

RFQ Questions and Answers

Q. How many named staff users will be using the system? These will be the staff processing the requests. We do NOT require a count of constituents that will be submitting requests from the online portal and other channels.

A. We estimate around 10-15 staff users.

Q. From the RFQ, it appears the city is using CentralSquare for Code Enforcement. Is the City open to replacing CentralSquare's Code Enforcement module with a Code Enforcement module that is integrated with Request Tracking?

A. They just implemented CentralSquare, so they are not interested in moving to something new.

Q. Are there other systems to which the city wishes to integrate the Request Tracking system?

A. There are no other systems we need integration with now.

Q. Given our unique position as a startup, we do not have references in the city sector. Would we be available to provide references from other sectors where we have successfully implemented similar solutions to demonstrate our capabilities and expertise?

A. Our preference is for references in the local government; however, we will accept your other sector references.

Q. Is Belton MO using CentralSquare Community Development (formerly TRAKiT) or CentralSquare Enterprise Asset Management (formerly Lucity)? Does your contract with CentralSquare already include API access?

A. We will be using TRAKiT, but have not been given API access.

Q. CivicPlus is committed to the communities we serve, which is why we believe in supporting local sustainability efforts. In alignment with our efforts

to promote digital-first, paperless interactions that protect our natural resources, may we please submit only an electronic copy of our RFP proposal for your review and consideration?

A. You can do a digital-only submission. You might have to set up an FTP or cloud access as our server might reject the proposal if it is too large.

Q. Considering the need for seamless multi-channel communication, how many different request intake channels does the city plan to support, and are there specific ones you consider critical beyond email and phone (e.g., social media, in-person, web forms)?

A. Web forms and the mobile app

Q. In scenarios we've observed, geolocation features significantly enhance service request management. Could you specify the level of geolocation accuracy you're aiming for (e.g., city-wide vs. street-level accuracy)?

A. we are looking for detailed, street-level accuracy. For example, if there is a pothole, we would like the app to be able to pin the exact location.

Q. When discussing the integration with Central Square, are there specific data exchanges or workflows that the city anticipates will be critical for operational efficiency?

A. Not at this time.

Q. Considering industry best practices, robust reporting and analytics are pivotal for decision-making. What specific types of reports or data insights does the city prioritize for this platform?

A. At a minimum, we would like reports that show overall number of tickets entered, the time frame of how long outstanding tickets have been in the system, and the ability to see overall metrics for final completion. We would also like to break out those reports into specific areas (departments) for reporting to department heads.

Q. For push notifications to users, including those without active requests, what are the anticipated use cases or messages the city aims to communicate?

A. Anything happening around the city that we need to inform citizens about (e.g. water main breaks, street closings, emergencies)

Q. In aligning with the best practices for database management, could the city elaborate on the expected scale of data (e.g., number of requests per month) that the platform needs to handle?

A. We would anticipate anywhere between a dozen requests and higher but - most likely - not more than 100 each month.

Q. Regarding API integration and development, do you anticipate any other city or third-party services (beyond Central Square) that you will need to integrate with this platform?

A. Integration with Granicus which is the platform for our website

Q. Tailoring the public view of requests is essential. Does the city have preferences or requirements for how much information should be publicly accessible vs. kept private?

A. We would like to have the option to choose which requests will be private, however, this is something we would like to discuss during the integration process. Individual identifiable information about the requester should not be public on any request made.

Q. For the customizable and branded web and mobile app, could you share any brand guidelines or design elements that the platform needs to adhere to?

A. We will share those once we have a vendor under contract. Branding items will fit within the program's framework.

Q. Considering the need for security and compliance, especially with US federal and state government regulations, could you detail any specific legal frameworks (e.g., GDPR, CCPA) that the platform must comply with?

A. We will want to align closely with the Privacy Policy of our current web vendor:

<https://granicus.com/us-privacy-notices/>

Q. From our experience, ongoing backend support is crucial for system longevity. Could the city specify the level of support expected (e.g., 24/7, business hours) and preferred communication channels (e.g., phone, email, chat)?

A. During business hours. Phone, email and chat are all acceptable.

Q. For proactive, ongoing support, does the city have a preference for the support model (e.g., dedicated account manager, support ticket system)?

A. We are looking for a dedicated program manager

Q. Regarding project management, what is the city's preferred methodology for the implementation of this platform (e.g., agile, waterfall) and the expected involvement of city staff?

A. Agile would be preferred

Q. For quality assurance and testing, does the city have specific requirements or benchmarks that the platform must meet before going live?

A. Not at this time.

Q. Based on our expertise in UI/UX design, how does the city envision the end-user journey from submitting a request to receiving updates and resolution notifications?

A. Our goal is to make it easy for the resident to submit a ticket (both on a desktop or mobile device) and receive regular updates as the request makes its way through the system. We would also like to allow the resident the chance to update the request at any time regardless of where it is in the system.

Q. Are there any particular challenges or pain points with the current request tracking system that the city aims to address with this new platform?

A. Currently we do not have a city-wide request tracker.

Q. Could you provide more details on the expected onboarding and integration setup process, including any training for city staff?

A. Vendor should have a robust training program for the platform and processes that includes train-the-trainer modules as we need to on-board others at a later date.

Q. From our understanding, ensuring the platform's scalability is crucial. How does the city anticipate its needs evolving over the next 5 to 10 years?

A. Unknown. If the platform is successful, we would anticipate more people using the system over time and more requests being filtered through the system.

Q. Regarding the routing of requests to specific users or groups, does the city have an existing hierarchy or role-based access control system in place that the platform should integrate with?

A. We do not have a control system platform in place.

Q. In terms of customization, how frequently does the city anticipate the need to update or modify the platform's settings (e.g., escalation times, reporting metrics)?

A. Unknown. The goal would be to have settings determined during on-boarding and launch. However, as the program grows and we gain/lose staff, it would be preferred if we could control those settings on our side.

Q. Given the emphasis on communication, what are the city's expectations regarding the update frequency and format for stakeholders during the platform's deployment?

A. Internally, we would expect regular updates (weekly or bi-weekly) along with larger full-team meetings monthly. Externally, we do not anticipate any need for communication on the deployment until we are ready to launch. The city will manage communication of the launch to residents and stakeholders then.

Q. In relation to data privacy and security, could the city specify any encryption standards or data protection measures that are particularly important?

A. Not at this time

Q. For the integration process with existing systems, are there any known compatibility issues or technical constraints that we should be aware of?

A. Not at this time

Q. Considering the platform's need to send internal tickets, how does the city envision these workflows, and are there specific automation rules that should be considered?

A. There is no defined system, and we would be creating those based on the platform's performance.

Q. Does the City require any data to be migrated into the new solution? If so, please provide an approximate amount and type of data to be migrated. (EX: CRM records from 2019-2023 or 500GB of data with metadata)

A. Not at this time

Q. What is the budget for this project?

A. \$30,000 has been approved by City Council