



CITY OF PROVIDENCE, RHODE ISLAND

**Department: I.T.**

**RFP Title: RFI-Constituent Services Software with 311 Functionality**

**Opening Date: Opening Date: 5/22/23**

**Addendum #: 2**

**Issue Date: 5/10/2023**

The purpose of this addendum is to provide additional information with questions and answers that pertain to this RFI.

Attached.

Providence City Hall  
25 Dorrance Street  
Providence, RI 02903



Department: I.T.

RFI-Constituent Services Software with 311 Functionality

Opening Date: 5/22/23

Addendum #: 2

Issue Date: 5/10/23

The purpose of this addendum is to provide additional information with questions and answers that pertain to this RFI.

Q: How many contacts do you handle per year? Calls, emails, letters, etc.

A: We are estimating 22,800+ points of contact regarding city services in 2023.

Q: Of the 15.5k service requests received each year what percentage of these goes to each of the systems to be integrated with?

A: The expectations is that a least 80%+ will feed into our current and future workflow systems.

Q: Is it possible to have an alternative electronic submission method that will support our sustainability and CO2 footprint reduction goals.

Q: Will you accept an electronic submission instead of mailing physical copies?

A: The city currently does not accept electronic submissions as the procurement system is not yet live. Please follow the directions outlined in the advertisement regarding the submission details.

Q: Given we need some clarification questions answering, and then need to finalize our costs, which then need to go through our governance procedure, please can the submission deadline be extended?

A: We have extended the date of responses for this RFI to 5/22/23.

Q: Will data migration from the legacy system be required? If so can you please provide information regarding the legacy system, data sizes and condition?

A: This will depend on costs associated with a migration.

Q: What integrations to other systems will be required and does the city use any middleware currently for those connections?

A: The RFI describes other systems we use on page 5. We do not have middleware at this time.

Q/A: To size the licenses, can you provide:

- Question: a list of departments that respond for both Constituent services and 311 inquiries
- Answer: (example: City Services, DPW, Parks, Public Property, Recreation, IT, etc. not a full list)
- Question: a breakdown of number of users and roles for each of those departments to be priced
- Answer: (we need 1-2 administrative licenses and then each department will have some users but will not be licensing entire city staff).

Q: For the sizing, I'm trying to get to a total user count that will be required for the system as licenses are priced by seat. Do you have an estimate for that?

A: if you could break out in chunks but I don't see more than 50 people using the system

Q: How many users will need access to the system, both front office (creating/updating requests) and back office (updating/closing requests only).

A: front end - would like it open to residents / back end - roughly 50 employees