

Appendix D: E&S Online Permitting RFP Question Responses

1. Is it the intention of York County Conservation District to be working in tandem with the current PracticeKeeper database mentioned under 3.1 Background: Current System & Existing Tools?
 - **No, YCCD is looking to move away from the PracticeKeeper database.**
2. Will any of the current PracticeKeeper database need to be migrated to the new online system and would you like help doing that?
 - **Yes, the information will be migrated from PracticeKeeper, a shared drive, and/or paper files. The vendor should outline solutions and costs associated with data migration to help YCCD determine best possible solution.**
3. Will the requested new online permit management system need any integrations with the PA DEP or any other local, state, or federal PracticeKeeper deployment(s) or other permitting tools?
 - **Yes.**
4. With resources being impacted during the Christmas holiday season, will you consider an extension into January 2026?
 - **No.**
5. Would YCCD consider extending the submission due date until after the first of the new year?
 - **No.**
6. Is there an approved budget for this project? If so, can you share that figure?
 - **No.**
7. Who are you currently using for your permitting or licensing system?
 - **We currently utilize a manual administrative process and track our permitting in PracticeKeeper.**
8. What's prompting the search — system limitations, end of contract, modernization goals, etc.?
 - **Modernization.**
9. Any major capabilities or outcomes you're targeting?
 - **Improved efficiency.**
10. Which groups or divisions are participating in the evaluation?
 - **Erosion and sediment control department and administration.**
11. Expected release date or milestones for the RFP process?
 - **Schedule outlined in RFP documents.**
12. Who's leading or coordinating the process internally?

- **A staff taskforce is coordinating the process internally.**

13. Will this RFP focus on permitting/licensing, or is it part of a broader initiative (like ERP or asset management)?

- **Permitting/licensing**

14. What is the approximate user count, budget range, and decision authority on this project?

- **YCCD anticipates 12 internal users and an unknown number of external users. The budget range is not defined. Staff management in conjunction with YCCD Board of Directors has decision authority on this project.**

15. Legacy System Integration & Data Migration Strategy

Reference: RFP Section 3.1 (Background) – PracticeKeeper Database

The RFP indicates YCCD currently uses PracticeKeeper database for permit management with 600 active permits and historical records.

Question: What is YCCD's expected data migration approach for transitioning from PracticeKeeper to a new system? Specifically:

- Should the proposed solution include tools/services for extracting, transforming, and loading (ETL) historical permit data from PracticeKeeper?
 - **Yes.**
- What is the desired retention period for archived permit records in the new system?
 - **Record retention periods are dynamic and dependent upon unpredictable construction project timelines.**
- Are there specific data fields or relationships in PracticeKeeper that must be preserved in the migration?
 - **Yes.**
- Will YCCD provide read-only database access to PracticeKeeper during the implementation phase, or will vendors need to work with exported data files?
 - **It is unknown whether we will be able to provide read-only database access to PracticeKeeper during the implementation phase.**

16. PA DEP Chapter 102 Compliance & Reporting Integration

Reference: RFP Section 1.1 (Background), Section 3.2 (Objectives) – PA DEP Format Requirements

The RFP requires the system to generate correspondence in "standard PA DEP formats" and support PA Chapter 102 compliance requirements.

Question: Does YCCD require direct electronic submission integration with PA DEP's permitting or reporting systems (e.g., ePermitting, eFACTS), or is compliance limited to generating properly formatted documents for manual submission? If electronic integration is required or preferred:

- **Direct electronic submission is not currently required for compliance, but YCCD anticipates it may be required in the future.**
- What APIs, data exchange protocols, or file transfer mechanisms does PA DEP support?
 - **Unknown.**
- Are there specific XML schemas, web services, or SFTP requirements vendors must accommodate?
 - **Unknown.**
- Does YCCD anticipate future requirements for bi-directional data exchange with PA DEP systems?
 - **Yes.**

17. GIS/Mapping System Integration Architecture

Reference: RFP Section 3.2 (Objectives), Appendix A Requirements – Mapping Integration

The RFP emphasizes mapping integration for location identification (tax parcel selection, polygon drawing, CAD/shapefile upload) and online mapping functionality.

Question: Please clarify YCCD's existing GIS infrastructure and integration expectations:

- Does YCCD currently use a specific GIS platform (Esri ArcGIS, QGIS, Mapbox, etc.) that the proposed system should integrate with?
 - **Esri ArcGIS**
- Does York County maintain a centralized parcel layer or property database that should be accessed via API, web service, or direct database connection?
 - **YCCD utilizes a centralized parcel viewer generated by the county. The database should link to that parcel layer.**
- Should the system support real-time synchronization with county GIS data, or is periodic (daily/weekly) data refresh acceptable?
 - **Periodic data refresh of county GIS data is acceptable.**

18. Payment Processing & Financial System Integration

Reference: RFP Section 3.2 (Objectives), Appendix A Requirements M1-M5 – Payment Processing

The RFP requires online payment processing with the ability to pass transaction fees to applicants and staff configuration of fees.

Question: What are YCCD's requirements and constraints regarding payment processing integration:

- Does YCCD have an existing payment gateway relationship (e.g., with a county-wide financial institution) that must be used, or can vendors propose solutions?
 1. **YCCD does not have an existing payment gateway relationship that must be used. Vendors can propose solutions.**
- Are there county or state-mandated payment processors or merchant service providers that limit vendor options?
 2. **No.**
- Should the system integrate with YCCD's existing financial/accounting software for revenue reconciliation? If so, what system is used?
 - **No. Payment processor should provide notifications and required reporting details for accounting purposes.**
- Are there specific PCI DSS compliance requirements or certifications YCCD expects the vendor to maintain?
 - **YCCD does not currently have a specific list of PCI DSS compliance requirements or certifications that the vendor is expected to maintain. Vendor should outline PCI DSS compliance measures in proposed solution. YCCD prefers that solution uses an existing payment processor that utilizes tokenization and encryption of payment information. Vendor will not store unencrypted cardholder data.**

19. Authentication, Identity Management & Single Sign-On (SSO)

Reference: Appendix A Requirements G2, G4 – Role-Based Access Control, Secure Login

The RFP requires secure login processes for both staff and external applicants with configurable role-based access control.

Question: What are YCCD's authentication and identity management expectations:

- Does York County maintain a centralized identity provider (Active Directory, Azure AD, Okta, etc.) that the system should integrate with via SAML 2.0 or OAuth 2.0?
 - **Yes, the Conservation District utilizes Microsoft Entra ID.**
- Is SSO integration required for internal staff users?
 - **SSO integration is preferred for internal staff users.**
- For external applicants/permittees, should the system support federated identity (Login.gov, ID.me) or maintain its own user credential database?
 - **The system should support federated identity and not maintain its own user credential database.**
- Are there county cybersecurity policies that mandate multi-factor authentication (MFA) for specific user roles or actions?

- **Yes, the Conservation District has a separate system from that County that mandates MFA.**

20. Offline Mobile Application Architecture & Data Synchronization

Reference: RFP Section 3.2 (Objectives), Appendix A Requirements I1-I2 – Mobile Inspections with Offline Capability

The RFP requires mobile field inspection capabilities with offline functionality including pre-downloading records, conducting inspections offline, and automatic upload upon reconnection.

Question: To ensure the mobile solution meets operational requirements, please clarify:

- What mobile operating systems must be supported (iOS, Android, or both)? Are there minimum OS version requirements?
 - **YCCD prefers that the mobile solution supports both iOS and Android; however, the vendor should define whether proposed budget includes development of a new app or whether an existing app has already been developed that can be configured to meet the needs outlined in the RFP.**
- What is the typical duration inspectors work in offline mode (hours vs. days)?
 - **Inspectors will typically work in offline mode for hours, not days.**
- Approximately how many permit records with associated documents should be available for offline access per inspector?
 - **Inspectors will need offline access to approximately 5-10 permit records with associated documents per day. Most required permit records files will be in .pdf format.**
- Are there file size constraints for offline data storage (e.g., due to device storage limitations)?
 - **It is currently unknown whether there are file size constraints for offline data storage.**
- Should the mobile application be a native app, progressive web app (PWA), or hybrid solution?
 - **The mobile application should be either a native app or a hybrid solution.**

21. Document Management System (DMS) Integration & OCR Requirements

Reference: RFP Section 3.2 (Objectives) – DMS with OCR for Legacy Documents

The RFP specifies integration with or provision of a Document Management System using Optical Character Recognition (OCR) to digitize archived print documents.

Question: Please clarify YCCD's expectations regarding document management and OCR capabilities:

- Does YCCD currently use a document management system (SharePoint, Laserfiche, OpenText, etc.) that should be integrated, or should the proposed solution include DMS functionality?
 - **YCCD does not currently use a document management system. The proposed solution should include DMS functionality or integration with existing DMS software for legacy files.**
- What is the estimated volume of legacy paper/scanned documents requiring OCR processing?
 - **Estimated volume is unknown at this time. Many archived permit documents may be able to be organized in DMS without necessarily requiring OCR processing.**
- What document types and formats will require OCR (e.g., handwritten forms, typed PDFs, scanned plans, CAD drawings)?
 - **All of the above document types and formats may require OCR. Most files will be in .pdf format.**
- Are there specific metadata extraction requirements or automated indexing needs beyond basic text recognition?
 - **No.**

22. Security Incident Response, Business Continuity & Disaster Recovery

Reference: Appendix A Requirements G6, G7 – Backup/Disaster Recovery, Security Incident Notification

The RFP requires disaster recovery capabilities and 24-hour security breach notification.

Question: To ensure the proposed solution meets YCCD's security and availability expectations:

- What are YCCD's Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements?
 - **YCCD does not have a defined RTO or RPO. The vendor should outline RTO and RPO timelines and associated costs of the proposed solution to help YCCD select the best solution.**
- Does YCCD require the solution to maintain SOC 2 Type II, FedRAMP, or StateRAMP certification?

- **YCCD prefers that the proposed solution maintains SOC 2 Type II certification as a minimum; however, the vendor should outline any optionality in security certifications of the proposed solution and potential associated costs to help YCCD select the best solution.**
- Are there specific cybersecurity frameworks (NIST 800-53, NIST Cybersecurity Framework) that vendors must demonstrate compliance with?
 - **YCCD does not have a defined list of specific cybersecurity frameworks that the vendor must demonstrate compliance with. The vendor should outline the proposed security infrastructure.**
- Does YCCD require geographically redundant data centers within Pennsylvania or the United States?
 - **YCCD prefers geographically redundant data centers within the United States.**
- Should the vendor provide cyber insurance or liability coverage for potential data breaches?
 - **Yes, the vendor should provide cyber liability insurance.**

23. Plan Review Workflow

Reference: Appendix A: Functional Requirements Matrix, Plan Review Workflow, P6 and P11.

The RFP states in P6 that the system shall allow digital markups and comments on submitted plans. This functionality also typically exists in Plan Review Software such as ProjectDox. Requirement P11 requires integration with Plan Review Software.

Questions: Regarding Plan Review functionality and integration:

- What is the current Plan Review Software being used?
 - **YCCD does not currently use plan review software (paper plan copies are reviewed in the current system).**
- What is the intention behind the request to integrate the software (P11)?
 - **YCCD is looking for either plan review software that is housed within the proposed solution, or plan review software that can integrate with the proposed solution.**
- Will submitted plans continue to be uploaded, reviewed and stamped in the Plan Review software or is that functionality intended to be assumed by the new Online Permitting software (P6)?
 - **That functionality is intended to be assumed by the new Online Permitting software.**

24. Inspections and Field Data

Reference: Appendix A: Functional Requirements Matrix, Inspections and Field Data, I9.

The RFP states in I9 staff shall be able to schedule future inspections from the field.

Question:

- What is the IVR system for handling calls and scheduling inspections?
 - **YCCD does not utilize an IVR system for handling calls and scheduling inspections.**

25. 5-Year Total Cost of Ownership and Proposed Contract Type

Reference: Appendix B: 5-Year TCO, LCATs Tab.

The RFP states in the LCATs tab AI Solutions Architect, Developer and Program Manager.

Questions:

- May we suggest adding additional LCAT to our proposal?
 - **Budget overview must be included within the provided matrix in Appendix B. Additional information can be included in the “Other Operational Costs” row and “Vendor Comments” column.**
- Are the LCATs on the LCAT tab intended to be used to cover all categories of cost on the Appendix B tab?
 - **Unknown.**
- On-site support was not mentioned. Is there an expectation of required on-site support? If so, may we add another labor category?
 - **There is no expectation of required on-site support.**
- Are the LCATs intended to be used as a Time and Material basis for Other Operational Costs (line 8) in the out years?

- **Unknown.**
- Is there a predetermined contract type (e.g. Firm Fixed Price or Time and Materials) for each of the categories in Appendix B?
 - **No.**