



SOLICITATION ADDENDUM

Solicitation Number: RFQu-2021-WAD-472

Addendum #2 Page 1 of 8

Solicitation Due Date: November 12, 2021, 2:00 p.m. AZ Time

CITY OF PHOENIX
Water Services Department
Procurement Division
200 W. Washington St., 9th Floor
Phoenix, AZ 85003

DATA ANALYTICS SERVICES

Please make the following changes to the above referenced solicitation.

The following applies and will supersede any conflicting provisions, instructions or attachments in the RFQu.

ADD:

SECTION III – SPECIAL TERMS AND CONDITIONS, Item 24

24. OFFSHORE PERFORMANCE OF WORK PROHIBITED:

Any services that are described in the specification or scope of work that directly serve the City of Phoenix and involve access to secure or sensitive data or personal client data shall be performed with the defined territories of the United States. Unless specifically stated otherwise in the specifications, this paragraph does not apply to indirect or 'overhead' services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.

CHANGE:

SECTION VI – SUBMITTALS, Item 2 – Offer Submittal Format: Change to read:

2. OFFER SUBMITTAL FORMAT:

The written offer should be:

- Typewritten for ease of evaluation.
- Signed by an authorized representative of the Offeror.
- Submitted with contact information for the individual(s) authorized to negotiate with the City.
- Submitted with a table of contents and tabbed per the following major sections:
 - Tab 1 Contents of Response: Company History, Experience, and Qualifications**
 - Tab 2 Samples**
 - Tab 3 Key Personnel**
 - Tab 4 Submittal Section**
 - Tab 5 Signed Addenda**

QUESTIONS AND ANSWERS

(The following are questions submitted and are represented as they were received.)

	QUESTIONS:	ANSWERS:
1	Is there an approximate budget for this project that you can share?	There is no budget allocation at this time. The purpose of this solicitation is to establish a qualified vendor list (QVL). Any budgets for Task Orders secured through this QVL will be established as projects are developed.
2	Is there an approximate number of projects that will be requested over the next five years for this project that you can share?	The City anticipates considerable activity under the resultant contract(s). However, no guarantee can be made as to actual number of projects, that will be requested under this contract.

3	Is there an incumbent vendor for these services? If yes, who?	There are no incumbent vendors
4	Will the selected firm be required to use specific software application(s) for data analysis, database infrastructure, dashboard creation, or for any of the other potential work projects listed in the RFQu? If yes, please specify.	Section II Item-6.5. No specifications on the use of tools; however, any specific software that is proposed will be subject to the City's security and data handling requirements.
5	Will preference be given to firms that perform work onsite versus remote?	No preference for remote versus onsite work, but all employees performing work on any project must be located within the United States.
6	Is two the maximum number of samples per each proposed type of work that will be accepted in reference to Section I – Instructions, 15.2?	Per Section I Item-16.2. offerors are required to submit two samples total with their Submittal.
7	Will preference be given to a firm that can do all of the potential work projects listed in Section V – Scope, 4.6 or will equal consideration be given to firms only proposing on a portion of potential work projects?	No. Equal consideration will be afforded to all firms regardless of how many sections or scope items they can fulfill.
8	Are you requiring a single applying vendor (a single firm, or a single team of firms) to respond to and perform all the tasks involved in the RFQu? Can a firm be qualified for a subset of all the tasks, and thus be selected to perform some aspects of the total work, cooperating with other selected firms?	A single firm can be qualified if they only meet a subset of all the tasks.
9	Is there a preference for local (City, County, State) firms, besides being allowed to transact business in Arizona?	There will be no preference provided
10	Is there a requirement for a firm to be formally registered to conduct business in Arizona or the County/City, and if so, can a firm be registered after the RFQu submission deadline, or it must be registered before that deadline?	Yes, per Section I Instructions Item- 2 and Item-9.
11	Regarding lawful presence requirement, must every single worker of a selected firm be physically located inside of USA, or a particular worker could reside outside?	All employees working on any projects pursuant to this solicitation must be located within the United States. All work must be completed within the United States, and all data shared with Contractor must remain within the United States
12	How many Vendors is WSD planning to award based on this solicitation, to comprise the Qualified Vendors List (QVL)?	All Statement of Qualifications will be evaluated according to the requirements listed in Section V, Item 3. Offerors who have met those requirements will be recommended for inclusion on the Qualified Vendors List (QVL)
13	What is the anticipated budget for Task Orders that are expected to be awarded to QVL Vendors, in connection with this RFQu?	There is no budget allocation at this time. The purpose of this solicitation is to establish a qualified vendor list (QVL). Any budgets for Task Orders secured through this QVL will be established as projects are developed.
14	Is there any preference or requirement for the Vendor to be local to (or to have a local presence in) either the City of Phoenix or the State of Arizona?	There will be no preference provided
15	If not, is there any requirement or preference for the prime Vendor to partner with a local business or utilize a certain percentage of local labor?	There will be no preference provided
16	We have a two (2) Public Sector References and one (1) Private Sector Reference that are very similar in scope to the requirements discussed in WSD's RFQu. Will the City of Phoenix / WSD accept one (1) Private Sector Reference in lieu of a third Public Sector Reference?	Yes. The city will accept 3 references the vendor provides within the past 3 years as requested in sentence one of Section I Instructions Item-17. The desire is of equal size and of public government background for comparison reasons. Offeror references must be emailed directly from the reference to kyle.talbert@phoenix.gov per instructions in Attachment A. Please see changes to Section VI – Submittals, Item 2 – Offer Submittal Format in addendum 2.

17	What are the Datawarehouse and Reporting Tools currently used?	The Department uses various tools. Specific information will be addressed in Task Order Process. See Section V Item-7
18	Is there any requirement for the Vendor to be On-Site to support the execution and delivery of Task Orders, or can the Vendor plan to work remotely?	Vendor is not required to be on site; remote work is acceptable but that is subject to change, which would be addressed via the Task Order Process in Section V, Item 6. However, any employees working on projects pursuant to this solicitation must be located within the United States.
19	Do the required forms (Pages 50-57) in Section VI (Submittals) of the RFQ count towards the 50-page limit?	Yes
20	Does a front/back cover, the required tabs (divider pages), or the Table of Contents requested in the RFQ count towards the 50-page limit?	Yes
21	It is our understanding that the references should email their questionnaires directly to the City of Phoenix. Are we to also include the questionnaires as part of our submittal in Tab 6 or do we simply acknowledge that they were sent to the City? If the questionnaires are to be included in our submittal, are they part of the 50-page limit?	Offeror references must be emailed directly from the reference to kyle.talbert@phoenix.gov per instructions in Attachment A. Please see changes to Section VI – Submittals, Item 2 – Offer Submittal Format in addendum 2.
22	As specific projects under this contract are not yet known, can contract terms be negotiated on a case-by-case (task order) basis, depending on the type of work to be performed?	WSD reserves the right to conduct discussions and negotiations with the Contractors whose responses have been determined responsive to the task order Project Proposal. The contract terms contained in Section II, Section III, and Section IV will not be negotiated.
23	Can vendors conduct data analysis offsite on their secure company computers?	Yes, subject to the City's security and data handling policies and standards. Section III Item-18 Paragraph 10.
24	Can vendors conduct data analysis in a secure Cloud?	Yes, subject to the City's security and data handling policies and standards. Section III Item-18 Paragraph 10.
25	Under section 17.2 (Page No.:34), Section 3.7 LAWFUL PRESENCE REQUIREMENT. Does the vendor need to be present physically before he is awarded.	This Requirement covers background screening and not physical location. Please refer to Section II Item 3.7 for lawful presence requirements
26	SECTION V - SCOPE - 3.1 - Is the experience Referred is related to only Water Services or similar process/experience in this segment across US/Global?	Please see Section V Item-3.2.
27	Is there any requirement for data visualization or report generation using PowerBi or Tableau?	No. Any future requirements will be addressed in Section V Item-6.
28	What is the Size of the existing Database and the number of tables involved in each Database? What is the expected scalability in the daily data?	See Section V Item-6. Project Proposals will address detail future expectations.
29	We would like to know the distribution of weightage in the selection process?	There is no weighted evaluation. Per Section I, Item 18, all Statement of Qualifications will be evaluated according to the requirements listed in Section 1, Item 15. Offerors who have met those requirements will be recommended for inclusion on the Qualified Vendors List (QVL)
30	What type of sources, we need to handle for analytics use cases?	Varies based on project to be outlined in the Task Order Process. See Section V Item-6.
31	How many users are concurrently using the analytics reports?	Varies based on project to be outlined in the Task Order Process. See Section V Item-6.
32	Whether any third-party applications need to be allowed for getting data?	Varies based on project to be outlined in the Task Order Process. See Section V Item-6.
33	Any technology preferences? Or having any license for any of the DB, ETL, or reporting tools?	Varies based on project to be outlined in the Task Order Process. See Section V Item-6.

34	Please provide estimated timeline for completion of this project	Per Section I Item 1.1. this is 5-year contract. Specific timelines will be addressed in Task Order Process See Section V Item-6
35	There is no specific budget provided in the RFP document. Is there any budget allocated for this RFQ? Please provide approximate budget cap for the project.	There is no budget allocation at this time. The purpose of this solicitation is to establish a qualified vendor list (QVL). Any budgets for Task Orders secured through this QVL will be established as projects are developed.
36	Could you please provide your current vendor details?	This solicitation has no incumbent vendors
37	What is the expected start date of the project?	Per Section I Item 1.1, this agreement will commence on or about December 15. Projects start dates will be addressed via the Task Order Process after that date.
38	Do we need to provide any training to the users? Please let us know the mode of training to be required (online, in-person, etc.)	Varies based on project to be outlined in the Task Order Process. See Section V Item-6.
39	We have registered office in USA & have offshore development center in India. We have sales and account managers in the USA to manage the offshore team & deliver the project. Please confirm can we bid for this RFP.	All employees working on any projects pursuant to this solicitation must be located within the United States. All work must be completed within the United States, and all data shared with Contractor must remain within the United States.
40	Sec 4.3: All forms provided in Submittal Section must be completed and submitted with the offer. The signed and completed Solicitation Disclosure form must be included or your offer may be deemed non-responsive. Solicitation disclosure form in the above point is referring to "Conflict of Interest & Solicitation Transparency Form" here. Please confirm?	Correct, signed Submittals and Solicitation Disclosure forms must be included in Offerors response.
41	Please list the Tools and technologies implemented in existing IT infrastructure ?	Additional Specifications shall be explained in the Task Order Process Section V Item-6
42	What is Primary Place of Work Performance Onsite/Remote/Offshore?	Currently there are no primary place of work performance for On-Site Task Order but that is subject to change which would be addressed via the Task Order Process in Section V, Item 6. However, any employees working on projects pursuant to this solicitation must be located within the United States
43	Can Vendor be from outside USA?	All employees working on any projects pursuant to this solicitation must be located within the United States. All work must be completed within the United States, and all data shared with Contractor must remain within the United States.
44	If the Offeror is from Outside USA, any USA firm partnership is mandatory?	All employees working on any projects pursuant to this solicitation must be located within the United States. All work must be completed within the United States, and all data shared with Contractor must remain within the United States.
45	Are there any projects expected in near future once the QVL is prepared?	This is not a project based list. This will be a qualified vendor list used as projects are identified using the Task Order process. Please see Section V, Item 6: Task Order Process
46	Any specific technology stack which is preferred and any project references to be provided in that stack?	No. See Section V – Scope.
47	Does the future projects would be limited to Staff augmentation or would it also include Managed services kind of engagement ?	Managed services are not included in the scope of this QVL.
48	Further identification and allotment of projects will be as per standard procedures across the organization or depends on Departments?	Identification of projects will be completed at the department level on an as needed basis

49	What technologies are being used today to support current data and analytics efforts?	This answer will vary by project. Further specification will be addressed in Task Order Process Section V Item 6.
50	Can you please clarify whether the city utilizes 5 years of performance or use only an "as needed" basis?	Section V Item-5. The City will utilize on an as needed basis.
51	If multiple vendors are awarded, how many projects will be allocated for each vendor during the performance period?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
52	Is it mandatory to submit an Arizona business registration certificate within the proposal or the vendor shall submit this certificate during the award?	Must Satisfy requirement of Section I Item-9 prior to contract award.
53	Is the intention to award to a single vendor, or is there consideration of splitting the work across multiple vendors?	All Statements of Qualifications will be evaluated according to the requirements listed in Section 1, Item 15. Offerors who have met those requirements will be recommended for inclusion on the Qualified Vendors List (QVL).
54	Can you please specify the desired number of resources that the vendor needs to allocate to these projects?	Any desired resources may be addressed on a per project basis during Task Order Process.
55	Do we need to submit copies of the resource's education qualifications along with the bid response?	Yes. Section I Item-15.
56	Do you require the onsite presence, or can the work be done remotely?	Remote is acceptable.
57	Can we utilize a hybrid resource model (on-site and offshore resources) to complete this project?	All employees working on any projects pursuant to this solicitation must be located within the United States. All work must be completed within the United States, and all data shared with Contractor must remain within the United States.
58	Is there any timeline specific to each of the projects?	Not at this time. To be addressed in Task Order Process Section V Item-6.
59	Is this a fixed bid contract or time & material basis?	Pricing requirements will be addressed via Task Order Process on an as needed basis. Section V Item-6.
60	Can you please specify the budget cap that we need to consider?	There are no budget requirements at this time. The purpose of this solicitation is to establish a qualified vendor list (QVL). Any budgets for Task Orders secured through this QVL will be established as projects are developed.
61	Is the city willing to include a reasonable limitations of liability provision for vendors under this QVL? If so, could you please indicate what that would look like. For context, we are on another QVL list for which the city provided that all vendor liability was limited to an amount tied to the value of the engagement.	Please see Section II, Paragraph 2.5.
62	Is there an incumbent team and what is the current team's composition; if so, do you expect the team composition to change significantly?	There are no incumbent vendors
63	Is there an existing data governance framework that is currently in place?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
64	Is there a system in place to manage data governance (track workflows, metadata, data dictionary, common calculations, etc.)?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
65	How many different divisions, teams or service areas within the WSD are in need of data analytics support?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
66	How many end users and categories of end users do we estimate/expect will consume the data analytics solutions?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.

67	How many data analytics deliverables (i.e. data models, reports, dashboards) are estimated/expected to be delivered by each team on a monthly basis?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
68	How many different source production systems are expected to be leveraged to gather, integrate, and analyze data?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
69	Is the source data structured, unstructured, or a combination of both? (i.e. SQL vs NOSQL)	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
70	Is there a data lake or data warehouse that has already been established? Does the current data warehouse contain all the data that is necessary for analytics?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
71	Do you intend to use a cloud-based or on-prem infrastructure?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
72	Is there a preferred Business Intelligence and data visualization tool that has been selected	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
73	What is the technology to be leveraged for sharing data and analysis with for both outward-facing and inward-facing consumers?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
74	The RFQ requests 3 references of from public sector government agencies of similar size as the City of Phoenix, with projects of similar scope and complexity. Would it be acceptable if Offeror's provided 3+ references from similar data analytics related work from private sector, but also provided public sector references for projects of non-similar scope? If the Offeror has significant experience providing data analytics services to private sector organizations, and has experience in public sector but not specifically with data services can they still be considered for the QVL?	Yes. The city will accept 3 references the vendor provides within the past 3 years as requested in sentence one of Section I Instructions Item-17. The desire is of equal size and of public government background for comparison reasons. Offeror references must be emailed directly from the reference to kyle.talbert@phoenix.gov per instructions in Attachment A. Please see changes to Section VI – Submittals, Item 2 – Offer Submittal Format in addendum 2.
75	Will preference be given to a firm with experience from all of the listed systems in Section V – Scope, 3.3.7 including SAP, Oracle Customer Care and Billing, Mobile Workforce Management, and Oracle Work Asset Management?	There will be no preference provided
76	Will the answers to questions submitted by vendors be posted or distributed to interested vendors?	Addenda are posted on the City's solicitation page: https://solicitations.phoenix.gov/
77	Should the references send their questionnaires directly to the procurement officer or should they send them to the proposer to be included in the proposal submission?	Offeror references must be emailed directly from the reference to kyle.talbert@phoenix.gov per instructions in Attachment A. Please see changes to Section VI – Submittals, Item 2 – Offer Submittal Format in addendum 2.
78	Is the City looking for a cloud, on premise, or hybrid solution?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
79	If the City is interested in a cloud solution, please specify which cloud platform the City is presently using (Oracle cloud, IBM, etc.).	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
80	Does this engagement include the development of a roadmap and the establishment of use case priority?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
81	Are you looking for a Master Data Management solution to be included in the roadmap of the managed service contract?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
82	Does the City have a database management system in place? (SQL Server, etc.)	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
83	Have any analytics tools been purchased?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
84	Does the City (or any of its departments) have an existing Enterprise Information Management strategy that a new data analytics project would need to accommodate?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
85	Our understanding is that at the RFQu stage that there is no requirement to provide service pricing. Please confirm.	Correct. There are no price requirements at this time..

86	Will the City consider an extension beyond the current due date of November 5?	Yes, please see posted Addendum 1 on solicitation website.
87	There are five primary categories identified in the RFQu: Operational Projects, Procurement Projects, Facility Projects, Utility Billing Projects, and Financial Projects. Is the 50-page submittal limit inclusive of all categories for which we are submitting, or is the allocation 50 pages per category?	50 pages total, please.
88	Are the following included in the 50 page limit: Cover Cover Letter Tab Dividers Tab 4 Submittal Section Tab 5 Signed Addenda Tab 6 Attachment A – References	Yes
89	It is our understanding that the references should be sent directly from the referring party to the City, so what is anticipated to be included within Tab 6?	Offeror references must be emailed directly from the reference to kyle.talbert@phoenix.gov per instructions in Attachment A. Please see changes to Section VI – Submittals, Item 2 – Offer Submittal Format in addendum 2.
90	Is the requirement for three references total, encompassing all categories for which we are submitting, or three references per category?	Three References Total.
91	Offeror is to provide two “samples” of relevant project work. Please clarify whether the intent is for these samples to be project details as described in 16.2.1 through 16.2.4 or actual work samples such as excerpts of databases or screenshots of dashboards, etc.	Offeror must provide two samples as outlined in Section I Item-16.2-16.3. Offeror must stay within 50 page limit. Actual work samples are not needed. Detailed description via summary with project details will suffice.
92	Would the City like to see a listing of agencies the reference forms were sent to under this tab or would the City like to see copies of the actual completed and signed forms?	This city does not require a list of agencies the reference forms were sent to. Offeror references must be emailed directly from the reference to kyle.talbert@phoenix.gov per instructions in Attachment A. Please see changes to Section VI – Submittals, Item 2 – Offer Submittal Format in addendum 2.
93	Does the 50-page limit include space needed for our resumes?	Yes.
94	Does the 50-page limit include completed Attachment A forms from each of the 3 professional references?	Yes.
95	Can you verify that we (as the offeror) are to send the form in Attachment A to each of our professional references?	Correct. Per Attachment A Paragraph 1.
96	Since the completed Attachment A References form will be returned directly to the City’s procurement officer, will we be notified when the City receives the forms from our references such that we can manage our references appropriately?	It is the Offeror’s responsibility to ensure references are submitted prior to the solicitation closing date. The City will not notify Offerors whether references have been received.
97	Attachment A states, “The form should be signed with an electronic signature from a verifiable source, such as Adobe Sign, DocuSign or a similar verifiable software program.” Is it also acceptable for our references to print the form to hard copy, sign in ink, and then scan the document to PDF for submission to the City?	Yes.
98	Can we please have details regarding the IT/System landscape in the City?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
99	Can you please share the current support team structure for IT support at City?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
100	Are all the resources required to work onsite? Or remote work is an option?	Remote work is acceptable.

101	Is the City good with offshore resources providing support?	All employees working on any projects pursuant to this solicitation must be located within the United States. All work must be completed within the United States, and all data shared with Contractor must remain within the United States.
102	Will City pay for expenses separately for onsite travel? If yes, please share the reimbursement guidelines	See Section III Items 12 and 12.1.
103	Are the systems currently hosted on-premise or on Cloud?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
104	Will bidding on fewer number categories negatively impact scoring?	No. All Statements of Qualifications will be evaluated according to the requirements listed in Section 1, Item 15. Offerors who have met those requirements will be recommended for inclusion on the Qualified Vendors List (QVL)
105	Is this a new RFP or there are any incumbents?	There are no incumbent vendors
106	What factors are driving City to evaluate another provider instead of the incumbent provider for these services (if any)?	There are no incumbent vendors
107	If there are incumbents can we have the names and if possible a copy of their past contract with the City?	There are no incumbent vendors
108	Can we submit separate cost options for onsite vs. offsite?	Price requirements are based on the project and will be addressed via Task Order Process Section V Item-6.
109	Do we need to submit details/resumes regarding identified resources? Will representative resumes be considered?	That is acceptable for the QVL.
110	What is the average term of staffing placement for each position/Title?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
111	What is the notice period that City will offer to fill a position?	This answer will vary by project. Addressed via Task Order Process Section V Item 6.
112	Can the City please provide the link to current SBE/VSBE vendors?	City of Phoenix Certification and Contract System (diversitycompliance.com)
113	Can the City provide Microsoft Word copy or fillable PDF forms?	The vender is welcome to convert our PDF into fillable form. The City is not providing a word or fillable form at this time.
114	Any major projects planned in coming years which vendors should be aware of?	There is not a timeline for upcoming projects at this time. Projects will be initiated on an as-needed basis. For further information regarding upcoming solicitations please see Section I Item-5 link to explore any future interest.
115	The RFQu asks for completed reference forms to be sent directly from the references to Kyle Talbert by the submission due date. Section VI – Submittals asks for Section 6 of the response to include references. Should the completed reference forms be sent to Kyle Talbert as well as included in the 50-page response?	Offeror references must be emailed directly from the reference to kyle.talbert@phoenix.gov per instructions in Attachment A. Please see changes to Section VI – Submittals, Item 2 – Offer Submittal Format in addendum 2.

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by returning the entire addendum with the bid or proposal submittal.

Name of Company: _____
Address: _____
Authorized Signature: _____
Print Name and Title: _____