

CHATHAM COUNTY PURCHASING & CONTRACTING DEPARTMENT

ADDENDUM NO. 1 TO RFP NO. 21-0137-6

FOR: MOBILE PROPERTY APPRAISAL SOFTWARE FOR CHATHAM COUNTY BOARD OF ASSESSORS

=====

PLEASE SEE THE FOLLOWING FOR ADDITIONS, CLARIFICATIONS AND/OR CHAGES:

1. **CHANGE:** Additional information has been added to the functionality spreadsheet. The REVISED spreadsheet is attached. All bidders must use the revised functionality spreadsheet. (9 pages)

2. **QUESTION:** Is the requirement only for a mobile app?
RESPONSE: The contract is for a mobile app as well as a management interface accessible in a desktop Windows based environment. Field users are mobile and managers are for desktop.

3. **QUESTION:** How can the master data be retrieved for the property appraisal? Does it come from the CAMA System?
RESPONSE: Data is retrievable by querying the CAMA tables.

4. **QUESTION:** What are the features expected in the mobile app other than capturing the property related data?
RESPONSE: Basic features are outlined in the RFP, but some include capturing photos using a mobile tablet's camera, using GIS/GSP technology to calculate route efficiency as well as interact with County maintained GIS imagery and layers.

5. **QUESTION:** What are the fields used in property appraisals? Are there any government reporting such as state or Federal if any?
RESPONSE: The software will not be responsible for producing any reports that would be submitted to the State for Digest submission. That is all handled on the CAMA side by iasWorld. There is no reporting necessary for Federal level.

6. **QUESTION:** Do we need to retain the data once it is synched with the CAMA system?
RESPONSE: Data would not need to be stored on the device once pushed to CAMA provided that the data is retrievable for reference from that mobile device.

7. **QUESTION:** Do we need both iOS and Android app?
RESPONSE: We anticipate moving to alternative platforms in the future and would prefer the option of Windows, Android, and iOS.

8. **QUESTION:** What is the basic expected version of support for iOS and Android versions?
RESPONSE: The County will only support devices with an OS that is within its current software lifecycle. Decommissioned/unsupported versions of an operating system should not be required in support considerations.
9. **QUESTION:** How do you handle duplicate property data?
RESPONSE: CAMA database currently has unique constraints to prevent any duplications of data entry.
10. **QUESTION:** Can you please explain the specifics of integration with laser sketch/measure device?
RESPONSE: Laser measures are currently being tested to store sketch data that can be passed through to CAMA software in support of developing a property improvement's sketch.
11. **QUESTION:** Do we need to provide any reports in the mobile app?
RESPONSE: Reports would need to be available on the administrative side.
12. **QUESTION:** What are the expected dashboard requirements and what do you expect to see in the dashboard?
RESPONSE: We expect to see a visual representation of the characteristics that are modifiable for a property including, but not limited to, building characteristics, land characteristics, current value information, address/district information, ownership, hearing information, property photo, sketch information, and GIS map.
13. **QUESTION:** What are the areas in which notifications need to be provided? Can they be received by text notification or email notifications?
RESPONSE: No preference outside of a prompt or widget that would detail the parcels that an appraiser has been assigned to for a given day. A prompt indicating that there are new notifications would also be acceptable.
14. **QUESTION:** Does the user master data come from the CAMA system?
RESPONSE: If this is in reference to how users would sign on, the user data is in the CAMA system as well. We are also open to unique user accounts created specifically within the mobile software solution.
15. **QUESTION:** What does it mean by "addressing properties located within unscheduled or unplanned (not checked out) destinations"?
RESPONSE: Appraisers must be able to query/address properties which are outside of the daily scope of assigned work. For example, if I downloaded information for ten (10) properties, I expect the flexibility to visit and update characteristics that were not initially assigned.
16. **QUESTION:** Contract term – what does each renewal entail? Just support/maintenance? Will there be any potential change orders?
RESPONSE: Most software renewals are for support and maintenance. Change orders are something we usually address separately.

=====

THE RFP DUE DATE REMAINS 5:00PM, DECEMBER 17, 2021

=====

**THE BIDDER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES AND MUST
ACKNOWLEDGE RECEIPT OF ADDENDUM.**

12/7/21
DATE



MARGARET H. JOYNER, PURCHASING DIRECTOR
CHATHAM COUNTY, GEORGIA

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021

TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p align="center">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
GENERAL SYSTEM FEATURES REQUIREMENTS				
1	<p>Data Access –</p> <ul style="list-style-type: none"> • Must be able to query and synchronize data with the Software as a Service (SaaS) CAMA system • Must be able to allow users to manipulate data directly in the interface while in the field utilizing various data input methods including, but not limited to, typing text or selecting from multiple choices • Must be able to write submitted data back to the CAMA system 			
2	<p>Integration –</p> <ul style="list-style-type: none"> • MAS must be fully integrated with Tyler Technologies iasWorld CAMA SaaS solution (<i>Please describe how this is done?</i>) • Must be able to capture manipulated data in offline and online modes (internet availability) • Must be able to automatically synchronize manipulated data captured in offline mode back to the CAMA system when connection is reestablished • Must be able to utilize existing GIS data hosted and supported by the Board of Assessors for real-time parcel visit routing • Compatibility/integration with laser sketch/measure devices • 2-way integration in which data needs to be pushed to the MAS and pushed back to CAMA 			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021

TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p style="text-align: center;">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
3	<p>Interface –</p> <ul style="list-style-type: none"> • Interface must be designed for use in mobile devices with touch screen capabilities • Interface must be fully scalable to suit the device being used • Interface must have an image capture feature for capturing property photos and attaching the photo directly to the property • Interface must be able to display all characteristics of a property utilized in the field verification process including, but not limited to, land, improvement, exemption, owner, address, and hearing attributes • Interface must allow for manipulation of all property characteristics of land and improvements on a given property • Interface must have touch based, vector driven improvement sketch capabilities to allow for in the field updates to an existing sketch or newly created sketch • Interface must include GIS map viewing capabilities • Interface must provide real-time dynamic parcel visit routing 			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021

TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p align="center">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
4	<p>Management Interface:</p> <ul style="list-style-type: none"> • Capable of addressing properties located within unscheduled or unplanned (not checked out) destinations • Must allow management staff to monitor, track, approve/reject data submitted by field users • Must allow management the flexibility to determine whether or not data requires preapproval before submission to the CAMA system • Must provide users with advanced reporting tools to monitor work performance by user, data, property, neighborhood, or other characteristics as specified by the Board of Assessors • MAS system should allow user to produce both standard and ad hoc reports, using query tools (using field names, search phrase, “null or void” search criteria) and prepared statistical packages resulting in a report capable of export to Excel with single line entries allowing for sorting and grouping by user 			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021
TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p style="text-align: center;">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
5	<p>Project Timeline: Project commitment to dates specific with deadlines for implementation on all licensed devices, onsite training and “go-live” all to be completed within six months of contract date with onsite support as needed.</p>			
6	<p>Travel Expenses: Pricing to include specific fixed price for travel for implementation and future onsite training, maintenance or support</p>			
7	<p>Live, Same-Day Support and Onsite Training:</p> <ul style="list-style-type: none"> • Live support by MAS personnel with same-day access and turnaround on all issues but especially on urgent issues threatening interruption of daily operation and services during the Board of Assessor’s normal operating hours which are 8am until 5pm Monday through Friday. Onsite, live training for implementation and upon request after “go-live” by Board of Assessors with price fixed in contract. • Must describe post implementation and ongoing support provided by the vendor to include support methods (telephone, email, etc) and hours of operation • Must provide detail of proposed software training and assistance in configuring the system 			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021

TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p align="center">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
8	<p>Contract Term: A contract term of one year with four years of extensions with pricing established for four annual renewals.</p>			
9	<p>Ownership and Access to Data: A contractual commitment that all data is the sole property of Chatham County Board of Assessors and upon termination of the contract for any reason Chatham County is entitled to the data upon demand. Contract should establish how Board of Assessors will access and take possession of this data within no more than twenty-four hours in the event of a termination.</p>			
10	<p>Legislative Changes-</p> <ul style="list-style-type: none"> • MAS must allow for upgrades and changes in software implementation to comply with changes in Georgia Law • Development, maintenance and continual updating of interface, data usage, or other reports required by and in compliance with the State of Georgia 			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021
TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p align="center">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
11	<p>Hardware Requirements: A specific and comprehensive list of hardware requirements, accessories or equipment needed or recommended and equipment specifications or limitations (e.g., credit card scanner, scanners, cameras) required to “go-live” with the case management and financial functions of the data management software. A clear understanding of what equipment, if any, is provided and included in the contract.</p> <p>Define what hardware device your application is compatible with (i.e., Windows, IPad or Android)</p>			
12	<p>Local Rule Requirements: A clear statement about rules the local administrator /networking team would need to affect to put data management system in place (i.e., firewall, etc.)</p> <p>User Authentication: Does your application support single sign on (SSO)? If so, please describe what methods your application uses?</p> <p>Browser Requirements: Does your application require an internet browser? If so, please list what browsers your application currently supports?</p>			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021
TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p align="center">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
13	<p>Upgrades: A contractual commitment to free upgrades with prior notice to the Board of Assessors and details about impact of any upgrade to prevent interruption of services</p>			
14	<p>User customization of forms, reports, and workflows</p>			
15	<p>High-Speed Functionality and Reliability: Commitment to high-speed functionality and navigation and reliable access, support, upgrades and maintenance.</p>			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021

TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p align="center">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
16	<p>Data Storage: A commitment that Chatham County’s data will be stored only on servers located within the United States and managed only by United States based companies; Clear provision for protection against loss of data in storage and specifics about backup and recovery systems to prevent interruption of service or loss of data; Secure and unlimited data and document storage to include safe and confidential storage Board of Assessors Data</p>			
17	<p>Cancellation or termination provisions that allow Chatham County to terminate the contract without penalty for MAS’s failure of system, support, reliability, maintenance, storage or updating.</p>			

BOARD OF ASSESSORS MOBILE APPRAISAL SOFTWARE SYSTEM SPECIFICATIONS 2021
TO SUPPORT ALL DATA AND CASE MANAGEMENT FUNCTIONS REQUIRED BY LAW AND UNDER THE JURISDICTION OF PROBATE COURTS IN GEORGIA

Item #	<p align="center">Details</p> <p>Mobile Appraisal Software (MAS) SaaS = Software as a Service Cloud Hosting CAMA = Computer Assisted Mass Appraisal Template = User Interface created through DMS with fields populated from data specific to parcel Report = a formatted result of database queries with useful data used for court and case management, decision making, accountability and analysis.</p>	Vendor Response*	Modules and Sub-modules Required	Vendor Comment
18	<p>Licensing: Provide detailed explanation of licensing requirements, outlining usage restrictions and overall licensing structure</p>			