CITY OF PROVIDENCE, RHODE ISLAND

Department: I.T.

RFP Title: Constituent Relationship Software (CRM) with 311 Functionality

Opening Date: 9/11/2023

Addendum #: 2

Issue Date: 8/30/2023

The purpose of this addendum is: to provide Questions and Answers to *bidders*.

City of Providence 311 System RFP Addendum 2 - Q&A

Q1: In our experience with 311 systems, we often see capabilities such as public posting of issues, posting comments on existing issues, "tag-on" (+1) to existing reported issues, and a public-facing map of reported issues (this would be in addition to the ESRI Mapping requirement). These requirements are not directly addressed in the RFP, but would you like us to speak to our ability to implement them in future phases?

A1: We do use ESRI/GIS mapping in the City.   It's listed under existing technologies and under integration in the RFP.

Q2: Mobile Application: Can the mobile access of the new 311 system for all stakeholders (Citizens, 311 Agents, 311 Managers, and other department users) be provided through a web responsive design, i.e., no native mobile application required? or, native mobile applications for IoS and Android devices required? If native mobile applications are required, should 311 managers and 311 agents be able to perform their duties remotely?

A2: Our goal is to have this application available to residents and to internal staff.   We are open to what works best for everyone.   The public is used to being able to submit requests via a web app but we do understand that there will be changes and reintroductions to the public on how to submit.

Q3: A full featured embedded email client is already provided within our solution, using which Agents can communicate with Citizens. This eliminates the need to integrate with an external email client like Microsoft 365 Outlook. Do you still need the new 311 system to integrate with Microsoft 365 Outlook client?

A3: In this case, we'd like to integrate with Office 365 like Brightly and OpenGov

Q4: Can we expect a cleansed legacy data for the import? If a cleansed data is not readily available and/or not easily accessible, could you provide information on the quality of the data?

A4: Will work with awarded vendor to cleanse data prior to upload.

Q5: Can you provide the data volume for the import (number of records, fields per record, type of records, number of attachments, type and size of attachments, other pertaining information)?

A5: Example attached here - Sample-data-table-311-June-23.xlsx
Currently there are 116,277 entries in the database

Q6:   May we request for at least 3 weeks period to submit the response after the answers to the questions are published?

A6: We are not extending this RFP due date

Q7: Can we submit the response through an email and/or through web portal?

A7: No, we don't accept online submissions at this time

Q8: What is the allocated budget for the

   a. Product licenses
   b. Initial implementation services
   c. Post-production support and maintenance
   d. Enhancements

What is the proposed budget for the initial implementation of the CRM solution, both for SaaS annual license subscriptions, and for implementation services, broken down by year and phase as appropriate?

A8: We are looking to spend up to $100,000 in the remainder of FY23, through June 2024. Our annual budget for support in future years is up to $130,000.

Q9: Existing Microsoft Environment: - Where is your existing O365 environment housed? In the Commercial or Gov Cloud?

A9: We are on the Microsoft GCC for O365

Q10:   Do we need to include a copy of the table from "Section 2: Submission Matrix" in our response? And are we required to mark off the table of what is included vs not included?

A10: You can fill that section out if you want. It's included to demonstrate how we will evaluate bids and will being doing our evaluations on each item listed.

Q11: Do we need to include a response to "Section 3: Demonstrations" in our response?

A11: No, we will reach out to bidders for demonstrations.

Q12: Does the City have an existing SMS gateway/service for sending text messages?

A12: No, we do not.

Q13: On your "Bid Form 1" it appears that you have a requirement for the vendor to either be based in Rhode Island or have an agent based in Rhode Island. Is this a requirement for a vendor to submit a bid? If a vendor does not meet this, will they be disqualified?

A13: bid bonds are not a requirement for qualification.

Q14: Should implementation services billing be spread over 3 years, or should implementation services be delivered & billed within the first 12 months?

A14: Whichever way your company can bill it.   We will discuss this in further detail w/the award-winning bid company.

Q15: Will the City accept proposals signed electronically through DocuSign?

A15: You can sign documents via DocuSign but we still need to have physical documents prior to bid close date.   We don't accept electronic submissions at this time.

Q16: Is a bid bond required as part of this RFP? If so, can the City provide the bond requirements?   Is a performance bond required as part of this RFP for the awarded vendor?

A16: bid bonds are not a requirement for qualification.

Q17: We recognize the need for ongoing support as mentioned in the RFP. However, the RFP didn't provide enough detail for an apples-to-apples comparison between respondents. So we request clarity. We generally see two types of support - the RFP clearly calls for the first (Technical Support), but would Providence like bidders to include the second (Application Support) and for what duration (years)?

A17: Support would be both - Technical and Application Support.

If a user needs support for any reason, vendor should have some type of mechanism where help can be found (knowledge base, chat, telephone, email

Application support - break-fix, enhancements and any workflow additions that the City may have.

Technical Support: Software releases and troubleshooting of the underlying software platform (e.g., Microsoft Dynamics or Salesforce Service Cloud) - this is typically included in the software licensing fees. And

Application Support: Break-fix and Enhancements for the 'as-built' application - this is typically providing specific knowledge of how the application was configured for the client and able to add/extend with standard configuration.

Q18: The RFP says that the current solution has 50 full-service users and 50 read-only. So, is Providence really anticipating 100 total users in the initial 2024 release? Here are two 'extremes' from the Q&A:

On one hand, the number of Call Center Service Agents + Support is < 10, so this is small.   But also mention about other non-authenticated users - which could be part of the core/first "50".

A18:   MCCS (Department that is main user of this system) has a small staff and a first line user.

Non-authenticated users are folks like Providence Water or Providence School users that are not in our Azzure SSO that may get an assigned case and residents who wouldn't authenticate.

Q19: Can you clarify the answer to Q&A #4 below (it appears to contradict itself saying that "non-authenticated users… will have access through authentication"). Will non-authenticated users have limited access compared to authenticated users on the 311 website?

A19: These people would/could be users to the system but not through SSO authentication.

Non-authenticated users, including partner agencies like Providence Water and the school department, will have access through Azure AD authentication. We will provide logins for them, and they will not have anonymous access. Authenticated users will have broader access as intended users of the system.

Q20: What technology is the parking fine system built on? Is this necessary for go-live?

A20: Parking fine system is through Conduent and is not mission critical for go-live.

Q21: Describe at a high-level what information is expected to flow between the solution and OpenGov?

A21: The City uses OpenGov to manage our online permitting system.

Q22: Describe at a high-level what information is expected to flow between the solution and Brightly?

A22: The City uses Brightly to manage our workorder systems in Parks and Recreation, DPW and Fleet Management.

Q23: The production of physical proposal hardcopies and bulk mailing in advance of the Sept 11 deadline are extra manual steps that we no longer typically see in other State and Local Government procurements. Can you adjust the submission requirements to accept electronic submission (via email, via portal or other)?

A23: Unfortunately, we are not yet at the level of other procurement systems and do not have electronic submission at this time.

Q24: Out of curiosity, do you have a platform in mind? Based on our experience, the cost of implementing and subscribing to a cloud software solution with the requested features would be at least three times the remainder of the FY23 budget.

A24: We do not have a specific platform in mind, looking forward to solutions/suggestions from bidders