technical skills, performance, security issues, etc.) Need to modernize software
What are the overall pain points with the current system? Overall need modernized software technology
What is the definition of "modern"? On-prem, Cloud, or Hybrid? Using latest software technology, best practices in architecture, we will stay on prem - server farm is hosted on-premise at Wake county
How large are the databases, i.e. number of tables and database size? N/A databases are not included

Crystal Reports is listed twice – are there 177 reports in total? No approx. 86

What type of databases are these (SQL Server, Oracle, etc.) and what version are they running? Oracle 19C

Citizen centric public websites list conflicting numbers of sites. Are there 2 or 5? Is the page view total for all sites? Numbers to give a sense of the application activity

Are the public websites in scope for the technical refresh as well? No

12 developer machines are listed in the specifications. Is this how many developers support the current system? Not relevant to the assessment

Is .NET the preferred back-end technology? Are there any other technical preferences (ex. cloud vs. on-prem, front-end web, mobile, BI, etc)? Yes .Net 5 or higher

In light of the current COVID-19 environment that has much of our workforce working remotely with limited access to office resources, can Wake County Government remove the requirement to submit hard copies and approve electronic submissions via email only?

Please confirm the due date is July 23 (and not July 19 as listed on wakegov.com). July 23, 2020 - before 4:00 PM

Please confirm that the project plan, plans for ongoing project support, and budget (number 6, 7, and 11 in the technical requirements matrix) will be limited to the technical discovery/assessment phase of the project. The RFI covers assessment only

Many of these items seem to be expected deliverables of a technical discovery. Are responses to all of these required for this RFI? Yes

What is currently setup for HA/DR (High Availability/Disaster Recovery) and what is the vision for this in the future? Not applicable

How often is each data source refreshed? In what format is this data sent? Question not relevant to the assessmsnt - please refer to RFI

Are you looking for all processes to be automated, i.e. the manual recording of wills, etc.? Question not relevant to the assessmsnt - please refer to RFI - CAMA does not record wills

Are the 8 independent apps in scope for discovery and technical refresh? Yes

Do staff users currently access the system functions on-network or are they accessible from anywhere? Is there a desire to be able to allow user access from any location? On Network - Internal site

One of the independent apps is listed as User Management. Does the system use a centralized identity platform? Or does this app serve as the identity platform? Currently Database RBAC - consider going to a centralized platform if the requirements allow

The County is looking for an analysis of present systm components. Because the system components are driven by specific business processes, would it make sense to add a business process analyst component to this project?

No we are not looking to analyze or change our business processes, just refresh - monderize our software.

What is the County's long term outlook on staffing for application support within both the Tax Office and IT? Are you looking to increse, decrease, or maintain present levels of staffing?

We are looking to maintain staffing.

Knowing that Wake County has long been a technology innovator what is the County's level of comfort in pursuing leading-edge technology now and in the near future?

We are comfortable in finding the best solutions to meet our technology requirements.

How does the County assess risk - reward balance as it considers acquisition or development of new technology?

Please see RFI. We are refreshing our current application.

What Tax system - related innovations are presently being considered or actively pursued by the County?

Not applicable to the RFI.

Is Wake County looking for a cloud-based solution? Has a cloud provider already been chosen? - No.

Does Wake County have specific security requirements that need to be met? What are they? – See the RFI.

What about personally identifiable information? – Not applicable. Also Wake County will require all vendors assigned to the project to sign a non-disclosure statement.

What level of SLA is required? – Wake County sent an RFI to see what services were available. You will need to respond to the RFI based on your offerings.

What is the skill set and expertise of in-house support to plan for transition and training? - We have expertise on our side and will be working with the vendor selected in an interactive manner. Again your RFI response to transition and train is required.

Is there a desire to move away from Crystal Reports? E.g. SSRS or PowerBI?- No.

Number of projects and lines of code do not give a true reflection of scale/scope? Will the vendors be given access or demos? – Yes, demos, conversations, code access, and Wake County resources.

Will the database schemas be made available to vendors to estimate scope? – Database not in scope. Will have access to appropriate tables / schemas.

What are the testing expectations (unit tests, automated tests, perf/load tests, QA)? – All of the testing methods listed.

Are there specific load or performance requirements? – Industry standards / Best Practices.

How do the different users authenticate? Do they apps currently use RBAC? Is that desired in the new version? Do they use single sign on? Today Simple Authorization and end users use RBAC. We will want to use AD and RBAC.

Is there a desired document storage? SharePoint, blob storage? – No refer to the RFI?

Is Wake County planning to participate in the development or will it be vendor only? If so, how much? – Vendor development with Wake County Management Oversight. See #7

Is this all or nothing or a phased approach? If phased, can you identify the priorities? – ALL see RFI.

What are the needs around batch processing (triggering, monitoring, resubmission, etc.)? – No need for changing this process related to SQL.

How does the database replication to the reassessment db work? – Out of scope see RFI.

Can we assume to use the existing databases with few changes or is the plan to include newly designed databases with improved schema? If so, what is the requirement for historical data (retention, migration)? – Using existing database.

Do all the applications interact directly with the dbs or do they use individual or shared APIs? – Access directly with databases using oracle data access components.

What is the desired timeframe to deliver the project? (Informs team size for example) – Wake County posted an RFI to see what services were available. Please read the RFI and tell us what you can provide.

Who is responsible for infrastructure setup in environments? Vendor or Wake County? – Wake County.

What is the supported device/browser requirements? – Standard modern web browsers - edge – chrome – firefox .

Will Wake County make SMEs available to the vendor chosen? – Yes both IT and business unit SMEs.

What is the expectation around UX/UI? Is there a need for greater focus for some of the applications (e.g. citizen facing sites)? – These apps are internal to the business units and UI is well defined. Will want to stick close to current UI design.

Will all the existing artifacts be made available to the vendor? (code bases, database schemas, documentation etc.) – SEE # 7 / 8 / 21.

Are there requirements around failover, redundancy, scaling etc.? – Yes, failover will be in the infrastructure. Redundancy is d/b related.

For project plan- Are you asking for samples of plans we do or an actual plan for this project? Currently, we would be unable to make a project plan based on received information. – We are looking for a Project Plan for an assessment – again see RFI.

For Budget - Are you looking for our rates, or an actual budget proposal for the project? Same as above, without further details, we could not give an accurate estimate. –Yes, we are looking for an estimate for the assessment project.

What is the expectation for onsite support/work in the near term, due to COVID-19? – Wake County posted an RFI to see what services were available. Please read the RFI and tell us what you can provide.