

ADDENDUM NO. 1

RFP NUMBER: 167892

RFP TITLE: RFP for Various Data Tools Including Visualization and Dashboarding

DEPARTMENT: Office of the Mayor

COMMODITY: Software

DATE OF ADDENDUM: April 17, 2018

RFP DUE DATE: May 3, 2018

RFP DUE TIME: 4:00 p.m., e.s.t.

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____ (DATE): _____

(COMPANY): _____

To acknowledge having received the information in this Addendum, all proposers must sign/date one (1) copy of this page and return it with the proposal, or separately and clearly labelled if your proposal has already been submitted, to the Purchasing Department (email: dmkeylon@chattanooga.gov; or fax to 423-643-7244 Attn: D Keylon; or mail to Purchasing Dept., Attn: D Keylon, 101 E. 11th Street, Suite G-13, Chattanooga, TN 37402.

Retain a copy for your file.

Addendum 1 - Questions and Answers -

RFP 167892 - Various Data Tools Including Visualization and Dashboarding - Open Data, Data Visualization, Performance Dashboarding, and Analysis Tool

Question: Are you looking for a single vendor or are you open to working with multiple vendors as a combined solution?

Answer: The City may award to a single or multiple contractors, whichever is in the best interest of the City. A vendor may respond in part or in whole.

Question: On the length of contract statement : Any Blanket Contract for services described herein shall be for a period of one (1) year, with two (2) additional optional one (1) year renewal periods, upon agreement of both parties.

Do you mean you have the right to guarantee future pricing options for the above listed terms? Please clarify.

Answer: Pricing for at least the first year of the contract must be stated in the proposal and can't change for one year. During interviews with selected vendors, we will discuss future pricing. The contract language will cover future pricing, either by setting future years' prices or by incorporating a price increase clause. The best method has not yet been determined and will be by mutual agreement.

Question: Is there a specific configuration/user count you are asking pricing for or are you expecting general list pricing and licensing model information?

Answer: We do not have a set number of users in mind. We would like for anyone in the City who wants to access the information to be able to do so freely. We expect full pricing to include breakdown of the base and any modules of your solution.

Question: Please clarify if you are planning on the vendor fully managing and hosting your cloud platform or if you will be managing your own cloud instance and direct connecting to the vendors provisioning tool.

Answer: Our preference would be for the vendor to fully manage hosting of the cloud platform, however the vendor should present all options for hosting and managing the solution with pricing.

Question: In several parts of the document the city references ETL services, in some of those descriptions it sounds like you are expecting the vendor to provide ETL services, is this assumption correct?

Answer: If the platform provides ETL services, we would like to know about this functionality. The city has an existing ETL service that we currently use. We expect there would be support as we integrate our existing ETL workflows into the solution but not that the vendor would be developing the ETL workflows.

Question: Currently, how do City Hall staff use the portal? Does the City want the data portal to be used for both internal and external information sharing?

Answer: Yes, we would like the portal to be used for both internal and external sharing. Ideally the data would be open to the general public but there are times when sensitive data is needed for our performance management program or data visualization projects. In those cases, we need a way to host and visualize data that will not be seen by the public.

Question: How many City employees work on data and performance management related projects?

Answer: Currently there is only one full time position devoted entirely to performance management. With that said, there are often one or two individuals per department who are tasked with keeping track of the department's performance. I would guess there are around 25 - 50 individuals who work on data and performance management related projects. We would like to grow this number so more people have access to city data and data visualization tools.

Question: Can the City describe current ETL procedures being done with the City's data? The type of ETL work as well as current tool(s) used?

Answer: Currently we are using a windows virtual machine to run ETL workflows nightly. We are using SAFE FME as the ETL Tool. You can read more about the process at the link below.
<https://media.readthedocs.org/pdf/open-data-automation/latest/open-data-automation.pdf>

Question: Can you provide "The City's" detailed definition of the following:

- Open Data
- Data Visualization
- Performance Management

Answer:

- Open Data - We use the Open Knowledge Foundation's definition
 - "Open data is data that can be freely used, re-used and redistributed by anyone - subject only, at most, to the requirement to attribute and sharealike."
- Data Visualization - We don't have a set definition.
- Performance Management - We use John Hopkins GovEx Center's definition
 - "The process by which leaders, managers, employees and stakeholders work collaboratively to identify what they want to achieve, decide how to measure progress, take informed action based on evidence, and take stock of the results to inform future decisions."

Please refer to our website (see links below) to learn more about our open data program, performance management program and how we use data visualization.

<https://connect.chattanooga.gov/opmod/> and

<https://connect.chattanooga.gov/opmod/opendata/>

Question: What toolsets are currently in use for existing data analysis and reporting? Please include names for reporting, ETL, analytics, visualization and other functions.?

Answer: Some of the tools currently used are listed below. These represent a general picture of tools used and is not a full representation of any and all tools used by the city.

SAFE FME - ETL Tool

SSMS - ETL

Google Slides - Reporting & Visualization

Google Sheets - Reports, Analytics and Visualization

Microsoft Excel - Reports, Analytics and Visualization

Microsoft Powerpoint - Reporting & Visualization

Microsoft Access - Statistics and Analysis

Socrata Citizen Connect - Reporting, Mapping & Visualization

Socrata Open Budget - Reporting and Visualization

Socrata Open Data Portal - Open Data, Downloading, Visualization, & Mapping

Socrata Open Performance - Open Data, Downloading, Visualization, Mapping, Dashboarding

ESRI - Geocoding Services, Mapping & Analysis

QGIS - Mapping & Analysis

R - Statistics & Analysis

City Applications Reports - Most City Applications Have Some Form of Reporting and RMS - (Oracle EiS (Finance & HR), PublicStuff (311 Service Requests), EPB (311 Call Center), Accela (Permits), CityWorks (Work Orders), NeoGov (HR), CAO (GovQA-FOIA), other RMS include MSGovern, Tritech, FDM, etc....

Question: Do you have any preference for a visualization analytics platform? If so, what are some of the platforms you have considered and why?

Answer: Yes, we have many preferences when considering an analytics platform. The functional requirements, technical requirements and preferred specifications spell out most of the preferences but we can go into more detail if any of them are unclear.

We have not seriously considered any other platforms so far and are using this RFP at this time and place to do so.

Question: How many initial licenses of the tool should vendors base pricing on? What is the total number of users (internal and external) that are estimated to access the dashboards

Answer: Currently we do not have a user count on potential users. License pricing should include the breakdown of costs by user type - admin, editor, publisher, reader, or any other user type(s) the software includes. Ideally there would not be a limit of end users for the open data portal as it is open to the public. The internal dashboards will primarily be used strictly internal so the number of users should remain under 50. That said, the data to build the internal dashboards should have the option of going public when it has been reviewed and approved for release.

Question: Can you provide an architectural diagram of current systems, how they're related, and what platforms the underlying data is stored (flat files, RDBMS, Web, NoSQL etc)? Do source systems have underlying data models that we can review?

Answer: Unfortunately, We cannot provide this information at this time. As with most cities, city data is stored in a variety of platforms in a variety of sources. Several source systems do have data models but we are unable to provide them due to the proprietary nature of the systems. This is not an inclusive list, but data will be coming from some of the following: flat files, RDBMS, Web APIs, NoSQL, Formatted Reports, etc.

Question: Are there any issues with current source systems (DQ, Duplicates, data integrity & conformance, Manual Updates, Refresh frequency, incomplete dataset etc)?

Answer: Yes. Depending on the source system there may be one or all of the above data issues. Often these data issues are not identified until we start exploring the raw data and sharing the results with the data owners.

Question: Is it possible to share critical success criteria that will be used to evaluate the success of the project?

Answer: The success will be measured by the use of Open Portal datasets for public personal consumption or research purposes. Internal measures would be using the data to provide analysis towards better serving the public. Whether that be by using innovations to improve services, cost savings, or increased public engagement.

END