



SOLICITATION ADDENDUM

Solicitation Number: RFP-22-CSSD-54 Addendum #2

Solicitation Due Date: February 25, 2022, at 3:00 p.m. Local Time

CITY OF PHOENIX
HSD Procurement
200 W. Washington Street
18th Floor
Phoenix, AZ 85003

CLIENT SERVICES PORTAL SYSTEMS INTEGRATION

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

The following questions have been received.

| <u>Question</u> | <u>Answer</u> |
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| 1. If you're pulling information from backend systems; will you accept partial responses to address middleware solutions that can help access your backend systems? | Offeror's proposal should address all functional and non-functional requirements detailed under Scope of Work (Exhibit C). Proposal can include use of 3 rd party tools and other partners, but City's contract will be only with the Offeror. |
| 2. Can you give us some additional information on the other systems that will be integrated with? Will the data be going bi-directionally? | <p>Application Portal will communicate with backend Case Management System (CMS) using REST APIs. Both systems will expose APIs and consume data from other as per predetermined frequency which is currently every 15 minutes. CMS is used to determine eligibility and record rent and utility service information. It also holds appointment slots which are currently booked by clerical staff taking phone calls from residents needing emergency assistance.</p> <p>CMS will expose two APIs (1. available slots and 2. name+email of the resident who booked an appointment). Portal will use the name+email to match registered user to the appointment and display appointment details and send notifications if the application is not completed in time for appointment. Portal will use available slots data so user can book if case workers marks the application as ready for appointment and slots are available. See Pgs. 30 and 31 of the solicitation document. Average daily appointments are 200.</p> <p>Portal will expose two APIs (1. booked appointment slots and 2. completed applications) for CMS' use. Note that completed applications are comprised of data and attachments. Plan for</p> |

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| | <p>approximately 200 applications submitted daily.</p> <p>As noted in the solicitation, Appointment related data, screens and APIs can be delivered within 90 days after launch as Deliverable # 2</p> |
| 3. Does the City have a appointment system that it prefers to use, or is the appointment system specific to this Portal and Program? | Appointment system is specific to the Emergency Assistance program. It can be programmed as part of Portal development or integrated with a 3 rd party tool. CMS appointment tracking holds slots and resident who booked an appointment and is programmed in-house |
| 4. For appointment booking, are you open to using a third party service like Timetrade? | Offeror is free to program the feature or use a 3 rd party tool. Please note that City's contract will be only with the Offeror |
| 5. Do you have projections for the number of clients you expect to serve? | During normal times, the program receives approximately 25,000 applications annually. But due to the pandemic, the number of applicants has multiplied. Offeror should have infrastructure in place to support higher usage levels. |
| 6. Fiscal monitoring - will you be manually reviewing every application for funding decisions, or do you prefer an automatic system, and then a percentage of applications are reviewed for compliance. | All complete applications will be reviewed by a case worker. Eligibility and assistance amount will be determined using CMS. Portal API will provide all complete applications for CMS use. An automatic system may be offered as an option. |
| 7. How many internal users do you estimate? | Approximately 200 internal users which includes case workers, admin, and third party agency staff. Most staff will use the Portal daily to monitor applications. |
| 8. Do you expect the new system to integrate with MFA(Multi factor authentication) system? e.g. city's integrated system? | Application Portal users do not share city's systems. MFA is not required. User account should comply with requirements listed on Pg.32 of the solicitation document under Account Creation and Access. |
| 9. Can you please elaborate what you mean by "Overview of DevOps practices used. | Goal is to have processes and technologies to release <u>quality</u> software <u>quickly</u> . If you are using any automated testing and release principles such as Continuous Integration and Delivery, please specify. |
| 10. In "Section 4 Cost" would you like the vendor AND implementer to provide support pricing? If so, what should the Managed Services support duration be? | Offeror will build, host and support for the portal for at least 5 years. |

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| 11. Does the City require U.S.-based resources for the implementation and/or post go-live support? | Offshore resources are permitted but must be trained in handling and safeguarding confidential Personally Identifiable Information. |
| 12. What is the case management system you use today? Does it have robust integration capabilities like Rest API? | CMS is developed in-house and yes, it can consume and provide REST APIs. City programmers will develop CMS APIs to communicate with the Portal. |
| 13. How many appointments per time period do you expect to be able to manage? As in X appointments every 15 minutes? | There are approximately 200 appointments per day across three locations combined. Appointment slots are created in CMS and a portion are made available for online (Portal) booking through API. Portal user is allowed to book appointment only if the case worker deems the application to be complete and is ready for Intake. At launch, plan for 50 appointments per day through the Portal. |
| 14. How many appointments are expected for the term of use? As in 50,000 total appointments over 4 months? | See response to Question 13. |
| 15. How many locations will appointments be fulfilled? As in at 20 city centers across Phoenix? Or 1? | Case worker performs Intakes over the phone or at one of 3 locations. |
| 16. How many resources will be taking appointments at the set locations? As in, 10 people at each location? | Residents call a central call-in line to make appointments. |
| 17. How long is each appointment expected to last, or are there multiple appointment type durations? As in, each appointment is 15 minutes, or there could be a choice between a 15 minute appointment or 30 minutes. | Duration is dependent upon each specific application. Appointment slots are generated in CMS based on capacity for the week. |
| 18. Does the City require Agile Methodology or is it open to a blend of waterfall/agile? | No preference. Offeror will ensure that City is informed of the progress and demos are conducted at regular intervals as key features are developed. |
| 19. What is the desired start and end dates for the implementation? Is there reason/driving factors behind that date? | We expect the Offeror to start work immediately after the contract is signed and ideally launch at the start of fiscal year. |
| 20. Are your To-Be business processes/use cases documented? | Please refer to functional requirements listed under Exhibit C. City staff will be available to provide additional clarification if needed. |

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| 21. Onsite vs remote project work expectations? | All work should be performed remotely. Access to city network is not needed. |
| 22. What languages do you anticipate needing? | English and Spanish. See Usability Requirements on Pg.34 |
| 23. What types of testing do you require, beyond configuration validation / unit testing? | All user stories must pass acceptance tests. You can use given-when-then format to document test scenarios. Please see Deliverables in Section 1.5 on Pg.25. |
| 24. What kind of training approach do you typically do for software implementations? For the implementation partner, should we quote a train the trainer approach or having trainers develop training materials and deliver to the end user population. | Offeror will create training materials and train City staff. For training material, an overview of screen shots and high-level instructions. will suffice. |
| 25. How have you worked with other consulting firms in the past? Are you open to working with a new partner? | Yes. |
| 26. Is this an approved and budgeted initiative – both on the software and implementation side? | Initiative is funded, exact budget will be determined based on the solution that suits City's needs the best. |
| 27. Do you have an anticipated software and implementation budget range allotted that we should target? | See response to question 26. Please provide your best solution and cost for the requirements. |
| 28. What kind of engagement are you looking for? A comprehensive implementation, a combined partnership where both parties participate, more of a staff aug approach where the SI provides only functional/technical system expertise. | Offeror is responsible for all Deliverables in Section 1.5 on pg.25. City staff will clarify requirements if needed, review the deliverables, coordinate staff training, handle communications, and participate in launch planning. In addition, City staff will develop CMS APIs. |
| 29. Please specify who you anticipate being responsible for the following deliverables/activities. This helps us understand what roles you need the vendor to provide. - Project Management - Planning: Project Charter and Vision - Planning: Project Plan - Planning: Project Kick-Off Presentation and Delivery | Please see response to Question 28. Offeror provides a cloud hosted service and will be responsible for project management, developing user stories, product development, testing, quality control, training, rollout, and support for the duration of contract. Product development includes Portal APIs. Offeror should have own staff in place to perform activities mentioned in the list above. Data conversion is not expected. |

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| <ul style="list-style-type: none"> - Planning: Change Management Plan and Execution - Planning: Communication Plan and Execution - Analysis: Requirements Gathering and Documentation (functional and technical) - Analysis: Fit/Gap Analysis and Presentation - Analysis: Business Process Flows - Design: Functional Design - Design: Detailed Technical Designs - Build: Configuring the application - Build: Developing customizations - Build: Developing custom integrations - Build: Building Reports / Dashboards - Data Conversion: Getting the data out of the existing system - Data Conversion: Prepping/cleansing/transforming the data - Data Conversion: Loading data into each environment - Testing: Test Planning and Prep - Testing: Building System Test Scripts - Testing: Executing System Test Scripts - Testing: Fixing testing bugs found SIT - Testing: Building User Acceptance Test Scripts - Testing: Facilitating UAT - Testing: Executing UAT scripts - Testing: Fixing testing bugs found in UAT - Training: Developing the Training Plan - Training: Coordinating Training Activities - Training: Developing Training Materials - Training: Delivering the Training - Develop a Support Plan - Develop a Deployment/Cut-Over Checklist | |
| <p>30. What is your Citizen Data master? Is that changing with this initiative</p> | <p>Portal is independent of any citizen master data.</p> |
| <p>31. What integrations are needed for this this phase? Real-time or Batch? One way or Bi-directional? # of records for each transaction? Which Phase is this needed for?</p> | <p>Portal will communicate with CMS only. Please see response to Question 2 for data transferred between two systems</p> |
| <p>32. EXCEPTIONS: "Offeror must not take any exceptions to any terms, conditions, or material requirements of this solicitation. Offers submitted with exceptions will be deemed non-responsive and disqualified from further consideration." Would selected offeror be bound to the City of Phoenix's agreement before any Offeror conditions, exceptions, reservations or understandings are finalized?</p> | <p>Offeror's were instructed too submit exceptions to any terms, conditions, or material requirements of this solicitation during the questions period. The City and the selected Contractor will execute a mutually ageded upon contract.</p> |

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| 33. Attachment E – Authority to Sign Documents - Since there is not a current contract number, what should vendors enter in the required field? | Response should be N/A |
| 34. Attachment E – Authority to Sign Documents - The attachment includes a place for an Arizona notary. Can vendor sign and notarize this document in another state for submission with our proposal response? | Yes. |
| 35. Requirement 6 under "Client and landlord communication" indicates that the staff would be allowed to communicate directly with landlords. What is the expected communication method between the City and landlord? | Staff should be able to send a message (over SMTP) to the landlord using email address provided by the applicant. Communication is typically to request a W-9. |
| 36. Under Section 1.4, User Classes, it lists contracted third parties. What role and capabilities will the contracted third parties have in the client portal? | Third party staff will have same access as case workers. They will review applications, set status and send messages to the applicant. Differentiation is needed as restrictions might be placed in the future. |
| 37. Under Section 1.4, User Classes, it lists contracted third parties. What role and capabilities will the contracted third parties have in the client portal? | Currently, Third party partner agency staff should have same access as case workers. They will review applications, set status and send message to the applicant. But these users should be setup with separate profile to allow for access restrictions in the future. |
| 38. Will the City provide the definition of contracted third parties? | Contracted Third Parties are agencies providing services on behalf of the City. They process a portion of applications submitted through the Portal. |
| 39. Will the city provide the number of internal and external users by user class that will be accessing the client portal? | Please plan for 200 internal users (case workers, admins, 3 rd party agency staff) who will use the Portal on daily basis. We anticipate over 25,000 applications submitted annually by the residents |
| 40. Fee Schedule, there is only one line for "Hourly Rate for Enhancements". Can we simply add additional lines to show multiple rates in this category | Additional rates may be offered as options in a supplemental attachment. The City will evaluate the Costs as requested in the solicitation document. |
| 41. Fee Schedule, under "Implementation Cost" there are two lines for Cost Deliverable 1 and 2. Can we simply add additional lines to show additional deliverables? | Cost Deliverables have been separated to allow for appointment requirements to be delivered after launch. Please include additional lines in a supplemental attachment and, they will considered as options. |

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| 42. Can vendors use off-shore resources? | Yes. See response to Question 11 |
| 43. Will Application traffic from public citizens flow through the City of Phoenix or flow through the public internet? | Portal will be hosted on public cloud and does not use City's network. |
| 44. What are the requirements around Denial of Services? | In the event of DOS attack, Offeror will block originating sites and work with City of Phoenix for further actions. |
| 45. Are there Intrusion Detection and Prevention requirements? | Due to the confidentiality of applicant data, Offeror should have necessary measures in place to safeguard the data. Please indicate your data security policies, practices, and technologies by completing Attachment J. City of Phoenix Vendor Security Questionnaire - HSD RFP.xlsx |
| 46. How many Denial of Services attacks occur a day currently for City of Phoenix? | This is restricted information. See response to question 44. |
| 47. The City's requirement looks unique, so are you looking for an off-the-shelf product or to custom develop a portal that meets your specific requirements | Offer is free to determine appropriate technologies to deliver Portal requirements and support it. |
| 48. Do you have any preference in terms of technologies to develop the portal? | No. Offeror is responsible for Portal development and support during the length of the contract |
| 49. Do you expect the portal to have any business dashboard/report capabilities for internal purposes? | Refer to the requirements and describe in your narrative how your solution will meet each requirement. |
| 50. Do you expect to have role-based access control for the city staff within the portal? Can you specify the roles of the internal users? | Yes, refer to user classes in Section 1.4 on Pg.25. Internal users are case workers, contracted 3 rd party agency staff who perform similar duties as case workers, and administrator who is primarily responsible for account provisioning and any system housekeeping. |
| 51. Do you have any preferred cloud service provider (AWS/Azure/GCP)? | No, portal can be hosted with any reliable and secure cloud provider. The City reserves the right to approve the provider. |
| 52. Do you expect to integrate any in-house and or third-party applications with the portal? | See response to Question 2 and Data Exchange on Pg.32 |

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| 53. What is the expected contract start date and expected go-live date? | See response to Question 19. |
| 54. Can we utilize offshore resources to support this project? | Yes. See response to Question 11. |
| 55. Do you expect the assigned personnel to work at the City's premises, or can the work be performed remotely? | See response to Question 21. |
| 56. Do you have any local vendor preferences? | No |
| 57. Is there a budget cap that we need to consider while preparing the cost proposal? | See response to Questions 26 and 27. |
| 58. Do we need to complete the "ATTACHMENT I - AFFIDAVIT OF LAWFUL PRESENCE BY MAIL" and submit it along with our proposal response? Also, do we need to submit the proof document via mail | Yes, you need to complete the document and submit it along with your proposal. DO NOT submit the document by mail. |
| 59. Our understanding is that the vendor can submit the Arizona business registration certificate after the award. Is this right? | That is correct, however, this requirement must be satisfied prior to contract execution. |
| 60. Does the city have a preferred identity provider for storing users and password configuration? | No. |
| 61. Does the city have a preferred Cloud platform? | No. |
| 62. In the Data Exchange portion of the RFP, an appointment integration system is mentioned. Is there an existing platform in use, or would the submitter need to suggest one? | Offeror can build Appointment functionality into the Portal or integrate with a platform of its choice. |
| 63. Are there any integrations beyond those listed that need to be implemented related to integrations into city, county, state, and financial systems required for this project? | No. |
| 64. The RFP requests post-live support for a period of 5 years. Does the City of Phoenix aim to engage in any internal IT resources to support the platform (configuration, integrations, etc.) | No, Offeror is responsible for support. |

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| <p>during those 5 years or for the period following that duration?</p> | |
| <p>65. Does the City of Phoenix have resources that can receive train-the-trainer knowledge transfer to execute training requirements long after go-live.</p> | <p>Post launch, City staff will conduct new staff and system change training as necessary.</p> |
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| <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> <p>Name of Company: _____</p> <p>Address: _____</p> <p>Authorized Signature: _____</p> <p>Print Name and Title: _____</p> | |