

1. Page 3 – Background Info: There will be 16 people from Planning & Development and another 23 people from Building Inspections and additional users in Engineering, Fire, Public Works and Health Department.

(a) How many total “named” users will be on the new software from all departments, including Engineering, Fire, Public Works and Health Department.

- 1 Fire
- 7 Engineering
- 0 Public Works
- 8 Health Department
- 16 Planning & Development
- 23 Inspections
- 1 Assessors (read only)

(b) Of those total “named” users, how many will be mobile users?

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

2. Will the Health Department utilize the new program for their restaurant inspections? What other inspections?

They will only use the program for final inspections of kitchens before the inspections department ok's the certificate of occupancy.

3. Regarding data migration. What programs are you using now for:

(a) Permitting –

The City of Fargo Inspections department currently uses the following software that we wish to replace with a new solution (all running on Microsoft SQL):

- a. BSI Permits - A vendor provided, customized software solution that provides functionality for Permits and Apartment Inspections/Property Maintenance.
 - i. This same software also provides Parcel management which we will need an interface to.
- b. IFR - A field reporting application developed by City of Fargo IS staff and maintained by a vendor
- c. Plan Routing - Routing\tracking application for the status of plans - developed and is maintained by City of Fargo IS staff

(b) Planning, Projects and Development Review –

- a. None for entitlement processing & tracking (other than MS Excel)
- b. Zoning info is currently tracked in the BSI software

4. How many case types do you have in Permitting? (Example: New Building, Deck, Plumbing) Ignore distinctions based on land use.
- Building permits have 15 types
 - Plumbing permits have 3 types
 - Sewer permits have only 1 type
 - Heating permits have 11 types
 - Sign permits have 2 types
 - Moving has only 1 type

Within all types of permits there are sub types. For instance, one of the building types is remodel residential; a sub type might be finishing the lower level or building a deck.

5. How many case types do you have in your entitlements? (Example: Rezoning, Variance, Special Use, etc.)

18 types, as listed below:

- Subdivision-major plat
- Subdivision—minor plat
- Subdivision—vacation
- Zoning map amendment (zone change)
- Growth Plan amendment
- Planned Unit Development (PUD)
- Conditional Use Permit (CUP)(there are several categories of CUP)
- Institutional Master Plan
- Annexation
- Land Development Code Text Amendment
- Appeal of Planning Commission Decision
- Residential Protection Standards waiver
- Zoning confirmation letter
- Written interpretation
- Variance
- Appeal of an administrative decision
- Alternative Access Plan

6. Are you interested in a Code Enforcement module?

Yes

7. Besides rentals, do you issue any other licenses?

We track licenses through a different department. This is outside of the scope of this project.

(a) Do you track any license types? (contractor, electrical, plumbing, roofing, etc.)

We track licenses through a different department. This is outside of the scope of this project.

8. What program do you use for your financial?
 - The City's financial system is Superior Inc.'s Naviline Public Administration software. It utilizes a DB2 database running on IBM Power Systems i hardware.
 - Current integration is a manual batch export process (with reports for staff to verify) run as needed; usually bi-weekly.
 - The City's financial system validates the export file transaction records during the import process.
 - The import process requires the export file having a fixed name and format.
 - Field and table formats can be changed if approved before go live.

9. What programs will we be integrating with?
 - Our Parcel management software which is a customized solution running on MS SQL.
 - Our Financial Systems - Superior Inc.'s Naviline Public Administration software. It utilizes a DB2 database running on IBM Power Systems i hardware.
 - ESRI ArcGIS 10.5.1
 - Laserfiche 10.2 – The City of Fargo uses Laserfiche for document management which we are interested in utilizing if possible. However, we are open to exploring other options if there is benefit to do so.

10. Do you have a centralized document management program, such as Laserfiche? Our LAMA program comes with document management, but will we be ultimately integrating with yours?

The City of Fargo uses Laserfiche for document management which we are interested in utilizing if possible. However, we are open to exploring other options if there is benefit to do so.

11. Are you interested in development review markup and red-lining? If so, how many people?

No, not at this time but sometime in the future.

12. Do you currently have a payment gateway on your web? If so, which one do you use?

Yes. We are currently using Paymentus.

13. Do you currently use iPhones or Androids for mobile?

We use iPads

14. Are there any addendums on the RFP? I did not see any on your referenced site.

Yes. The addendums are posted within the RFP section of the City of Fargo website.

- a. How many inspectors/code enforcement officers will require mobile access?
Mobile users by department

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

15. Regarding the the 3-Page restriction for the Implementation response on Page 8, can vendors submit additional documentation via an Appendix or flash drive?

No. If called to do a product demonstration, there will be opportunity to provide additional documentation.

16. How many total business processes (types of permits, entitlements, violations, etc.) are in scope?

Inspections Department

- Building permits have 15 types
- Plumbing permits have 3 types
- Sewer permits have only 1 type
- Heating permits have 11 types
- Sign permits have 2 types
- Moving has only 1 type

Within all types of permits there are sub types. For instance, one of the building types is remodel residential; a sub type might be finishing the lower level or building a deck

Planning Department

18 types, as listed below:

- Subdivision-major plat
- Subdivision—minor plat
- Subdivision—vacation
- Zoning map amendment (zone change)
- Growth Plan amendment
- Planned Unit Development (PUD)
- Conditional Use Permit (CUP)(there are several categories of CUP)
- Institutional Master Plan
- Annexation
- Land Development Code Text Amendment

- Appeal of Planning Commission Decision
- Residential Protection Standards waiver
- Zoning confirmation letter
- Written interpretation
- Variance
- Appeal of an administrative decision
- Alternative Access Plan

17. Does the City have any workflow/process diagrams for these processes that can be provided to vendors?

Not at this time

18. Does the City have a preference for a hosted or on-premise solution?

There is no preference at this time and both options will be considered.

19. How many Building, Rental inspectors, and Code (Property Maintenance) inspectors – and do the same inspectors enforce rental, building and property maintenance issues? would need access in the field – both concurrent and named?

Named users

- 1 Fire
- 7 Engineering
- 0 Public Works
- 8 Health Department
- 16 Planning & Development
- 23 Inspections
- 1 Assessors (read only)

Mobile users

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

20. Do Planning staff do field inspections and if so how many staff – both concurrent and named?

Planning staff do not do field inspections

21. What system is the City currently using and does data need to be converted from it? Please list the data sources

The City of Fargo Inspections department currently uses the following software that we wish to replace with a new solution (all running on Microsoft SQL):

- a. BSI Permits - A vendor provided, customized software solution that provides functionality for Permits and Apartment Inspections/Property Maintenance.
 - This same software also provides Parcel management which we will need an interface to.
 - b. IFR - A field reporting application developed by City of Fargo IS staff and maintained by a vendor
 - c. Plan Routing - Routing\tracking application for the status of plans - developed and is maintained by City of Fargo IS staff
22. What is the City's financial system and is an integration or batch export required to it?
- The City's financial system is Superior Inc.'s Naviline Public Administration software. It utilizes a DB2 database running on IBM Power Systems i hardware.
 - Current integration is a manual batch export process (with reports for staff to verify) run as needed; usually bi-weekly.
 - The City's financial system validates the export file transaction records during the import process.
 - The import process requires the export file having a fixed name and format.
 - Field and table formats can be changed if approved before go live.
23. What other interfaces are required if any?
- Our Parcel management software which is a customized solution running on MS SQL.
 - Our Financial Systems - Superior Inc.'s Naviline Public Administration software. It utilizes a DB2 database running on IBM Power Systems i hardware.
 - ESRI ArcGIS 10.5.1
 - Laserfiche 10.2 – The City of Fargo uses Laserfiche for document management which we are interested in utilizing if possible. However, we are open to exploring other options if there is benefit to do so.
24. Does the City intend on offering online payments? And if so what does the City currently use for this?
- Yes. We are currently using Paymentus.
25. Other than Rental violations, will the new system be used for Code Enforcement as well?
- Yes
26. Does the City currently use Electronic Plans Review – if so what is the system and is the City intending on replacing it with the new solution? How many named users are involved in the plan review process?
- No. The City has a basic Plan Routing application that tracks and displays the status of plans but it has no markup capabilities. We hope to move to Electronic Plan Review in the future.

Named Users

- 1 Fire
- 7 Engineering
- 0 Public Works
- 8 Health Department
- 16 Planning & Development
- 23 Inspections
- 1 Assessors (read only)

Mobile users

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

27. Does the City issue any contractor licenses that require renewal?
Yes, but this department does not issue the license. We are interested in it for potential future implementation but it is not within the scope of this project.
28. Is the new solution to be also used for City Business Licenses? (not contractor or rental)
Not at this time. We are interested in it for potential future implementation but it is not within the scope of this project.
29. Item 25 under General Public Access requirements – indicates the need to allow for Citizens to submit requests for service – what type of requests would these be?
We will be using this for customers to send in complaints on parking or other neighborhood complaints. Contractors and homeowners can use it to request inspections online. The access can also be used to track submitted applications.
30. Does the City use MS Exchange?
Yes. We are on Exchange 2013.
31. What version of Laserfiche does the City use?
10.2
32. What is the current budget for this project?
There has not been a particular budget amount set for the scope of services being sought through this RFP. The budget and procurement process will be evaluated and approved after we get further into the RFP process. There was, in 2017, a scope of services to be provided by new software identified and a budget established at that time of \$200,000. In addition, that sum has remained in the budget for 2018 but only as a

placeholder. As mentioned, there will be an approval and procurement approval process undertaken for this software RFP.

33. Has the City seen any vendor demonstrations in the last year?

Yes, we have seen a number of demonstrations as part of our discovery process. This is an open RFP that any qualified vendor may respond to. Past demonstrations do not have any bearing on the selection process.

34. How many concurrent users will be using the software at one time?

Uncertain, as we are not currently licensed with concurrent users.

35. How many concurrent users will be using the property maintenance/rental property functionality?

23 named users

36. How many mobile users will the City have resulting inspections in the field?

Mobile users

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

37. How many total users will be given access to the system, i.e., number of users with login credentials and individual permissions?

Named Users

- 1 Fire
- 7 Engineering
- 0 Public Works
- 8 Health Department
- 16 Planning & Development
- 23 Inspections
- 1 Assessors (read only)

Mobile users

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

38. Regarding the **Implementation** section, page 6, item number 6:
Create interfaces enabling the software solution to interact with other software.
Can you provide a list of desired interfaces?
- Our Parcel management software which is a customized solution running on MS SQL.
 - Our Financial Systems - Superior Inc.'s Naviline Public Administration software. It utilizes a DB2 database running on IBM Power Systems i hardware.
 - ESRI ArcGIS 10.5.1
 - Laserfiche 10.2 – The City of Fargo uses Laserfiche for document management which we are interested in utilizing if possible. However, we are open to exploring other options if there is benefit to do so.
39. Ability to auto populate and identify hazard zone information (i.e. Flood, WUI, Seismic/Liquefaction hazard zones, historical structures /Heritage Trees / covenants, etc.) based on address or APN.
- a. Is this information in GIS or another electronic source currently?
The information to be auto populated would be based on GIS sources. For example, we have GIS layers for things like FEMA floodplain, river setbacks, historic districts, etc.
40. The data structure should allow integration with other systems with open databases, points of integration include, but are not limited to Laserfiche Document Management and IBM AS400 System
- a. Which other systems/databases?
- Our Parcel management software which is a customized solution running on MS SQL.
 - ESRI ArcGIS 10.5.1
41. The system must integrate with our existing custom Parcel Management system (SQL based)
- a. Is the proposed system replacing the existing Parcel Management system?
No. Currently, Permits, field reporting, and Apartment Inspections/Property Maintenance are a part of the existing Parcel Management system. We wish to find a new solution to meet those needs but we will require an interface to connect to the Master parcel record located in the existing Parcel Management system.
42. Mobile Application -
How many anticipated users?
- Named Users
- 1 Fire
 - 7 Engineering

- 0 Public Works
- 8 Health Department
- 16 Planning & Development
- 23 Inspections
- 1 Assessors (read only)

Mobile users

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

43. Besides 16 users from Planning & Development Department and 23 users from Building Inspections Department, how many additional users will be use the system?

Named Users

- 1 Fire
- 7 Engineering
- 0 Public Works
- 8 Health Department
- 16 Planning & Development
- 23 Inspections
- 1 Assessors (read only)

44. How many inspectors and field officers need mobile solution?

Mobile users

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

45. How many users need to access ArcGIS?

Unknown. However, the City of Fargo has an Enterprise License agreement with ArcGIS.

46. What systems that City are currently using?

The City of Fargo Inspections department currently uses the following software that we wish to replace with a new solution (all running on Microsoft SQL):

- a. BSI Permits - A vendor provided, customized software solution that provides functionality for Permits and Apartment Inspections/Property Maintenance.

- This same software also provides Parcel management which we will need an interface to.
- b. IFR - A field reporting application developed by City of Fargo IS staff and maintained by a vendor
- c. Plan Routing - Routing\tracking application for the status of plans - developed and is maintained by City of Fargo IS staff

47. How many reports need to be developed and access from the new permit system? We identify reports as either high, medium or low complexity for scoping purposes. Please provide information in the following table:

Complexity	Description	Number
High	Reports that require complex queries, joins, multiple sources, etc. Examples include statistical and analytical reports, schedules, management summaries and agendas.	20
Medium	Reports that require some calculations and summaries. Examples include forms and transaction reports (receipts, permits, inspection tickets, journals, logs). Many reports fall under this category.	15
Low	Reports that require a simple pull from a limited number of database fields and presentation on a document. Examples include letters such as Certificates of Occupancy, notices, and mailing labels)	15

**This is a difficult as we run many reports weekly and monthly that include number of permits and different types of permits issued. Fees associated with permits, open permits, contractors with open permits, number of inspections performed and comparative totals. Until we know how the data work together, we have a hard time predicting what kinds of reports we want.

48. What reporting solution the City is currently using (ex. Oracle Reports, SQL Reporting Services, Crystal)?

The City does not have a standardized reporting solution. SRSS and Crystal reports are currently being used by others applications in the City.

49. Will City require a periodic address, parcel, and owner load into new permit system? If yes, how often?

Yes. Daily.

50. What version of ArcGIS City is currently using?

10.5.1

51. Does the City have a preference to host the system on its own servers, a fully hosted solution, or host the system on a third-party cloud, such as Amazon Web Services or Microsoft Azure?

There is no preference at this time and both options will be considered.

52. Page 6, Scope of Work, Item number 5 of Implementation,

- a. How many existing databases will need to be converted?
 - BSI Permits - A vendor provided, customized software solution that provides functionality for Permits and Apartment Inspections/Property Maintenance.
 - This same software also provides Parcel management which will not be converted but we will need an interface to.
 - IFR - A field reporting application developed by City of Fargo IS staff and maintained by a vendor
 - Plan Routing - Routing\tracking application for the status of plans - developed and is maintained by City of Fargo IS staff
- b. What are the formats of existing databases (that is, Oracle, SQL Server, etc.)
MS SQL

53. Page 6, Scope of Work, Item number 6 of Implementation

- a. What existing software/systems will need to be integrated with the new permit system?
 - Our Parcel management software which is a customized solution running on MS SQL.
 - Our Financial Systems - Superior Inc.'s Naviline Public Administration software. It utilizes a DB2 database running on IBM Power Systems i hardware.
 - ESRI ArcGIS 10.5.1
 - Laserfiche 10.2 – The City of Fargo uses Laserfiche for document management which we are interested in utilizing if possible. However, we are open to exploring other options if there is benefit to do so.
- b. What is online payment processing systems that City is currently using, Paypal?
Paymentus
- c. What is e-mail system that City is currently using?
Microsoft Exchange 2013
- d. Does City have document management system that need to be integrated with new Permit system? If yes, what is it?
The City of Fargo uses Laserfiche for document management which we are interested in utilizing if possible. However, we are open to exploring other options if there is benefit to do so.

54. Page 8, item E of Proposal Requirements - Is the City interested in a commercial off the shelf solution?

Yes, we are interested in an off the shelf solution. We understand that it will most likely require some configuration to meet our needs.

55. Page 10, Item number 4 of J – Cost

- a. Does the City have any applications on the cloud?

Yes

- b. Can city share the range of budget available for this project?

There has not been a particular budget amount set for the scope of services being sought through this RFP. The budget and procurement process will be evaluated and approved after we get further into the RFP process. There was, in 2017, a scope of services to be provided by new software identified and a budget established at that time of \$200,000. In addition, that sum has remained in the budget for 2018 but only as a placeholder. As mentioned, there will be an approval and procurement approval process undertaken for this software RFP.

- c. Does the City have a requirement for a specific level of in-person training from the offeror, or is the City willing to use a “train-the-trainer” model?

The City of Fargo does not have a specific training requirement for this project.

- d. In the event the City is interested in on-premise solution, does the vendor need to provide hardware costs? if so, does the City have a standard server manufacturer (Dell, HP, etc.)?

No. The City of Fargo will provide any necessary hardware if the solution selected is on-premise.

56. Page 10, Proposal Submission

- a. Is there a page limit to the proposals?

There is no limit to the total number of pages in a proposal. However, there are page limits to some of the prescribed content sections as indicated within the *Proposal Requirements* on Pages 8-10.

- b. Should the cost and technical proposals be separated?

The proposal should be organized as indicated within the *Proposal Requirements* on Pages 8-10.

57. Would the City consider an extension to the proposal due date for vendors to fully incorporate answers to questions and be able to ensure proposals are physically delivered on-time?

Yes. The proposals are now due by 11 AM (Central Time) on Friday, February 9, 2018.

58. Has the City viewed any software demos for systems of this type in the last 24 months? If so, what systems have you seen?

Yes. Davenport LAMA, Tyler EnerGov, Sungard\Superior Trakit, Paladin SmartGov, Meritage, CRW Systems, Cityworks and CityForce.

59. Does the city prefer a hosted solution or an on premise solution?

There is no preference at this time and both options will be considered.

60. Regarding #5 in the list of “operation needs” (page 4), please elaborate on the following requirement: “the data management system should provide some level of data analysis capability, such as the ability to track and report on predefined performance metrics.” Please provide examples of desired reports.

Some examples of desired reporting capabilities include:

- Average permit review time (from submittal to review completion) for permit type “A”
- Number of permit type “B” issued between the dates of “x” and “y.”
- Total number of variance applications approved within neighborhood “C” between the dates of “x” and “y.”

61. We have a Named User licensing structure. Our definition of ‘named user’ is that of staff with access to the back-office software system regardless if the access is concurrent or consecutive. Based on our definition, how many Named Users does the City anticipate having on the proposed solution?

Named users

- 1 Fire
- 7 Engineering
- 0 Public Works
- 8 Health Department
- 16 Planning & Development
- 23 Inspections
- 1 Assessors (read only)

Mobile users

- 5 Fire
- 0 Engineering – but potentially a future need
- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

62. Will the City grant an extension for submission of the RFP response by another two weeks? Answers are anticipated to be released on January 26 leaving less than 4 business days to adjust and delivery responses ahead of the February 2 deadline. [An extension of 1 week has been granted. The proposals are now due by 11 AM \(Central Time\) on Friday, February 9, 2018.](#)
63. Would the City consider a comprehensive 100% cloud-based solution designed specifically for the public sector that cannot be hosted in City facilities?
[Yes. There is no preference at this time and both hosted and on-premise options will be considered.](#)
64. Did the City evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated (vendor-hosted and on-premise)?
[The City of Fargo evaluated a handful of solutions as part of a discovery process before requirements were finalized. Davenport LAMA, Tyler EnerGov, Sungard\Superion Trakit, Paladin SmartGov, Meritage, CRW Systems, Cityworks and CityForce.](#)
65. Did the City use any vendor(s) to help develop the RFP? If so, please share the name of the vendor(s)?
[No. No vendors were used to develop the RFP.](#)
66. Does the City have a budget allocated for this project? If so, will the City provide the dollar amount?
[There has not been a particular budget amount set for the scope of services being sought through this RFP. The budget and procurement process will be evaluated and approved after we get further into the RFP process. There was, in 2017, a scope of services to be provided by new software identified and a budget established at that time of \\$200,000. In addition, that sum has remained in the budget for 2018 but only as a placeholder. As mentioned, there will be an approval and procurement approval process undertaken for this software RFP.](#)
67. Are there available APIs to integrate with HTE SunGard Cash Receipts module?
[The ability to integrate with the HTE Sungard Cash Receipts module is no longer required. Batch import\export is preferred.](#)
68. What is the City's current payment gateway?
[Paymentus](#)

69. What is the City current using for electronic plan reviews? E.g. Bluebeam. How many users require access to plan reviews?

The City currently does not have an electronic plan review solution. However, we have a basic Plan Routing application that tracks and displays the status of plans but it has no markup capabilities. We hope to move to Electronic Plan Review in the future. There are several departments and users involved in the plan review process.

Named users

- 1 Fire
- 7 Engineering
- 0 Public Works
- 8 Health Department
- 16 Planning & Development
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Mobile users

- 5 Fire
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- 0 Public Works
- 8 Health Department
- 0 Planning & Development
- 14 Inspections

70. Will the City need off-line inspection capability for remote areas, as part of this project or at a later date? If needed at all, how many field users will require offline capability?

To have the ability to do offline inspections would be a preferred feature but not a requirement for this project.

71. Cloud Services Provider is proposing a cloud-based SaaS solution that would be configured to meet the City's specific requirements. Therefore, can this requirement be adjusted for pure SaaS solutions?

Proposed solutions will not be eliminated for being unable to meet all functional requirements. It is understood that not all solutions will be Microsoft Server and SQL based. We are interested in both on-prem and pure SaaS solutions.

72. Are there available APIs for integration with your Parcel Management system?

No.

73. Is the City considering using card readers at the counter for payment processing? If so, would this need to be part of this project, or at a later date?

Card readers at the counter are out of the scope of this project.

74. To understand your fee types, please provide a copy of your current fee schedule.
See Addendum 1
75. Could we get sample lists of your current inspections being performed?
See Addendum 1
76. Could we also get samples of permit/license applications and forms the City will want to incorporate in the new system?
See Addendum 1
77. Does S mean the feature works as intended out-of-box but may require some configuration to meet the City's requirement?
Yes
78. Can you please provide clarification or an example of a feature with the I rating?
If the bidding vendor is unable to provide requested functionality natively in their application and is required to partner with a 3rd party to meet requirements.
79. Please indicate your legacy system(s) in use now. We would like to know this to determine scope of services necessary to perform the legacy data conversion required. The City of Fargo Inspections department currently uses the following software that we wish to replace with a new solution (all running on Microsoft SQL):
- a. BSI Permits - A vendor provided, customized software solution that provides functionality for Permits and Apartment Inspections/Property Maintenance.
 - This same software also provides Parcel management which we will need an interface to.
 - b. IFR - A field reporting application developed by City of Fargo IS staff and maintained by a vendor
 - c. Plan Routing - Routing\tracking application for the status of plans - developed and is maintained by City of Fargo IS staff
80. Please define what is meant by "data cleanup". What is the extent or scope of services desired within our response for this item.
We are referring to Data Cleanup as the process of detecting and troubleshooting any corrupt or inaccurate records from a record set, table, or database. During the migration process, vendor will assist with identifying any data that needs to be corrected and depending on the level of problem, work with the City of Fargo to resolve.
81. Please elaborate on the requirements for Field Applications in Section E
The Field application is referring to the application that the Inspectors would use in the field.

82. Does Fargo have an electronic plan solution in mind?

No

83. Will an integration to Laserfiche be required as part of the scope of proposed services?

The City of Fargo uses Laserfiche for document management which we are interested in utilizing if possible. However, we are open to exploring other options if there is benefit to do so.