



CITY OF PROVIDENCE, RHODE ISLAND

Department: I.T.

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

Opening Date: 09/11/2023

Addendum #: 3

Issue Date: 08/31/2023

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

City of Providence 311 System RFP Addendum 3 - Q&A

Q1: Does the City use a Learning Management System (LMS) to manage training?

A1: Unfortunately, no we do not.

Q2: What is the expected level of involvement from the City's training/learning department in the 365 training process?

A2: We don't have a Training Dept per say. The Union has a trainer but has not trained in 365 to date. I provided training to many departments when we rolled out Office 365.

Q3: Can you please let me know the breakdown of 50 authenticated users? Example of user persona:

A3: These are estimates to give you an idea:

- Agent/support staff - 6
- Participant users (Those who are required to authenticate and contribute throughout the case lifecycle. 25
- Other departmental users that are required to take action - 5
- Managers and stakeholders - 5
- Report and dashboard users - 5 - some could be same as managers/stakeholders
- Administrator users - 4