



CITY OF PROVIDENCE, RHODE ISLAND

**Department: Information Technology**

**RFP Title: RFP FOR CASE MANAGEMENT SOFTWARE - PERA - 3 YEAR CONTRACT WITH 5-1  
YEAR OPTIONS**

**Opening Date: 11/20/2023**

**Addendum #: 1**

**Issue Date: 11/03/2023**

The purpose of this addendum is:

Questions/Answers to RFP



**RFP FOR CASE MANAGEMENT SOFTWARE - PERA - 3 YEAR CONTRACT WITH 5-1 YEAR OPTIONS – Addendum #1**

Questions/Answers::

Q: How many current Administrators and Staff Users will need to have a secure login to the case management solution to either enter or view (internal) data and reports?

A: Internal users will be no more than 20 most likely less than 10 users with only 1 or 2 administrators.

Q: Should members of the public be allowed to access information about all cases, or just updates for cases that they submitted?

A: The public should only see their cases. Cases should be able to remain private unless the staff toggle it to be public and then portions of case should be allowed on public view.

Q: For cases submitted by a citizen, is presenting them a clickable list of one's own cases acceptable?

A: same as above

Q: Support in browser translation - are browser-based tools like Google translate acceptable?

A: Not ideal, we'd like it to be native to software.

Q: Page 16 Line item 8a. Public portal – citizens would submit cases and have ability to keep track of their case. Our system allows online submission by the public and once submitted the person is supplied with a reference number. Our system does not allow the public to log in and see the progress of the case. Would that be acceptable for the RFP to submit the initial compliant and call into the agency for updates on the case?

A: The answer is maybe. We'd like the submitter to be able to reference the case in the easiest way possible.

Q: On Page 18 under technical requirements line 22 The system should have online help, a knowledge base and offer support for both internal and external users. Would it be acceptable to not offer online help for external users?

A: Not ideal. Online documentation/knowledge bases help users through the process.

Q: Please share the approved budget for this project.

A: No more than \$100,000

Q: Could you provide the number/details of the users who will be using the new platform/hosted software?

A: See Page 20 of RFP for these details.

Q: The RFP mentions "unlimited users" on page 17. While our proposed solution offers unlimited access to citizens, there are limitations on the number of administrators and process users. Can you please let me know how many administrators or process users will be required? This will help us to give you a more accurate subscription price.

A: Internal users will be no more than 20 most likely less than 10 users with only 1 or 2 administrators.



Q: Does the city utilize Microsoft 365, Google, or a "other" provider for email?

A: Microsoft 365

Q: Would any external party require temporary access to contribute to the case?

A: We want to give citizens access to submit compliments and complaints with the option of creating an account so they can keep track of their submission or to submit anonymously.

Q: Is it a mandatory requirement for Citizens to have account management capabilities for their accounts to submit complaints can an alternative solution be proposed?

A: No mandatory.

Q: Is the city looking for a COTS solution or would be interested in a custom SaaS/PaaS based solution?

A: Either would be ok, we have been using more SaaS solutions.

Q: It is specified that the city's current environment is Microsoft based, is the city leaning towards a Microsoft platform solution or would be open to other technologies?

A: Yes, Microsoft platform would be beneficial.

Q: What sort of DMS capabilities are required? Does the city have a DMS solution that they would like to integrate with the future solution?

A: Microsoft solutions for document management would be beneficial (OneDrive, Sharepoint) but not required.

Q: Does the City have any targeted Go-Live for the new case management system?

A: We do not have a targeted go-live date. First quarter of 2024 would be beneficial to the city.

#### User Personas:

- a. Administrators (1-2) - will access only to add/remove users, set-up account/change anything needed.
- b. Users (1-15) - We see these as the main users of the site, using daily
- c. Citizens - difficult to forecast how many/how often public will submit