

RFI: Replacement of the Manufactured Housing Division's Core Business Systems Response to Vendor Questions

The Manufactured Housing Division (MHD) appreciates your interest in the RFI. Below is the Agency's response to the vendor questions. If you need additional information, please follow-up with Grant Reynolds (Phone: 775-684-2994; email: kgreynolds@business.nv.gov).

Question #1: We have a Named User licensing structure. We define Named Users as “staff with access to the back-office Software regardless of whether such access is concurrent or consecutive.” Based on this definition, how many Named Users does the agency anticipate having on its new system?

A: We assume there will be 17. This includes the 15 employees in the agency plus 2 additional users in the Department Director's office who will handle financial support tasks.

Question #2: Many systems require certain third-party data-exchange interfaces. Please provide an inventory of any required system interfaces to be considered within the scope of the initial system implementation and the purpose of each. Also, please note if each interface will be one-way or two-way.

A: There are two (2) possible interfaces to 3rd party systems. For the purposes of this RFI, the vendor may consider breaking that cost out as a separate item because the interfaces are **not mandatory at this time.**

- (a) Interface with document management system – The agency has a document management system that supports the electronic storage and retrieval of Manufactured Housing Title documents. They also have a Titling Database (Foxpro) which is used to maintain the data related to titles (e.g. owner name and address, title number, serial number, ownership history, etc.). Currently there is no integration between these two systems. At this point we have not defined how this interface might work.
- (b) Interface with First Data PayPoint – The state uses PayPoint as the primary payment processor for credit/debit cards and eChecks. We did not present this requirement in the RFI, however, the agency would like to provide the capability for the public/contractors to purchase permits (repairs, construction, moving) online. An online module for this function will need to integrate with Paypoint, typically using a web-services interface. Again, we did not have this in this RFI, but encourage vendors to indicate if their solution provides this and cost separately.

Question #3: In addition to the desired public website functionality described in the RFI, what other public functionality does the agency intend to have for its new system?

A: The agency would like the capability to allow the public/contractors to purchase permits (for repairs, construction, moving) online. Note: Ties in with the 3rd party interface with PayPoint described above. We have not yet designed how this process will work. If the vendor provides this functionality, please show that as a separate cost.

Question #4: Can you list all the license types the agency supports? Of these, how many will the new system support initially, at go-live? Can the agency specify which license type(s) will need online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?

A: The following are the primary license types. We anticipate going live at the same time with all of them. However, we are open to the concept of deploying them in phases.

- Manufacturer
- Dealer
- Salesperson
- Specialty Serviceperson
- General Serviceperson
- Responsible Managing Employee for a Dealer
- Responsible Managing Employee for a General Serviceperson
- Responsible Managing Employee for a Specialty Serviceperson
- Branch Office

The table below shows the license details.

LICENSE TYPES	CLASS	LICENSE	Total Licenses
Specialty Serviceperson	A	Refrigeration & Air Conditioning	73
Specialty Serviceperson	A----1	Fire Protection	1
General Serviceperson	B	General Serviceperson-with install	91
General Serviceperson	B----X	General Serviceperson-no install	5
Manufacturer	C	Commercial Coach Manufacturer	36
Dealer	D	Dealer	33
Specialty Serviceperson	E	Electrical	21
Specialty Serviceperson	F	Floor Covering	5
RME for Serviceperson	H	RME for Serviceperson	

LICENSE TYPES	CLASS	LICENSE	Total Licenses
Specialty Serviceperson	I	Installer	3
Specialty Serviceperson	K	Roofing	22
Specialty Serviceperson	L	Plaster, Drywall, Stucco	
Manufacturer	M	Mobile Home Manufacturer	25
Specialty Serviceperson	O	Terrazzo & Marble Counters	
Specialty Serviceperson	P	Plumbing & Heating	38
Specialty Serviceperson	Q	Solar Contracting	
Specialty Serviceperson	R	Carpentry	32
Specialty Serviceperson	S	Awning	3
Manufacturer	T	Travel Trailer Manufacturer	4
Dealer	U	Used Dealer	20
Specialty Serviceperson	V	Glass & Glazing	
Specialty Serviceperson	W	Painting, Tape, Drywall	1
RME for Dealer	X	RME for Dealer	
Dealer	Y	Commercial Coach Dealer	7
Salesperson	Z	Salesperson	86
		TOTAL Licenses	506

Question #5: What type of ongoing support (level of support, type of support/interaction, etc.) will the agency require after system implementation?

A: The agency works primarily 7am to 5:30 pm Monday through Friday. The support needs fall into two categories:

- (a) User support – Help desk that users can call or email during normal business hours for assistance on using the system and reporting system issues. This includes support of both end-users and administrative uses (i.e. adding new licenses types, changing fees, etc.).
- (b) Technical Support – If the state host the system on their servers, there may be times where we need assistance addressing issues directly related to the vendor’s software. We may also need assistance deploying/promoting vendor software upgrades, fixes, etc.
- (c) Emergency Support – The vendor will need to have a process and resources to respond quickly to system issues that have a significant impact on the ability of the agency to conduct business.

Question #6: After the new system is implemented, what growth and need for enhancements does the agency anticipate with respect to the number of users, programs, and/or processes?

A: The agency anticipates a fairly flat rate of growth in the number of users, programs and processes.

Question #7: Will the agency consider a vendor-hosted solution?

A: Yes. Please feel free to provide information and costs for both vendor-hosted and state-hosted solutions.

Question #8: As a COTS software provider, we have a standard license agreement and additional contract terms which need to be incorporated into the procurement process. Where in our response should these appear?

A: Please add it as an attachment. You may send it in as a separate document if you like.

Question #9: We offer multiple support plan options in addition to the primary support plan we will be proposing. How would you like us to incorporate the additional options and corresponding contract language into our proposal, to provide the agency with the right and option for the agency to choose from our full range of support options in the future?

A: Please add it as an attachment. You may send it in as a separate document if you like.

Question #10: Can you elaborate on any need for mobile inspection/field investigation capabilities? If there is any need, please respond to the following: (a) How many mobile devices would the agency need set up to use on the new system? (b) Would the agency need to use its own devices and mobile service, or could it pursue an all-inclusive solution integrated with its back-office system? (c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field?

A: It would be beneficial for inspectors to complete inspection forms electronically in the field and automatically update the inspection database. It would also be beneficial for them to be able to query the back-office database. On average, each inspector performs approximately two (2) inspections per day. The following are the answers to the specific questions:

- (a) The agency will need five (5) mobile devices;
- (b) The agency is open to either option of using its own devices and mobile services or an all inclusive solution integrated into the back-office system. The choice will be based on the cost/benefits of each solution.
- (c) Currently there are only 2 to 3 forms that are used in the field.

Question #11: What is the timeframe for the potential release and award of an RFP, and what is the desired implementation timeframe?

A: If we obtain Legislative approval for the funding in the summer 2014 we would expect to release an RFP in the late fall 2014.

Question #11: What “RFI Number” do we use in our submission (reference to Section 9 of RFI)?

A: Use “MHD-RFI”.