

ADDENDUM NO. 1

DATE: May 12, 2020

TO: All Proposers

FROM: Penny Owens, Purchasing Agent

SUBJECT: Addendum No. 1 – 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: Is there an allocated budget for this project and what is the amount?

Response: The City does not provide budget numbers during an active procurement.

Question #2: There is a clause (4.8) in the RFP stating that the Mayor's recommendation of a firm may be required for the contract to be executed. Can you please provide clarity regarding the criteria / requirements to get a recommendation?

Response: There is no set criteria. The recommendation to award forwarded to the Mayor and City Council is based on the evaluation team's review/recommendation.

Question #3: What is the budget for this project?

Response: The City does not provide budget numbers during an active procurement.

Question #4: Can we just submit the electronic version of our proposal OR do we also have to submit paper copies?

Response: If you are following the electronic submission instructions, a paper copy is not required. Email submissions will not be accepted.

Question #5: We'd like to propose developing the mobile application and the backend dashboard - would the City be open for such type of custom development?

Response: Yes.

Question #6: d02 Page 6 Are we implementing customer instant care system as which would display instant customer dashboard while On support.

Response: Does not have to be instant.

Question #7: m05 Page 6 What format of file would it be ? Are we talking about the metadata?

Response: The file format would be from an iPhone or Android. We are talking about the metadata stored in a phone's picture.

Question #8: s03 Page 7 How is data lifecycle defined how much time to move history and how frequently would it be accessed for storage point of view.

Response: The answer on this one depends on the integration into Accela. If the data is tightly integrated into Accela, then Accela would become the system of record once the call is submitted. If only some of the call data in the app is interfaced into Accela, then we would need at least 3 years-worth of history stored. There can be certain calls that may take years to resolve. For example, a street flooding issue may be related to a major engineering project that takes years to complete. We don't want the call to go away due to a data purge.

Question #9: m14 Page 7 Do we need messenger integration? To directly send via social network.

Response: Yes. This is desired, but not required.

Question #10: m15 Page 8 Would we get the exact information from the person while we are on call to notify his call activity? We don't see the call notification in Accela api document: Ref: https://developer.accela.com/docs/api_reference/api-index.html

Response: This should be achievable through the Get Contacts section of the API if the 311 operator enters the proper contact information in the call.

Question #11: Can you disclose your budget?

Response: The City does not provide budget numbers during an active procurement.

Question #12: Are you open to receiving a custom mobile application NOT built out of or by Accela?

Response: Yes. We are open to a custom mobile application, but it must communicate with Accela.

Question #13: Can you please extend the due date?

Response: No.

Question #14: Do you want a public facing portal as well? With your existing Accela system don't you already have this? Do you want to replace the existing one? See sections P01 and P02 in Section 5.2.

Response: Yes. We want a public facing portal. Accela does have a public facing portal. If the app is not made by Accela, then we would want a portal method for entering calls. If the user does not have the app downloaded to their phone, then we would like for the user to be able to go to website and enter the call.

Question #15: Can you elaborate on the Dashboard functionality? Is that intended for City (internal) users to help triage and route requests entered by citizens? How would the Dashboard supplement current functionality in Accela?

Response: The dashboard functionality would be to help users triage requests. It may also allow internal users who aren't licensed to see service requests in Accela to view the requests. It will also allow the public to see the status of requests as well as performance measures over time.

Question #16: When does your contract with Accela end?

Response: The current agreement for 311 integration runs through December 31, 2020.

Question #17: Are you open to completely replacing Accela as your 311 system and replace it with another platform? Either now or in the future?

Response: We are not open to replacing Accela as our 311 system now. We may be open to do so in the future. If that is the case, we will create an RFP to do so.

Question #18: The dashboard also seems to include admin / configuration capabilities for the Mobile app and Public Portal, can you give some examples of the types of customization you envision? (Additional request types, request categorization changes, required user input for each request type?)

Response: No real customization. We may want to be able to configure questions that need to be asked for certain request types. We need to be able to broadcast announcements, etc.

Question #19: Related to m13 - "The system should provide a device-optimized interface to the dashboard via web browser or tablet app to facilitate a good user experience." Is the mobile app intended to be used by internal city employees to access the Dashboard features, or is the requirement more around the dashboard being mobile-friendly / responsive so that it works well on mobile devices including phones and tablets?

Response: The later. App needs to look good on an iPad, iPhone, Samsung phone, Samsung tablet, etc.

Question #20: What version of ESRI ArcGIS does the city currently use? Would the mobile app and public portal be able to use ESRI services for address validation and reverse geocoding?

Response: Currently we are on ArcGIS 10.5.1. As of June 7, 2020, we will be on 10.6.1. Yes.

Question #21: Requests entered via the public portal or mobile app will be stored in the same Accela environment as those requests entered via city operators, is that correct?

Response: Yes. The portal/app will feed the Accela system.

Question #22: Related to s07 - "The system should be able to send emergency or important public announcements to the mobile app". Would these communications be active, passive, both?

Response: Both.

END OF ADDENDUM NO. 1