



Ogden City Corporation

Request for Proposal

311 CRM Software

Q & A

1. Will you be providing the APIs for Tyler and other companies? We will do integration.
Yes, Ogden City will be responsible for providing the APIs from Tyler Technologies.
2. Does this demo include integration with GIS and EAM and EPL (Tyler) integrations?
Vendors will not be required to provide a demonstration using integrations with Ogden City's GIS, EAM, or EPL applications.
3. Insurance: Whereas the implementation services and the software products will be provided remotely (i.e., from locations other than Ogden), can the requirement for auto insurance be waived?
During contracting, if auto insurance is not applicable, a request to waive will be reviewed and approved by authorized City approvers. For purposes of this RFP, the Legal team did not recommend waiving any insurance coverage.
4. Whereas many RFPs ask that the main proposal be separated from the cost proposal, we wanted to request confirmation that bidders are to submit one document of 20 to 25 pages that includes both pricing and other information that is requested in the RFP.
Yes, the RFP process will evaluate the cost proposal. All required information (submittal content) will count towards the total page limit of 25 pages. Cover page and TOC are excluded from the limit.
5. Users: While we recognize that City is implementing its first 311 system and does not have a solid basis for knowing how many "back end" CRM users vs "front end" mobile workers, we would encourage City to provide estimates for this important information, so that bidders can be more accurate in their cost proposals; also so that City receives "apples to apples" cost proposals. Thus, we would request an

estimate of “back end” vs “front end” users within the City’s 311 operations (with some users perhaps needing both the back-end CRM and the front-end mobile app).
 We can only estimate that a total 50 users may be using the system. Additionally, we prefer a Commercial Off the Shelf system. We do not prefer a custom built solution.

6. Integrations: For the two integrations with Tyler and the one integration with Citibot, may we assume for purposes of estimating the amount and cost of professional services for implementation that the integrations are dedicated to the purpose of exchanging the core information for ticket / incidents, such as the citizen reporter, incident description, additional structured information (typically based on type of incident or service), notes, location, status (e.g., stage of a lifecycle), and assignees? Is there any other key information that City expects to be exchanged across the APIs?

The city currently has not acquired the APIs from Tyler Technologies, therefore there are many unknowns about the capabilities. I think it can be assumed that that the API will pass the information you have listed in addition to attachments and staff comments.

7. Insurance: Whereas the implementation services and the software products will be provided remotely (i.e., from locations other than Ogden), can the requirement for auto insurance be waived?

After contract award, if auto insurance coverage is deemed not applicable, the City’s authorized approvers will waive the coverage. This will be determined during the contracting phase. For purposes of the RFP, the Legal team did not recommend to waive it.

8. Please advise if this request includes HappyOrNot surveys which we represent.
 Thanks.

When a service request is completed/closed, the system should allow the requestor to review our performance. That could be star reviews, happy or not reviews, or other ways to measure satisfaction & performance.

9. I am reaching out on behalf of Lalibela Enterprise Solutions to clarify a technical aspect of the 311 CRM Software RFP.

In the RFP, it is stated that Citibot will be integrated for AI-driven interactions with residents. Could you please confirm if it would be acceptable to add an additional AI layer to customize and analyze requests outside of Citibot? Or is it the city's preference that Citibot alone manages all AI-powered features within the system? Our preference is to add this additional service for the state-of-the-art resident users experience.

The intent is for Citibot to intake citizen requests and pass them into the 311 system for processing. Should a vendor solution offer additional AI-powered features, those features may be included in the proposal but are not required.