



Finance Department
Purchasing Division

REQUEST FOR INFORMATION (RFI)
Specification No. 22-11537-C
FOR
BUSINESS LICENSE SOFTWARE
RESPONSES WILL NOT BE OPENED AND READ PUBLICLY

ADDENDUM "A"
1/24/2023

Dear Proposer/Bidder:

This addendum contains the questions received related to this RFI and extends the Proposals/Bid submission due date to allow respondents additional time to finalize proposals after reviewing the responses to the questions submitted.

Proposals have been changed from January 26, 2023 to no later than 2:00 pm, on Thursday, February 2, 2023. All responses should be sent via email to purchasing@cityofberkeley.info and have **"Business License Software"** and **Specification No. 22-11537-C** indicated in the subject line of the email. Please submit one (1) PDF of the bid/offer form and attachments, as well as a completed pricing sheet.

Proposals/Bids will not be accepted after the date and time stated above.

We look forward to receiving and reviewing your proposal/bid.

Sincerely,

Darryl Sweet
General Services Manager

Addendum “A”

Questions and Answers for Specification No. 22-11537-C Business License Software Solution

The City of Berkeley has received questions from some potential respondents regarding **Specification No. 22-11537-C**, Business License Software. In an effort to provide the same information to all, listed below are the questions received to date, with responses from City staff.

Q1: What is the City’s current pain points of the business license process? Is the City looking to replace an existing licensing system? If so, which system is in place today?

A1: The City is looking for a solution that contains features that enable City employees to perform all business license duties without having to do custom programming and capability to generate reports. Accela is the current software.

Q2: What software systems is the City currently using to support this process? According to the City’s website, it seems that everything is 100% paper-based, so are there any other internal systems that the City uses beyond doing everything through paper?

A2: Accela is the current business license software solution and ACI is the payment processing portal. The City processes both paper applications and utilizes an online application and renewal process that is being implemented in phases by department.

Q3: Will the City need historical data migrated? If so, from which systems? What types of data would need to be migrated?

A3: Yes, historical data needs to be migrated from Accela. Application, renewal and payment data.

Q4. Please provide a full list of permit types and license types that the City would like to be digitized in the new system.

A4: See Table below.

BUSINESS	C O D E	BASIS	RATE/ FLAT	MINI MUM	BERKELEY MUNICIPAL CODE (BMC)
Administration Headquarters	Q	Gross Payroll	\$1.20	\$51	9.04.190
Auto/Vehicles for Hire (*see note about other permits & fees)	A	Per Vehicle	\$215.00	\$215	9.04.215
Business, Personal & Repair Services	B	Gross Receipts	\$1.80	\$51	9.04.160
Cannabis Business (Medical)	CC	Gross Receipts	\$25.00	\$51	9.04.136
Cannabis Business (Non-Medical)	CC	Gross Receipts	\$50.00	\$51	9.04.136
Construction Contractor	C	Gross Receipts	\$1.80	\$51	9.04.180
Entertainment/Recreation	E	Gross Receipts	\$4.50	\$51	9.04.170

Firearms and firearm ammunition		Gross Receipts	\$150.00		9.04.177
Grocer (retail or wholesale)	G	Gross Receipts	\$0.60	\$51	9.04.140
Manufacturing	M	Value Added	\$1.20	\$51	9.04.185
Miscellaneous	D	Gross Receipts	\$2.40	\$51	9.04.220
Motor Vehicle Sales	V	Gross Receipts	\$1.20	\$51	9.04.145
Nonprofit Organizations	N	Flat	\$26.00	\$26	9.04.230 9.04.305
Private Franchised Recycling / Rubbish Haulers	RC	Gross Receipts	\$1.80	\$51	9.04.176(B)
Private Rubbish Haulers ***		Gross Receipts	\$150.00	\$51	9.04.176(C)
Professional - Semiprofessional	P	Gross Receipts	\$3.60	\$51	9.04.165
Professional sports events		Gross Receipts	\$100.00		9.04.175
Rental of Real Property (except five or more dwelling units)	L	Gross Receipts	\$10.81	\$77	9.04.195
Rental of five or more residential rental units	L	Gross Receipts	\$28.80	\$77	9.04.196
Retail Trade	R	Gross Receipts	\$1.20	\$51	9.04.135
Solicitor/Peddler	S	Flat	\$258.00	\$258	9.04.200
Street Vendors & Sidewalk Food Vendors	Y	Flat	call for details		9.04.205 9.48/9.49
Wholesale Trade	W	Gross Receipts	\$1.20	\$51	9.04.150

Q5. Of the included license types, how many distinct workflows/processes are there?

A5: There are about 8 workflows that handles different business types and still developing more to handle business type conditions.

Q6: Does the City have a desired “Go Live” date?

A6: No, to be determined.

Q7: Is there an allocated budget for this project? If so, what is the budget?

A7: Yet to be determined.

Q8. Have you seen any demos related to this RFP in the last 6 months? If so, from which vendors?

A8: No, we have not seen any demos. The RFI intends to determine what solutions are available and request demos from the finalists.

Q9: Does the City apply compounding interest on late fees for business licenses?

A9: No

Q10: What is the City's current GIS system? Is the City wanting to leverage this for the new licensing solution?

A10: ESRI ArcGIS is the current GIS system. The City is open to look at other GIS system for this software solution.

Q11: Does the City have an existing payment processor in use today? Is the City open to using an alternative payment processor that is PCI-compliant?

A11: Yes, the City has an existing online payment processor. The City is open to an alternative processor solution.

Q12: Regarding batch-type payments, will the City consider an approach whereby applicants can pay online for multiple license renewals, but each renewal would be recorded as a separate transaction?

A12: Yes

Q13: Are late fees and interest currently calculated manually?

A13: No, the system calculates.

Q14. Would the City be open to a process by which current license holders 're-register' at the time of license renewal, using a lookup of their existing license information that will locate their existing license information and fill in fields on the renewal form?

A14: Each year businesses confirm information on their Business License records. The City would be open to learning how a process might automate the renewal process for our customers.

Q15: Would the City like pricing for the five Special Business Taxes?

A15: Yes

Q16: How many team members will need data entry access (daily inputting, processing payments, renewing accounts, etc.) to the system?

A16: Approximately 25 Finance staff

Q17: How many team members will need view only access to the system (limited to business lookups and reporting)?

A17: Approximately 40 staff

Q18: What payment gateway does the City currently use for online payment processing?

A18: ACI Payment for Business License and ACI/EBill Express Wells Fargo for other revenues.

Q19: Can the City please provide a complete list of integrations required for the new solution?

A19: Yes, ACI Online Payment System and City's financial system, Tyler Munis.

Q20: How many individually named users will require access to the new solution?

A20: There are 25 daily user and other departmental staff may use it for researches. We also have online functionalities that would need the community members be able to apply and renew online.

Q21: Will appendices be considered as part of the 15-page limitation?

A21: No, subsequent RFP solicitation will provide the opportunity to further expand responses.

Q22: Has the City had any software demonstrations of a solution that offers Business Licensing in the past 12 months? If so, can the City please name the software solutions and the vendors?

A22: No; see response in A8.

Q23: Has the City received any pricing related to the procurement and/or implementation of a Business Licensing solution in the past 12 months? If so, can the City please name the software solutions and vendors?

A23: No, N/A

Q24: Will the City be shortlisting any vendors for product demonstrations as part of the RFI process?

A24: Yes, see response in A8.

Q25: Will the City have the ability to procure as a result of the RFI?

A25: Based on procurement policy the City will likely issue a subsequent RFP.

Q26: Will the City be issuing an RFP as a result of the RFI?

A26: See response in A25.

Q27: Is the City currently using QR code for other services?

A27: Not currently, but open to solutions that will improve the customer experience.

Q28: What metrics are currently being tracked?

A28: Multiple metrics depending on the needs of the operations for administration and collections. During renewals we track staff productions and for collections we need reports for businesses who renew with minimum taxes.

Q29: What are the most common business license types being requested?

A29: Professional Services, Business Services, Rental Properties, Retail, and Restaurants

Q30: What data will be exchanged between the chosen business license solution and CDTFA and FTB?

A30: The City has a contract with CDTFA to annually provide BL information.

Q31: What is the city hoping to accomplish with the integration?

A31: Improve the customer experience, eliminate the need to create custom solutions for essential tasks, improve processing time, and increase Business License revenue. Refer to Section I of the RFI document for more details.

Q32: Does the City receive a list of businesses registered with the state and/or county and then compare that list of businesses to the businesses registered with the City?

A32: Yes

Q33: What is the City's preferred payment gateway?

A33: See response in A18.

Q34: Could the City of Berkeley please provide the proposed procurement schedule for this opportunity (i.e., dates for RFP release, demonstration/oral presentations, contract award, project start)?

A34: Yet to be determined. Once the RFI has been evaluated and completed, the City will be able to

provide a tentative project schedule.

Q35: Will the City please confirm they are looking for previous experience for Business License Solution rather than Paperless Contracting Solutions?

A35: This was an error in RFI solicitation. Only prior experience for Business License Solutions is being sought.

Q36: Given that this is an RFI response and not an RFP that will result in a contract, and that we are not to include proprietary information in our response, would the City please accept sample representative resumes that do not include named individuals?

A36: That would be acceptable and information that can be marked as proprietary/confidential should be marked accordingly. If vendors are selected as finalists to perform demonstrations, the City would look to receive that information as proprietary submission.

Q37: Given pricing information, including estimates, is generally held as confidential in an RFI response, will the City please reconsider making this portion of the RFI response confidential?

A37: Yes, that information would be considered proprietary for this type of solicitation and only released in the event, a vendor is selected to contract with the City.

Except as provided herein all other terms and conditions remain unchanged.