



CITY OF PROVIDENCE, RHODE ISLAND

Department: I.T.

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

Opening Date: 09/11/2023

Addendum #: 1

Issue Date: 08/21/23

The purpose of this addendum is to provide RFP Bidders Conference Recording link/Question and Answers.

City of Providence 311 System RFP Bidders Conference Q&A

Recording: [RFP CRM 311 PreBidders Conference-8-21-23-Recording.mp4](#)

Q1: Can you provide more information about the timeline for the project, including the launch date and contracting process? There was a comment or any reading the RFP of a launch by July 2024.

A1: The current schedule has the bid opening on September 11th. Following the bid review process, we plan to schedule demonstrations for selected submissions. The award will be presented to our board of contract, who meet biweekly, with the official award expected in early November. Contract negotiations will then take several weeks. The goal is to have a signed contract by December of this year. Based on the information we've gathered from the RFI, we believe that a six-month period is reasonable for development, customization, implementation, and training. This leads us to target a launch date for next summer, though it's not a hard date.

Q2: Will the new system replace the existing system entirely, or is there a phased approach planned?

A2: The intention is to replace the current system entirely. We are not planning a phased approach for the replacement of the 311 system.

Q3: How many departments will be involved in the initial phase of the project, and how many services are associated with each department?

A3: All departments currently involved in the existing 311 system will be part of the initial phase. The exact number of services associated with each department may vary based on the type of service and time of year. You can browse the existing request types on our website for more details.

Q4: Will non-authenticated users have limited access compared to authenticated users on the 311 website?

A4: 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.

Q5: How will the knowledge management and multiple languages (English and Spanish) be implemented?

A5: We are planning to have a dynamic translation feature to allow content to be translated from English to other languages. This will help us offer knowledge articles in multiple languages to cater to a wider audience.

Q6: Is field dispatching included as part of the project scope? If not, will the system be able to handle it if required?

A6: While field dispatching is not part of the initial project scope, you can describe this as an optional feature in your proposal. Currently, we are using the Brightly ACES Essentials system for dispatching work orders to the field and are looking to stay with this software for the foreseeable future.

Q7: What type of legacy data do you intend to import into the new system?

A7: We are looking to import everything from the current system, including work history, user accounts, and request types. This migration will ensure continuity of data and user accounts. We understand that with users, there will be a migration process, whether requiring them to create new accounts or re-registering. But for most of the work orders and request types, along with their associated data, we want it all migrated.

Q8: Regarding integrations and third-party systems for Brightly and Open Gov and then it just said and others. Do you have no information on the additional systems?

A8: We don't have any other systems at the moment but are always looking to improve our processes and may have future systems to integrate with and want to be sure we can integrate with this new system.

Q9: Do you have any information in terms of like the volumes of data and again it's at real time or is that what you're expecting?

A9: We are hoping for real-time data integration so that the workflow systems are able to report back to the system to keep status up-to-date. If a ticket opened in the 311 to go to DPW, that would work on the issue, the integration workflow would go through Brightly and in real time go back and forth.

Q10: Can you elaborate a bit on what the city's current implementation is?

A10: We currently use an Acela product, and the intention is to replace the system that we have today. The software that services our existing 311 system, we would like to pull data from it and import it into the replacement system. By building upon that, we weren't looking to keep that in place.

Q11: As the CRM goes, how many people will be taking calls?

A11: Currently, the call center has 2 full-time individuals, and we have 7 support staff.

Q12: Within the RFP, you have mentioned under the 311 type of service, provided a link to the number of departments involved and services they offer. Are they supposed to be a part of your initial phase? Are you taking a phased approach to this project?

A12: All our departments are already involved with the current system, and we have not talked about a phased approach; we intend for all to use the system.

Q13: Roughly, do you know how many services are going to be associated with each one of those departments or what type of services?

A13: It varies every day depending on what the service is. For example, within the Department of Public Works, we have different divisions like traffic and environment. The number of services can vary based on the type and time of year.

Q14: Are you looking for the number of request types that we currently have? Is that what you're referring to as a service?

A14: Suggestion: You can browse to our website www.providenceri.gov and scroll down the page to see the 311 requests. From there, you can browse all the request types currently active in our existing 311 system. This will provide an idea of what we're working with today.

Q15: In what is your current volume right now annually?

A15: I don't have that number right in front of me.

Q16: Regarding the data migration, other than the existing system, is there anywhere else you are maintaining this data offline? Like using spreadsheets or anything like that?

A16: We have two systems. Our primary system is the Accela 311 system, and our primary goal is to migrate data from there. The second system for correspondence tracking is an Access database where letters or requests come into the mayor's office, and they might be saved there. We can make the structure of that available to you if needed, but it's a simple structure with basic data.

Q17: Going back to the legacy data migration, as you work through the process or define what information is going to go through, do you have any information in terms of volumes of data, number of tables that can be used as a basis for estimation at this point?

A17: We'll follow-up and publish as best we can on the structure and volume if we can get that out of Accela.

Q18: Related to the mobile application, do you want us to give the quotation along with the mobile application or without the mobile application?

A18: We want the mobile application included in your quotation at this point in time.

Q:19: Final question is as we continue to work through it there an opportunity to forum to ask additional questions?

A19: You can send questions to bhowland@providenceri.gov (as noted on the RFP). Bonnie will respond as well as post all additional questions in an addendum to the RFP so that all respondents can see the Q/A. Questions will be accepted until August 30, 2023.