

	SOLICITATION ADDENDUM	CITY OF PHOENIX HSD Procurement 200 W. Washington Street 18th Floor Phoenix, AZ 85003
	Solicitation Number: RFP-23-CSSD-75 Addendum #1 Solicitation Due Date: March 14, 2023, at 3:00 p.m. Local Time	

CLIENT SERVICES PORTAL SYSTEMS INTEGRATION

In accordance with the Section I – Instructions, Addenda, the Solicitation is hereby amended as set forth below.

NOTE: Solicitation due date March 14, 2023, 3:00 p.m. Phoenix Time

The following documents are incorporated by reference and are attached to the City website:

- Portal Questionnaire Download API-1
- Portal Create Acct API-2
- Portal Appointment API-3
- COP ERA API
- AZDES-ERAP_API.docx
- Wildfire GMS Integration Sample
- Copy of SAP-CMS Interface
- Exhibit C Scope of Work (Editable).docx
- CMS SOW RFP – Modules
- Pre-Proposal Meeting Power Point
- Standard Terms and Conditions

The following questions have been received.

<u>Question</u>	<u>Answer</u>
1. With respect to grant funding, which grants do you leverage (CSBG, LIHEAP, etc.)?	Our grants include CSBG, LIHEAP, TANF, HUD ESG, VOCA, COP GF, ARPA ERA, etc.
2. Can you provide Section 2.0 in a Word doc or Excel spreadsheet?	Please refer to Exhibit C Scope of Work (Editable).docx
3. Are you looking for a COTS solution or a custom solution?	COTS with some custom development to meet unique requirements. The solution should have out-of-the-box capability to process common grants such as CSBG, LIHEAP and VOCA and include current FPG (Federal Poverty Guidelines), AMI (Area Median Income), etc. The solution needs to be configurable in order to launch and support grants quickly (allow COP's system admins to setup new screens/forms

	to collect data, update forms, create workflows, setup/modify grant payment rules and allowed services, adhoc reporting, etc.).
4. We'll be using our no-code platform that will require an annual subscription. We plan to include the subscription along with the ongoing Support and Maint. costs. Will that suffice?	Yes .
5. Are you looking to replace your online portal?	The current portal will remain and will exchange data using REST APIs (refer to 2.1.27 FSC Portal Integration). Separately, please explain how you'll support requirement 2.3.2 Online Intake Form in Exhibit C – Scope of Work.
6. What's your expected go-live?	Later part of 2023
7. With respect to your emergency assistance process, is there a decision step in the accounting side (SAP) or do they automatically process approved requests that are received on that side?	Payments are assessed and approved in Case Management system and sent over to SAP
8. Can you share an example of the data file for your financial package?	Please refer to SAP-CMS Interface.xlsx
9. Is there a requirement for resources to be onshore vs. offshore??	No preference. All staff shall comply with procedures to protect personally identifying information (PII). Also, vendor staff will need to be available during our business hours for project and support work.
10. Are you able to provide us details on integrations required, REST API, etc.?	Please refer to nightly SAP-CMS Interface.xlsx (used for Exhibit C – Scope of Work 2.1.14.8 to exchange/send/receive check payment information with SAP) Portal APIs used for Exhibit C – Scope of Work 2.1.27 FSC Portal Integration (Portal_AppointmentAPI.pdf, Portal_CreateAcctAPI.pdf, Portal_QuestionnaireDownloadAPI.pdf, Portal_QuestionnaireSubRecsAPI.pdf, Portal_QuestionnaireDocsAPI.pdf)

11. Is there a projected timeline for the award date?	We anticipate award at the beginning of June 2023
12. Other than registering with the city of phoenix, are there any other requirements necessary to conduct business with the city of phoenix? i.e. state requirements?	All requirements are contained in the solicitation document, reference pg. 7
13. Do you have an anticipated budget for this project? If so, will you share the budget amount?	It is expected that proposers will submit their most competitive offer. We do have an anticipated budget; we are not able to disclose the amount at this time.
14. Can you please explain "Owner Controlled Enhancement budget for term: \$500,000"?	\$500,000 is allocated for system enhancements to support new grant and existing grant changes.
15. Please provide the number of internal users who will need access to the system.	Approximately 200 users.
16. Please provide the number of external users who will need access to the system.	Public users will need access to complete online intake form (ex: Exhibit C – Scope of Work 2.3.2 Online Intake Form)
17. How many cases do you anticipate being managed in the new system?	Approximately 10,000 annually
18. Is the City currently using another system and/or vendor to manage this project? If so, what is the system/vendor?	Yes, system is developed in-house
19. Will this project require data migration from existing systems? If so, please describe the data, the number and type of records, the total size of the files, etc.	Data migration is not anticipated.
20. Will the system need to integrate with any existing systems such as payment systems?	Yes, system interfaces with SAP for payments. Please see response to Question 10 above.

21. Do the systems you wish this solution to interface with have APIs available? If so, are they available for review? If not, please describe integration capabilities.	Yes, Portal requires API integration. Please see response to Question 10 above.
22. Are there any Security needs required to maintain the data? I.e., CJIS, FEDRAMP, or Audit requirements? If so, please describe.	Security shall be in place to protect PII data. System should be able to support audit trails for selected transactions.
23. Does the agency hold licenses for an electronic signature tool you would like to use as part of this solution? If so, please provide the name. If not, do you have a preferred tool or would you like this to be included in the proposal?	Vendor will provide electronic signature capability
24. Please elaborate on the agency's preference for future systems maintenance. Does the agency prefer future support and maintenance is done by the selected partner, internal team or a combination of both?	Vendor will provide technical support and develop enhancements through the duration of contract.
25. Is the vendor required to be on site for any portion of the contract term?	No. Please see response to Question 9 above.
26. Have you seen demonstrations of any case management systems prior to issuing this Solicitation? If so, will you share which systems?	No
27. On page 30 of the RFP, the chart listing the "Capability Value Rating Criteria for Offeror Response to Requirements" includes values 0-3. The charts on page 31-106 ask for Capability Value (0-4). Is a value (4) missing from your chart on page 30?	Please use rating from 0 to 3 only
28. Page 17 shows "Minimum project staffing at 75% or more FTE for each position thru the duration of the project: project manager (one), business analysts (two), full stack software developers (two), and tester (one)." This would include, at minimum, 6 individuals contributing about 1,560 hours per year or 9,360 hours per	The estimate provided is only for implementation and not ongoing support. Vendor solutions that can meet the deliverables and timeline but with fewer resources can provide alternate staffing model.

year on this project. Do you feel like this project will necessitate that level of staffing and hours?	
29. Is there any incumbent for this opportunity?	Current case management system (browser-based) is developed in-house using Microsoft technologies (.NET framework, SQL Server, IIS)
30. What is the number of users for this System?	See response to Questions 15 & 16 above.
31. Will this system be used by internal staff only or a wider community will be using it?	See response to Questions 15 & 16 above.
32. Approximate # of users of the proposed solution? Breakdown of internal versus external users	See response to Questions 15 & 16 above.
33. Are there current documented workflows that will be used for the design and implementation of the new solution?	Business processes supported by current case management system will be used to assist design of new system
34. What integrations are in scope for the new tool?	Please see response to Question 10 above.
35. Will the new system require a self-service portal?	Please see response to Question 5 above.
36. What report formats are required for the new tool?	Please refer to Exhibit C – Scope of Work 2.1.29 FSC Program Reports. We have canned reports and need adhoc reporting tool. Provide for export to XLS, CSV, etc.
37. Are data migration services needed for the legacy data? If yes, what data base format is the current solution using?	Please see response to Question 19 above.
38. Are there documented SLAs and OLAs that will be used for the design phase of the new solution?	Please see response to Question 39. 33 above.

39. Kindly help with what is meant by Financial & Non-Financial Service Delivery?	Please refer to detailed requirements (Exhibit C – Scope of Work 2.0 Requirements), screen shots (Exhibit D – Supporting Documents) and responses proved in this Q&A.
40. Out of these 100 people what is the number of people who would be using the Case Management System?	Please refer to detailed requirements (Exhibit C – Scope of Work 2.0 Requirements), screen shots (Exhibit D – Supporting Documents) and responses proved in this Q&A.
41. Will the Portal continue to exist post implementation of the Case Management System or do you want a fresh Portal to be designed for queries coming in from the Residents?	Please see response to Question 5 above.
42. How do you track which residents have received an appointment slot?	Please refer to detailed requirements (Exhibit C – Scope of Work 2.0 Requirements), specifically 2.1.1 Appointment Slot Generation, 2.1.2 Weekly Appointment Booking, 2.1.3 Appointment Management, and 2.1.27 FSC Portal Integration
43. What is the event that triggers the initiation of the payment to the Accounting Management Software? What are the parameters that are passed for the payment to be initiated?	Please see response to Questions 7 & Q 10 above.
44. Where are the grant requirements stored in the Case Management System/Accounting Software/hard-copy. Kindly help us with the process flow for approving grants? Are there any categorization in place when approving grants to citizens? Where is the Review and Reconciliation process done? Kindly help us with the Process details.	Please refer to detailed requirements (Exhibit C – Scope of Work 2.0 Requirements) and screen shots (Exhibit D – Supporting Documents, 2.1.33.8 Fund Matrix, 2.3.14.2 LTP Fund Matrix)

45. Out of these 20 people what is the number of people who would be using the Case Management System?	Please refer to responses proved in this Q&A.
46. Where is the same (gift cards, vouchers) tracked? Where is the Inventory for the same maintained?	Please refer to detailed requirements (Exhibit C – Scope of Work 2.0 Requirements) including 2.1.30 Gift Card Inventory
47. Out of these 5 people what is the number of people who would be using the Case Management System?	Please refer to responses proved in this Q&A.
48. What is the criteria for determining eligibility? Where it is stored currently?	Please see response to Question 44 above.
49. Is the Federal poverty levels stored in the System, or there is any external system that it refers to which integration is required to be done?	System will include up to date FPG, AMI, etc. Please see response to Question 3 above.
50. Where is the data (self sufficiency matrix scale) currently maintained in the System? Or is there any external system that it refers to which integration is required to be done?	System will include the scale which will be updated by system admins periodically.
51. What are the Systems with which the proposed Case Management will be integrated? Kindly help us with the Integration Scenarios (if any)	Please see response to Question 10 above.
52. Kindly help with the current IT Landscape that is in place	System will interface with Portal and SAP.
53. Kindly help us with the Data that needs to be migrated to the proposed Case Management System. Kindly help us with the System List (Source) from where the Migration needs to be done. What is the quantum of data that requires migration and the time period for which the data needs to be migrated	Please see response to Question 19 above.
54. The RFP states “CMS Upgrade” – is this an upgrade to a current system, if so, what CMS system? If this is a custom system, what is the current technology stack?	Please see response to Question 29 above.

55. Is this a greenfield implementation, meaning a custom developed system to be developed from scratch or is going to be an out of the box system with added customization?	It is the latter, please see response to Question 3 above.
56. If this is a custom developed system, can the demonstration be of the wireframe/prototype during the selection process?	For custom developed parts of the system, please provide sample artifacts that will be used for development.
57. If this is custom developed system, does the City have a preferred technology stack?	No.
58. If the City requires an out of the box system, can the Offeror work with an OEM provider or is the City looking for a single-source provider?	The Contractor will be responsible for implementation, support, and enhancements thru the duration of contract.
59. Any specific cloud identified, or can Offeror suggest one based on the functional and non-functional requirements?	No preference. Contractor shall ensure system uptimes are met.
60. Is the City open to a domestic and international (on-shore/off-shore) model of delivery team?	Please see response to Question 9 above.
61. Regarding references, can these be from customers outside the United States?	For accessibility purposes, it is preferable that references be within the US and Canada.
62. In which formats, current cases information is stored (Excel, etc.)?	We currently use in-house developed case management system.
63. Is this a greenfield implementation, meaning a custom developed system to be developed from scratch or is going to be an out of the box system with added customization?	It is the latter, please see response to Question 3 above.
64. What is the volume of existing data?	Please see response to Question 19 above.
65. Are the formats given under Exhibit D are tentative or the formats frozen by City?	Screen shots from existing system don't need to be replicated.

66. How many end users (Internal/External) will be accessing the developed solution?	Please see response to Questions 15 & 16 above.
67. Any existing systems to be integrated with the newly developed Case management system?	Please see response to Question 10 above.
68. Does the City have a budget earmarked for this project and does it include both implementation and Cloud/infra cost?	There are funds earmarked for this project
69. What is the City's anticipated go-live date for the new CMS?	Please see response to Question 6 above.
70. Are out-of-state companies required to be registered with the AZ Corporation Commission?	Please see response to Question 12 above.
71. Does the City have its own Project Management tool or would the City be willing to utilize the vendor's tool?	City will use vendor's project management tool
72. Can you provide additional details about the data interface requirements for 2.1.32.5 and 2.1.32.6? Can you provide specific details of the existing interface described in 2.1.32.6?	2.1.32.5 transmits client and service information to the Wildfire grant once a month. Please refer to: WildfireGMSIntegrationSample.pdf 2.1.32.6 is used to exchange ERA fund service information with DES for staff lookup. Please refer to COP ERA API.pdf and AZDES-ERAP_API.docx
73. What are all of the methods for inbound and outbound referral transmission?	Please see response to Question 10 above.
74. For requirement 2.5.1.4, can you further detail the level of backup and recovery functionality required for this proposal?	Ensure redundant storage is continuously synchronized and located in separate physical location(s) to prevent or minimize data loss. Upon recovery from storage failure, data lost cannot be more than one hour from failure.

75. Is there an incumbent vendor currently supporting the existing case management system? If so, can you provide the name and contract number?	Current system is developed in-house, please see response to Question 29 above.
76. Is there a budget range for the initial implementation to help us assess whether we can be in the competitive range?	Please see response to Question 13 above.
77. Has the City of Phoenix seen any demonstrations of potential solutions for this project?	No
78. Can the City of Phoenix provide the demonstration script that is being developed by the evaluation panel so the team can start preparing?	Invited proposers may be asked to present <ul style="list-style-type: none"> a. Product demo highlighting key features used to meet the requirements; this includes workflows used for case management, service payment and reporting using a grant (ex: CSBG, LIHEAP, etc) b. State the requirements that are configured vs developed. Briefly go over config capability. For functionality needing development, provide estimate and # of resources. c. Implementation process including sprint planning, requirements, testing, training and cutover d. Vendor specific Q&A
79. Can you please provide the requirements table in a MS Word or Excel format?	Please refer to Exhibit C Scope of Work (Editable).docx
80. The solicitation states "The City may also require a hands-on lab demonstration designed specifically for the evaluation panel." Can you clarify the process for the hands-on lab demonstration and its requirements	Information will be provided after vendor demo is complete.
81. Is the City of Phoenix using Office 365 for personal and share calendars? If not, is there a calendaring system in-place that the City would prefer to use?	Office 365 will not be used for Appointment functionality; it will need to be part of the system.

82. Has the City of Phoenix considered Federal Risk and Authorization Management Program (FedRAMP) compliance for a secure cloud case management platform? Will the system need to comply with the security standard?	We use NIST Cybersecurity guidelines. Please provide your responses using Attachment J - Security and Privacy Maturity Questionnaire_Latest.xlsx. You can submit in Excel or PDF format.
83. Will proposing a FedRAMP compliant cloud hosting environment be given more points than a non-FedRAMP compliant environment or evaluated as exceeding requirements	Please see response to Question 82 above
84. Periodic training for case workers and admin staff, how often is training required (i.e., annually, bi-annually)?	Training will be needed when new features (mainly in support of built-in grants) are added
85. Please confirm that the City will provide SAP integration expertise to collaborate with team and for implementing SAP integration work?	Yes, also, please see response to Q 10 above.
86. The Cloud Service Provider is a service provider, and your organization would be one of hundreds of thousands of customers using the service. Cloud Service provider utilizes one Disaster Recovery process for all customers and commits to a RPO of 4 hours and a RTO of 12 hours. Therefore, can your organization please adjust this requirement accordingly	Please include your capabilities in your submission.
87. Out of the total 100 internal users, how many would Administer the program as an Admin.	Approximately 15
88. Can you identify how many external users (Constituents/Customers to support/Partners).	Please see response to Questions 15 & 16 above.
89. Is there a need for Voice Transcription?	No
90. Is there a need for Call recording?	No
91. How are the teams documenting their calls? What tools or applications are the teams using? i.e., spreadsheets, personal drives?	Using current case management system

92. What telephony system are you using today?	Restricted information
93. Are you interested in integrating your current phone system?	No
94. Is there a need to know who, when, where (IPs) & what was modified in a record	System should be able to support audit trails for selected transactions
95. How many external solutions in total would need to have integration with the solution?	Please see response to Question 10 above.
96. Do you currently have any BOT or self service capabilities in your current process?	No
97. Is there a need for full mobile access (i.e. mobile app or mobile Web Browser access) for Constituents / Residents to create requests, interact with support, obtain status reports, etc.?	No
98. Is there a need for Knowledge Article capability to share information internally and externally?	No
99. We registered at the link provided. However, we don't see the RFP listed in this SAP system under "eRFxs." What else do we need to do respond to the solicitation and access procurement information? We do see RFP documents at https://solicitations.phoenix.gov/Solicitations/Details/1420	All submittal information is contained in the solicitation document. The solicitation, and supporting documents are listed on the City website at Solicitation Details - Solicitations City of Phoenix
100. Can the entire response be submitted as one PDF, or must the attachments and/or response sections be submitted as separate attachments or organized in zip folders?	Documents should be submitted as outlined in the solicitation document. The proposal may be submitted as one PDF file with the forms and attachments as additional PDF files submitted as one email.
101. What is required for the "Completed security assessment?" Is it something other than Attachment J – Security and Privacy Maturity Questionnaire?	No, only Attachment J – Security and Privacy Maturity Questionnaire is needed for security assessment

102. Can you please clarify how to rate capability values? On page 30 under the 2.0 Requirements heading, it gives a capability rating of 1,2,3 and 4. But then gives a definition table from 0-3. Then in the 2.1 functional requirements, it asks for scoring from 0-4 for capabilities?	Please use rating from 0 to 3 only
103. Should Section 4 Cost be a completed copy of Exhibit E Fee Schedule? If so, is costing methodology required for this section	Yes, please include costs for system enhancements
104. Attachment E Authority to Sign Documents is for Individual, Co-Partnership or Corporation. Is it not required for limited liability companies?	All submittals shall include completed Attachment E.
105. Given the complexity and detailed nature of your RFP – would the City be open to extending the Q&A period from the current January 31 st , 2023 date to February 14 th , 2023? This extra time will allow us to continue to ensure alignment with the City via additional submitted Q&A, which will assist us in providing the City with a complete, comprehensive and compelling RFP response.	No that is not possible.
106. Given the detailed nature of your RFP as well as processing the City's feedback on submitted Q&A (via an upcoming RFP Addendum) – we would respectfully request the City to provide a slight RFP Submittal Extension from Tuesday, February 28 th , 2023 to Friday, March 10 th , 2023. We believe this extra time will allow RFP respondents like us, the ability to ensure all of the required and detailed RFP response content and confirmations are provided to the City for a Case Management Solution, which the City desires to procure	Please see the "Note" in the header.
107. Based on other RFPs we have participated in and been selected by the City – we did not see the City's Standard Terms and Conditions noted or referenced. Can the City please clarify for all RFP Respondents that the City's expectations and RFP requirements are to fully review and confirm acceptance of the City's Standard Terms and Conditions, which would be part of the awarded Contract? We would assume that per the "Exceptions" section of the RFP (Page 6) – All RFP respondents would need to provide any exceptions or proposed alternative language	The referenced information is listed on the City website. Exceptions are addressed on page 6 of the solicitation document.

via submitted questions. Is this assumption correct?	
108. Has the City established a budget for the Case Management System Upgrade Initiative? If yes, can the City share both the established budget and any funding sources which will support this initiative?	Please see question 13 above.
109. Are there any restrictions from the City for the Offeror to utilize offshore development and/or support resources to augment its US-based Key Project Team?	No. Please see response to Question 9 above.
110. Has the City seen any demonstrations of potential solutions ahead of the issuance of this RFP? If yes - can the City provide a list of potential solutions it has had presentations/demonstrations from?	No
111. To ensure alignment and compliance with the City's requirements in this section: If the Offeror (PRIME RFP Respondent) is a Prime Contractor (Full Service {technology solution supply, project management, implementation, and consulting services, as well as ongoing support/sustaining services} provider), that has extremely qualified technology and implementation subcontractors as part of its joint, complementary proposed team for this Project.....Would the collective references and experience across the Prime Contractor's proposed team be sufficient in being able to confirm the City's minimum qualification requirements?	References should reflect the performance ability and competences of the prime contractor. The proposal should explain in detail any instances where work may be subcontracted but the work product is the sole responsibility of the awarded contractor.
112. Is it the City's intention that this document is to be submitted in pdf form or in its native Excel format?	Either format is acceptable.
113. Would the City please share a copy of the presentation it gave during the meeting	The information is available on the City website at Solicitation Details - Solicitations City of Phoenix
114. Can the City please provide a copy of the roster of attendees, with contact information? We would like to potentially contact other Pre-Bid Meeting attendees (external to the City) for possible partnering opportunities to be part of our Prime Contractor Team, if feasible	The City did not capture attendee information.

115. Would the City please provide the RFP document in an MS-Word-based version so that we can utilize it to provide our required responses as part of our RFP response?	The Scope of Work has been posted to the City website at Solicitation Details - Solicitations City of Phoenix
116. In the Pre-Proposal Meeting – the City clarified that the Citizen Engagement Portal is not in scope to be replaced as part of the new CMS Solution. The City's expectations is that the new CMS Solution would interface with this Portal. Is this a correct understanding	Yes
117. What is the City's current Citizen Engagement Portal built upon?	Portal is hosted on a vendor's proprietary platform. Case Management System will interface with Portal using REST APIs.
118. Can the City provide architectural/system details and specifications for this Portal	See response to Question 117 above
<p>119. Per the "Agreement Term and Contractual Relationship" Section of the RFP(Page 4), the initial term of the Contract Agreement would be for 5-Years, with (2) Optional 5-Year Renewal Terms.</p> <p>Per Exhibit E - there are only entries for pricing/costs for the first (5) years</p> <p>We would recommend that the City add additional areas for Exhibit E to have each RFP Respondent provide a guaranteed, full (15) year Pricing/Cost response. This would provide the City Cost Certainty and overall Total Cost of Ownership visibility for its evaluation.</p> <p>We have seen this full Term(Initial + Renewal Terms) Price/Guarantee RFP requirements on other City RFPs</p> <p>Would the City consider updating Exhibit E to ensure all RFP Respondents provide a full and complete (15) year Price/Cost response?</p>	Proposals will be evaluated using costs for initial 5-year period.
<p>120. Can the City please confirm the Total number of expected City Users for this new Case Management Solution?</p> <p>From our review of your RFP, it appears that a Total # of (125) is expected based on:</p> <p>Family Service Center –(100)</p> <p>Victim Services –(20)</p> <p>Landlord/Tenant Program – (5)</p>	See response to Questions 15 & 16 above.

<p>121. We have reviewed the City's Evaluation Process and Criteria. Thank you for providing this visibility.</p> <p>For planning purposes, can the City provide visibility on:</p> <p>Is the City expecting to bring in a short-listed/qualified set of Offerors to both present RFP responses as well as demonstrate proposed CMS Solutions?</p> <p>If Yes – does the City have a timeframe in mind for these presentations/demonstrations?</p> <p>How would any on-site presentation/demonstration from short-listed Offerors be factored into the City's evaluation criteria?</p>	<p>The City anticipates inviting short listed vendors to give product demonstrations/presentations. Presentation would be offered remotely. The factor would be Acceptable or Unacceptable.</p> <p>Also, please see response to Question 78 above.</p>
<p>The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by signing and returning the <u>entire</u> addendum with the bid or proposal submittal.</p>	

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____