**Questions From the RFI Q&A Session**

1. What are the features that Accela's mobile app doesn't have that you need?

Please see the attached Excel spreadsheet: “**Accela Mobile vs RFI Requirements.xlsx**”. This lists the requirements and specifies what is not in the Accela mobile app.

The Accela Mobile app is a great out-of-the-box app for inspectors or staff who only need to perform a minimum of data entry tasks. Our field activities and our record structure are highly complex and require many processes outside of Accela to support our day-to-day operations. Although Accela Mobile has some better features than the previous Accela Inspector app, its user interface is less user friendly and still lacks any provisions for custom configuration to meet our needs. We also need an application that can perform remote video inspections as well as integrate with our own internal Esri/ArcGIS emergency response dashboard; both of which are far outside Accela Mobile’s current capabilities.

1. Do you need to submit the RFI response in two separate documents, one that associates to the Excel spreadsheet and one that goes through the rest of the questions?

Yes please - ideally one document that answers the questions in the Excel file, and one document that answers the rest of the questions.

1. Will the recording be available to vendors?

Yes, a link will be provided.

1. There appear to be some requirements that are website related versus a mobile solution. Are these requirements that aren't being used in ACA currently? Is ACA going to continue to be used in addition to the functionality listed in the requirements? Are these requirements related to a customer facing portal which customers use to access data from inspections?

We are not asking for any website solutions. Our ask is specifically for a mobile app for internal staff and a mobile app for our external customers. The external app is a new concept and right now we assume this will be a separate app. We are just seeking information to see if an external app is possible and to see how much it could improve the external customer’s experience beyond the ACA.

The idea behind the external mobile app is to bring the contractors, homeowners, and any other person involved with the inspection process closer to their project. The ACA does not have the ability to connect the customer to their assigned inspector through SMS, it can’t connect through a remote video inspection, and it does not currently allow users to add records to a dashboard unless they are connected through Accela’s complex accounts and contacts. We are hoping to gain information to see if vendors can provide a solution that allows this, and any other helpful features, to be done through a mobile app.

1. What is the volume of inspections that come through the division?

Over 200,000 inspections are performed by SDCI every year. This is split between about 100 individual inspectors working out of 12 different disciplines.

1. How many inspection types are there? What are the inspection categories and any specific requirements around those categories?

In Accela we have approximately 40 inspection groups and 200 different inspection types. The groups are assigned to record/permit types. Our record structure is complex and has hundreds of variations of record types. For more detailed information about the types of permits we issue and what type of inspections SDCI performs, please visit:

* Permits We Issue (A-Z)- <https://www.seattle.gov/sdci/permits/permits-we-issue-(a-z)>,
* Inspections- <https://www.seattle.gov/sdci/inspections>
* Renting- <https://www.seattle.gov/sdci/renting>.

Any scripting or configuration for these inspections is currently handled through Accela’s AA. At this time, we are not sure if any of that would change with the introduction of a new mobile app. But we would like to learn from the vendors what their knowledge of the Accela’s architecture is, and how they have leveraged this to create a better inspection experience for their customers staff and the contractors, homeowners, and other parties that need to collaborate with inspectors to complete their projects.

1. What are the acceptance criteria for, as an example, homeowner requested inspections or electrical inspections? Could we get a list so we can do a bit more research on specific workloads associated?

Any scripting or configuration, for scheduling or resulting, for these inspections is currently handled through Accela’s AA. At this time, we are not sure what would change with the introduction of a new mobile app.

* Most inspectors will use Accela AA to research other permit records that belong to a specific project.
  + These records can be directly related, or flagged, to each other Accela AA or they exist in the same parcel/Dev Site.
  + They look these up to check statuses, fees, and other proprietary notes in those records.
* They then look at their list of assigned inspections and create an ordered list based on location or agreed times that were promised to the customers.
  + Mostly performed in Accela AA, only some inspectors use Accela Mobile for this.
* Frequently, while in the field, the inspectors must search for additional permits because the customer did not schedule for all permits at the location or scheduled the wrong types.
  + Only some inspectors use Accela Mobile for this. Otherwise, this is added to paper reports and completed later in the office.
* Most inspections will be resulted simply with a new status and a free form comment.
  + Depending on the inspector, this is done by leaving paper on site, and completing later, or by Accela Mobile.
* Some inspection groups create correction letters that get postal and/or electronically mailed to the customers.
  + The correction letters are currently created via checklists that exist outside of Accela. (*It is a requirement for our new app implementation, to explore integrating checklists into AA and a mobile solution that provides a real-time correction letter process.*)
* At the end of the day, many inspectors are required to return to a laptop to create the previously mentioned correction letters, run reports, change data on the records based on their inspections, scan/upload documents, result inspections (because they used paper in the field), result workflow tasks, create new records, and other related tasks.

Each specific workflow for every inspection scenario has not been documented. There are 21 documented high-level workflows, but there are other workgroups that were not involved in this early work. It is estimated that there are at least 40 additional workflows that could be documented. This does not include variations due to remote video inspections. This information can be viewed in the attached document: “**Inspection Services Workflows.pdf**.”

*For more detailed information about the types of permits we issue and what types of inspections SDCI performs, please see the links provided in the answer to question 6.*

1. Third-party vendors are mentioned through the specifications. How many different accounts will be rolled out? How many inspectors will be using the new application?

Internally, SDCI employs about 100 individual inspectors working out of 12 disciplines. If other departments adopt the app this could easily double.

The third-party inspectors refer to special inspection agencies, boiler insurance companies, or any other external stakeholder that are asked or required by SDCI to perform and submit documentation about an inspection. The results they need to provide are similar to a typical internal inspection or, more commonly, by uploading a document. Both of these actions are done directly to a record in Accela.

Boiler insurance inspectors perform the same inspections as our internal boiler staff, but since they are external to the city, they cannot access the system to result inspections. They send in reports that our staff use to result the inspections on their behalf.

Special inspection agencies need to submit reports about the items that they inspect in the field, but since they are external, they are required to submit these through the ACA. The documents are generally submitted through a central person, but they can be by individual inspector. Their access is controlled by their ACA account and contacts on the records. The document route requires massive storage and does not provide easy access to inspection details.

These stakeholders may not be contacts on records or have ACA accounts, but we still want them to be provided a way to perform these actions. With that said, we are unable to provide a specific number of public user accounts at this time. Again, this is a request for information so we can learn what is feasible. We would like to learn from the vendors what the cost would be per account, license, or any other method of billing.

1. Regarding multiple disciplines and templates or checklists: How are the inspectors currently performing field inspections? What are they leveraging from the Accela mobile app and its limited functionality versus the requested requirements? Are they using paper as part of the process? Do they have to come into the office to do data entry?

Because no tool offered by Accela is a single solution for all our needs, we are using a mixture of Accela Mobile, Inspector, and back-office AA to perform our work. Yes, also have many staff who use paper processes as well. Using multiple or inadequate systems to perform our daily tasks is taxing the organization with tremendous training needs. We wish to solve this through the addition of a single app that can be configured to meet the needs of each of our inspection disciplines.

Please see the narrative in the response to question 7 for a description of common inspector tasks and a description of how we currently perform our inspections.

1. Are there security roles and permissions for who can perform what type of inspection? Do the roles and permissions restrict inspectors from performing inspections outside of their discipline?

There are configurations in Accela’s AA that handle the differing user rights that grant access to the inspection and record types. It doesn’t seem that this will need to be addressed by the mobile app, be we are happy to review any solutions that you can provide through the app.

1. What is the current workflow for scheduling inspections?

There are currently 4 different ways that inspections can be scheduled:

* Live call center where staff receive phone calls and manually schedule them in AA.
* 24hr automated IVR phone scheduling.
* ACA scheduling.
* By an inspector through Accela’s mobile app. (this is less common)

We prefer the customers to request their inspection through any of these paths versus direct request through an inspector. While it’s not a primary ask in the RFI, we are interested if you have any scheduling functions in your product.

1. Is moving to a platform other than Accela an option?

Moving away from Accela is out of scope. Were just looking to gain information about a possible mobile app that is a compliment to, and integrates with, Accela.

1. What is the plan for Accela about storage of shareable assets like video inspection documentation? Will the provider be storing the data, or will the data and files be stored in Accela?

We are not specifically pursuing data storage outside of Accela at this time, but the purpose of this RFI is to learn about new things that will improve our current services, so it is desirable to learn about options for storage. One of the goals of this RFI is to fill gaps in our own knowledge.

With our current implementation of Accela, virtually everything is in Oracle Web Center content. Accela also uses web center.

1. Confusion regarding questions in the section, **“3. Response Format”** in the RFI application:

There were some boiler plate questions that were removed to simplify the responses from our vendors. Sub sections 2, 3, and 5 have been modified as follows:

* Sub section- **2.**
  + d. and e. were removed.
  + a. through e. have been revised.
* Sub section- **3.**
  + 1. All points removed except f. and g. These are now 1. and 2.
  + 2, 4, 6, & 7 were removed.
  + Items 3,4,5, & 6 are new and/or revised.
* Sub section- **5.**
  + All items removed and replaced with revised 1 through 3.

These changes are captured in the attached: “**SDCI Edits SDCI-New-Mobile-Inspection-Application-RFI.docx**” document.

1. Are you looking for the payment of fees to reside inside both of those technologies? Or are you looking for a potential additional payment processor, or if the mobile app needed to integrate into what was already existing with paying fees?

Payments are made through an integration between Accela and KUBRA. Right now, our intention is to keep the handling of payments within the current application. However, we are interested in allowing customers to pay fees through the external mobile app.

Through the RFI we intend to fill gaps in our own knowledge by learning what options you can provide to make fee payments work through your mobile solution.

1. Can you extend the RFI response period?

The response will be extended to February 10, 2023.

1. Please clarify the requirement that users should be able run reports from the application whether or not Wi-Fi is available.

We are interested in knowing if reports can be generated from the mobile application. The reports would use data that was downloaded or available on the handheld as of the last connection to the network.

1. Elaborate on what the expectation is for integrating with ArcGIS. What data is needed? What is the current workflow?

The City currently has an emergency response ArcGIS dashboard that some departments are currently setup with. They have a mobile app that can access our GIS to add and modify data. When they connect via cellular or wi-fi, the data uploads and the central command sees their changes. SDCI doesn’t currently have any integration into this. To fit with the theme of a single inspection application, we want our daily mobile inspection app to integrate with the City’s ArcGIS.

1. What software is currently handling payment of fees? Do you want it to stay inside that application?

Payments are made through an integration between Accela and KUBRA. Right now, our intention is to keep the handling of payments within the current application. But we are happy to learn through this RFI what solutions our perspective vendors can provide for making payments easier for our external customer experience.

1. What type of security requirements need to be met?

At a minimum:

* SOC2 Type II or ISO27001 audit report or documented FedRAMP compliance
* Single Sign-on (SSO)
* Encrypted data in-transit and at-rest

**Questions Received by Email**

1. Accela has a mobile app that would deliver the requirements outlined. Is there any reason why Accela isn’t being currently used whether it was a business or technical decision?

A number of the requirements in this RFI are not features in the Accela mobile app. Please see file embedded in the section above for question #1.

1. Could you reiterate the final decision/stance on the payment portal and the requirements surrounding "paying fees"?

Payments are made through an integration between Accela and KUBRA. Right now, our intention is to keep the handling of payments within the current application. But we are happy to learn through this RFI what solutions our perspective vendors can provide for making payments easier for our external customer experience.

Through the RFI we intend to fill gaps in our own knowledge by learning what options you can provide to make fee payments work through your mobile solution.

1. What type of security requirements need to be met for Cloud Based SaaS products?

At a minimum:

* SOC2 Type II or ISO27001 audit report or documented FedRAMP compliance
* Single Sign-on (SSO)
* Encrypted data in-transit and at-rest

1. What is the user count? How many unique individuals will need a license?

Internally, SDCI employs about 100 individual inspectors working out of 12 disciplines. If other departments adopt the app this could easily double. SDCI also uses third-party inspectors to perform certain types of inspections. The number of third-party inspectors, or other external users, who would need access the application has not yet been determined. Through this request for information, we want to learn what is feasible. We would like to learn from the vendors what the cost would be per account, license, or any other method for billing of subscriptions.

1. Can you describe the situation in which an "in person inspection" would be used vs a "remote video inspection"?

An in-person inspection means that the city inspector is on-site performing the inspection with or without the customer present.

A remote video inspection means that the customer is on-site using their mobile device as a live connection to the city inspector who is at a remote location. The customers device needs to be connected to the internet and have a functioning microphone and camera to make this connection possible.

Please see the answers to 6 & 7 of the Q&A response for more inspection information.

1. How are you currently performing in person vs. remote inspections?

For in-person and other general inspection information, please see the answers to 6 & 7 of the Q&A response.

We currently do not have an automated process for our customers to schedule remote video inspections. This is handled manually by word-of-mouth requests, and analysis of records to see if they qualify for this type of inspection. We are currently using common, off-the-shelf, conferencing software such as Facetime or Google Duo to connect with our customers for remote video inspections.

1. What do you envision your future remote inspection state looking like?

Most of our specific features are captured in the requirements spreadsheet, but here are a few high-level thoughts to bring it together:

* The customer has the choice and ability to schedule these.
* There are “bumpers” in place to limit the scope of what can be done remotely.
* The inspector has full control of keeping any inspection remote or in-person and has the ability to fluidly move between these choices in the field.

Currently we view video inspections simply as an additional option for our customers or staff for re-inspections and simple projects where an inspector has already been present. They will be subject to some business rules and inspector judgement before they can be scheduled or completed.

1. How many inspection workflows do you have? How many disciplines?

There are 12 inspection disciplines. There are more than 12 inspection workflows as there are multiple inspection types within each of the disciplines.

Each specific workflow for every inspection scenario has not been documented. There are 21 known documented high-level workflows, but there are other workgroups that were not involved in this early work. It is easily estimated that there are at least 40 additional workflows that could be documented. This does not include variations due to remote video inspections. This information can be viewed in the attached document: “**Inspection Services Workflows.pdf**.”

Please see the answers to Questions 6 & 7 of the Q&A meeting above for additional information.

1. What is the current inspection scheduling process like?

There are currently 4 different ways that inspections can be scheduled:

* Live call center where staff receive phone calls and manually schedule them in AA.
* 24hr automated IVR phone scheduling.
* ACA scheduling.
* By an inspector through Accela’s mobile app. (this is less common)

We prefer the customers to request their inspection through any of these paths versus direct request through an inspector. While it’s not a primary ask in the RFI, we are interested if you have any scheduling functions in your product.

1. Could you elaborate on what “an inspection agreement form” is for your organization?

The idea of this requirement is to create a way to weed out any requests for remote video inspections on sites or permits that are prevented by our business rules. Included in this requirement is creating a way to ensure that the customer has read and agreed to our rules before submitting an inspection request for a remote video inspection.

1. How do you envision external stakeholders accessing and reviewing completed inspection results of your system? What permissions do you want external individuals to have and what should they be limited from doing?

The customers should be able to view inspection results from the ACA or their mobile app. There are difficulties with accessing a full list of a record’s inspections with all time/date, inspector, status, and comment data with the current version of ACA. We would like to improve the customer experience through the use of a mobile app. Since inspection history is public record, there are no limitations to that data.

1. What is a 3rd party inspector? Is this a contracted inspector for your organization?

Third-party inspectors refer to special inspection agencies, boiler insurance companies, or any other external stakeholder that are asked or required by SDCI to perform and submit documentation about an inspection.

Please see the answer to Question 8 in the Q&A responses for more detailed information.

1. Is Salesforce a current software being used by the city? In any/which departments?

Currently, Salesforce is used by the Seattle Public Utilities (SPU) Department. SDCI uses Zendesk.

**Additional Information**



