

## ADDENDUM NO. 2

DATE: May 15, 2020

TO: All Proposers

FROM: Penny Owens, Purchasing Agent

SUBJECT: Addendum No. 2 – Mobile/Smartphone Application for 311

RFP TO BE OPENED: May 19, 2020, at 11:00:00 a.m. Eastern Time

This addendum is being published to provide responses to questions asked by potential proposers concerning the referenced RFP. This addendum becomes a part of the Contract Documents and modifies the original specifications as noted.

**Question #1:** s03: What is meant by "Transaction" in requirement number s03 ? Does it include financial transaction, service request.

Response: Any item that is created through the App that is not fully passed into Accela will need to be retained for an agreed upon period of time. We don't foresee that being less than a few years. We could have a call come in for an issue of street flooding. It may take engineering years to fully resolve the issue.

**Question #2:** m06: What is meant by "street direction"? Do you need navigation support in app or Google Map integration would work?

Response: Street direction would mean things like East, West, North, and South. Google Map integration would work.

**Question #3:** d01,d06 : You want to use Dashboard to modify App and Database. The requirement poses data security risk. If you clarify requirement, We can achieve your need in a secure manner.

Response: Here is an example of why we would need this. After implementation, we determine that we need to ask additional questions for a certain type of Service Request. We don't want to go back to the Vendor to have them set this up for. We want the ability to do this ourselves.

**Question #4:** What version of Accela are you currently running?

Response: We are on version [10.0.6.190517](#). We are also on premise.

**Question #5:** What is the expected usage of the portal/mobile system?

Response: The portal use will be for customers to enter requests and be able to check the status. Also expect to use to monitor performance over time.

**Question #6:** What is the expected total number of internal licensed (named) users?

Response: If by internal users, you mean users that would need to access the portal in order to make setup changes, we require five (5). We may choose to purchase more depending on the cost.

**Question #7:** How many permitting and code enforcement webform submissions are you presently experiencing per month?

Response: Our permitting system and codes enforcement submissions are not handled via a webform.

**Question #8:** How many web portal hits are you presently experiencing per month?

Response: We currently do not have a web portal method to enter 311 calls.

**Question #9:** Can Knoxville's ESRI GIS system have an API that can be integrated with?

Response: KGIS has an API for basic functions like looking up a parcel, address, printing an owner card, drill down tools. You can put in a parcel and it will pull multiple layers of information.

**Question #10:** What is the budget for this project?

Response: See Question #1 on Addendum No. 1

**Question #11:** What is the target completion date for this project?

Response: We would like this project to be completed within 3 months of contract execution.

**Question #12:** What KPI's will be used to determine a successful implementation?

Response: 1. Enhanced resident experience. Residents should be able to easily report and track service requests. 2. Enhanced internal experience. 311 should be able to easily make modifications to app setup and questions. 3. Enhanced IT experience. City IT should be able to easily support the app without the need to constantly contact the vendor.

**Question #13:** Does Accela 311 have a REST API? If not, how does it support integrations with other software?

Response: See the following link for information on Accela's API.  
[https://developer.accela.com/docs/api\\_reference/api-index.html](https://developer.accela.com/docs/api_reference/api-index.html)

**Question #14:** There are mentions of portal/mobile app account registrations. Does this need to integrate with Accela, AD, or any 3rd party systems?

Response: The registration does not need to integrate with Accela.

**Question #15:** Is there any preference on programming languages, frameworks, or databases that we need to be aware of?

Response: None.

**Question #16:** Will the vendor host the portal and associated data or will Knoxville?

Response: We are open to either.

**Question #17:** Is the City seeking an already existing, off-the-shelf product with minimal customization, or are you open to a custom-built app? I ask because of this requirement in Section 5.3:

*"Provide the contact information, including the name of an individual, company name, email address, and phone number of the longest existing customer of your proposed product."*

Response: We are open to either. Either case should have a form of reference from a current client.

**Question #18:** Does the city have the requisite connectors/web services/API for an integration into Accela?

Response: See the following link. [https://developer.accela.com/docs/api\\_reference/api-index.html](https://developer.accela.com/docs/api_reference/api-index.html)

**Question #19:** Regarding M08 – Does Knoxville see the initial submission as “anonymous” in this case? What information is expected to be passed to the Accela fields for these types of requests? Does 311 have a standard format for when they do not get caller information?

Response: Yes, the submission may be anonymous. The key information required is the geocoding for the issue.

**Question #20:** S02 – With a mobile app, push notifications are free and direct to the phone. Would the city allow push notifications rather than SMS?

Response: Yes. We would allow push notifications.

**Question #21:** S03 – What is the intended amount of time for request retention?

Response: See question 1.

**Question #22:** S10 – Can you further define the requirement “integrate with existing service requests”?

Response: If I am a resident and have called in requests to 311 in the past via telephone, I should be able to log into the App and see those requests.

**Question #23:** S11 – What format would the historical data be delivered, what is the size of the data file?

Response: We will work with the vendor to provide data in an agreed upon format.

**Question #24:** Are out of state vendors allowed to participate in submission of proposals?

Response: Yes

**Question #25:** I'd like to confirm that it is acceptable that Modernized Mobile obtain the insurances prior to the commencement of the contract, but after being identified as one of three viable candidates or not one of three viable candidates.

Response: Yes, insurance will be required prior to the commencement of the contract.

**END OF ADDENDUM NO. 2**