

**Cleveland Citywide Development Corporation
Request for proposals: Branding and Website Design and Development
For the City of Cleveland Department of Economic Development**

Public Addendum III

Proposals are due Friday, November 30, 2012 by 5:00pm

Please review these additional questions and answers regarding Task 3- The Business Portal. These questions required further examination and are being distributed as their own separate addendum.

Q: Whereas, Accela Automation is an enterprise application that provides a cost-effective way for departments to move their traditional counter services to the web; and the RFP states that for the desired implementation will be similar to the example: www.nyc.gov/portal/site/businessexpress

Can you clarify how the Cleveland Citywide Development Corporation (CCDC) intends for its business portal to be integrated with Accela? In other words, does CCDC intend for the wizard to collect data and then pass that data via a web service or API to CCDC's Accela system which is offline or for internal use only?

A: This is the public portal to Accela. <https://ca.permitcleveland.org/Public/> . Any integration will be done to this site. The software suite The City of Cleveland uses is Accela Automation. This is strictly for back of house access. There may be an API that links the Business Portal with Accela Citizen's Access (ACA) (an API exists, but may require too much maintenance over the long term). Another alternative is that ACA will be linked with a pop up command. The exact method of transferring information will be determined in part by the proposal and in coordination with the City's IT.

Per Public Addendum I: Regarding GovXML/Accela's API:
None of Accela's GovXML (API) documentation is publically available. It may be summarized as a proprietary API that uses an XML based request/response paradigm and a HTTP based service to interact with the Accela Automation server.

Q: I found a reference to NYC's dept of small business services that describes a link between www.nyc.gov/portal/site/businessexpress/ and Accela, but there is no further explanation as to how this integration is actually implemented. Is there additional documentation that can be provided?

A: We do not have documentation about how NYC Small Business Express implemented the link between Accela and their business portal. The NYC Small Business Express is an example of what we are looking for- we would like for business owners to be able to create situations specific for their businesses and be guided through the specific information about permits and licensing, etc. from a set of data provided by City Departments such as Building and Housing, Health, Permits and Licenses and Public Safety.

Q: What Accela licenses does CCDC already have? How is Cleveland using Accela today? What expansion of this use are you expecting?

A: CCDC does not have licenses for Accela. The licenses are held by the City of Cleveland. The City uses Accela as its primary permitting and licensing system for City Departments including Building and Housing, Permits and Licensing and Public Safety. As stated above, we are looking to create a system that connects guidelines specified by the aforementioned departments with business situations. For example, if a user would like to open a restaurant, we would like to go through a series of questions about their business needs and suggest what permits they would need for build out, etc. The business portal would then link to the actual online permit application.