

**Addendum #1
Kirkland Permit Dashboard Development
RFP 32-24-PB
Answers to Questions**

PROPOSAL RESPONSE

1. Are paper copies of the RFP submittals required by May 30th? Section PROPOSAL SUBMITTAL INSTRUCTIONS states "Two paper copies and electronic copies of proposals will be required". Could the City please clarify if is it required to provide hard copies in addition to the electronic copy via email? If yes, what would be the address?

A: No, paper copies are not required with a submittal. You may submit two paper copies, but they are optional. Paper copies can be mailed to:

City of Kirkland
Attn: Tela Gardner
123 5th Ave
Kirkland, WA 98033

2. Is the RFP available in a Word Document format? Could the City please confirm if vendors can transform the forms into Word files, copy them and paste them in one single file to create the response, and then convert the final file in PDF for submission? Can the City kindly confirm that the instructions in parentheses in every form must be deleted?

A: If you would like a word version of the RFP, please email purchasing@kirklandwa.gov. Delete instructions (verbiage contained in brackets) from each form.

3. Do you accept scanned or digital signatures where signatures are required? Could the City please clarify if is it allowed to use digital signatures?

A: Yes, scanned or digital signatures are acceptable when needed.

4. Under section Form 1 Cover Letter, point 6, could the City please clarify if vendors just need to provide a statement indicating that those attachments were reviewed? Under section Form 1 Cover Letter, point 6, could the City please clarify if those attachments have to be included in the Cover Letter? Is it required to provide the Certificate of Insurance (COI) alongside the proposal response? Could the City kindly confirm that the only Attachment that must be completed and provided alongside the proposal response is Attachment B: Non-Collusion Certificate? If a firm doesn't have any exceptions, should they include the RFP EXCEPTIONS Table in FORM 3: ACCEPTANCE OF TERMS AND CONDITIONS, or should they omit it?

A: Please review attachments A, C, and D listed in Form 1 Cover letter, point 6 and identify any exceptions you have or acknowledge they were reviewed. Attachment B must be completed, signed, and included with your RFP response.

5. Under Section Form 2 Proposal Summary, could the City please clarify if, by team qualifications, vendors have to provide their key staff qualification for each member? if not, could the City please clarify what information vendors have to provide? Under Section Form 2 Proposal Summary, could the City please clarify if, by team qualifications, vendors have to provide a general statement of the team qualifications?

A: Vendors should use the “*Form 2 Proposal Summary*” to summarize generally, the qualifications of their team and why the firm is uniquely qualified to perform the work. The key staff qualifications for each member should be included in “*Form 8: Key Project Staff Background Information*”.

6. Under Section Form 4, could the City please confirm that the Form 4 General Supplier Information does not count on the 2-page limit for this section?

A: Correct, the general supplier information table does not count towards the 2-page limit for this section.

7. Under Section Form 4, General Supplier Information Form, states "Private vs. Public (Listing Exchange and Listing Code)", could the City please provide clarification on what is required on this points? If a firm doesn't have any information to provide for "Private vs. Public (Listing Exchange and Listing Code)" under Section Form 4 – General Supplier Information Form, is it acceptable to fill it out with "N/A"?

A: Vendor should note whether the company is private or public; if public, provide the listing exchange with stock listing code. If the company has not sold shares of its company at any sort of public offering, then it should be identified as private.

8. Under Section Form 4, General Supplier Information Form, states "# of full-time employees in:

- **Planning and implementation**
- **Solution provider (software)**
- **Technical support and training**
- **Operation and maintenance**

§ - Other (note relevant staff):"

Could the City please clarify if vendors have to provide the overall number of employees or provide the number of employees for each line?

A: Per instruction, In Section Form 4, General Supplier Information Form, and 4. # of Supplier Employees, please provide the number of employees for the total worldwide, total in the United States, and separately for each area, the employees in each.

9. Under Section Form 4, General Supplier Information Form, states "Relevant experience working with cities of our size. Briefly describe." If firms do not have experience with Cities but have government, state, and commercial experience, can firms provide that experience to suffice this requirement?

A: If firms do not have relevant experience working with cities of our size, please indicate this and provide details about your relevant experience working with the public and private sectors, using specific examples. This information will help the city understand the breadth and applicability of your experience.

10. Regarding Form 4 – General Supplier Information Company Information point 3. General Information, can the information be submitted post-award?

A: Form 4 – General Supplier Information must be completed and submitted with the proposal.

11. Can the City please clarify how many Customer References are required to be provided in the proposal response? Is it allowed to use subcontractor references? Can vendors provide commercial references? Can vendors provide ongoing

contracts as references? If a firm lacks references from government clients as stated in FORM 9: CLIENT REFERENCES, will this absence result in disqualification?

A: Per the instructions in Form 9: Client References, provide at least three references that are similar in size and requirements to our City, and that have implemented your dashboard technology solution in the last six years. At least two references are for government clients. If a firm lacks references from government clients that are similar in size and requirements to our City, this will not necessarily result in disqualification, but it is important to provide as many relevant references as possible to demonstrate your experience.

12. Could the City please kindly grant an extension for the due date submission?

A: If a vendor would like to request additional time, they will need to contact the Project Manager, Tela Gardner at tgardner@kirklandwa.gov with a specific amount of time requested. City staff will reevaluate the need for an extension after the initial due date and/or if a number of extension requests are submitted.

13. Could you clarify whether the City of Kirkland Business License is required at the time of bidding or if it's a requirement after the bid has been awarded? If a firm does not currently possess the City of Kirkland Business License, would providing evidence of the license application be considered acceptable?

A: Only the vendor that the City selects for a contract will be required to obtain a City of Kirkland Business License. One is not required to reply to this RFP. Information on how to do so can be found here:

<https://www.kirklandwa.gov/Government/Departments/Finance-and-Administration/Customer-Accounts/Apply-for-a-Business-License>

14. Section B. Primary Functionalities. Could the City please provide the Bill Report? The link doesn't work.

A: Here is the Bill Report link: <https://lawfilesexternal.leg.wa.gov/biennium/2023-24/Pdf/Bill%20Reports/Senate/5290-S2%20SBR%20FBR%2023.pdf?q=20240428150204>

15. In case firms are submitting confidential information in the response, is it required to provide a redacted version?

A: Please refer to the "Public Disclosure" section on page 13 of the RFP.

DATABASE AND DELIVERABLES

16. What database/data sources are you currently using? What databases/data sources/software do you need the dashboard to tie into? How many data sources are required to fulfill all requirements? How many data sources do the City have? What are the types of these data sources, SQL Server/Oracle/Excel or other? Does the City have any data source in the cloud (Azure/AWS/GCP)? Where are the multiple data systems located (on-premises, cloud-based, or hybrid)? For the data sources that are in-scope for the Permit Dashboard project, are any on-prem? Could you please furnish a comprehensive list of the data sources involved in the project? Additionally, are there specific data formats, such as CSV, that should be adhered to?

A: We use Microsoft SQL Server 2016 as the backend database for our permitting application. The dashboard needs to be tied into the Microsoft SQL Server 2016 database. We have one SQL Server database to fulfill all requirements. The database

runs on an Azure Government cloud virtual server. There are no specific data format, such as CSV, that need to be adhered to.

17. What type of data integrations do your existing platforms have available to access (OData, ODBC, SQL Export, etc.)? Can you provide the API documentation of your Energov system?

A: Our existing platforms support Microsoft SQL Native, DAO/OLE, ODBC, or SQL Exports for data integrations.

18. Can you provide the number of data fields that need to be reported on, both in total and for dashboards noted in this RFP?

A: We currently don't have an exact number of these fields as the specifications will be determined during the development process.

19. Does the City store data from the sources into some centralized system for reporting? If yes, what is the type of this centralized system? The City computing environment is hybrid, with the cloud components in Azure. Can we assume the same (Microsoft-focused) environment for data storage?

A: The City does not have a "data lake" or anything similar. Reporting is done directly against each applications database. Again, SQL Server 2016 running on a standard Windows server running in the Azure Government cloud.

20. Do you own licenses of Microsoft 365 and/or Power BI? If so, how many?

A: All City employees have a Microsoft 365 license, but most do not have a Power BI license.

21. How many dashboards are you looking to implement (please specify a minimum to maximum number)? How many reports/dashboards does the City expect from this project? Could you specify the anticipated number of internal and external dashboards to be developed and implemented as part of this project?

A: We intend to implement a comprehensive internal permit dashboard and a public-facing dashboard, as outlined in the scope of work and the Form 5-Functional Requirements provided in this RFP.

22. How will the dashboards be hosted? If hosted on a website, do you require the consultant to create the webpages? "Dashboards should be incorporated into the City's internal or external websites." Who is responsible for this integration?

A: The internal dashboard must integrate with the City's intranet SharePoint site (Form 5 Item #20) while the external dashboard must integrate with the City's external website hosted by Granicus, OpenCities (Form 5 Item #19). The City expects the proposer to be capable of meeting this requirement as outlined in the scope of work and in the Form 5: Functional Requirements of this RFP.

23. Can you provide information regarding the expected number of users and their respective roles who will interact with the dashboard solution? How many people would need access to the data sources to create and publish dashboards? How many people would need access to the internal dashboard to view, interact, filter, edit, and do adhoc analysis of the data? How many people would need access to the internal dashboard to view, interact, filter or otherwise consume the data? How many users/stakeholders are required for report/dashboard access? Do the users need restricted data in reports in comparison to other users or does every

user have the same access to data? Is there a requirement for role-based access control mechanisms within the dashboards?

A: The internal dashboard must integrate with the City's intranet SharePoint site (Form 5 Item #20) anticipated number of users to view would be all City employees (approximately 700). The external dashboard must integrate with the City's external website hosted by Granicus, OpenCities (Form 5 Item #19) no specific roles or access is needed, it will need to be accessible by the general public.

24. How does the City rate the quality of data for each of the source systems? Do firms need to improve data quality while developing reports and dashboards?

A: Per Form 5, Items #2 and 5, the proposal must demonstrate ability to identify and address data-related issues such as missing, incomplete, or inconsistent data and demonstrate an ability to create test cases that cover scenarios related to data gathering, validation, conversion, and aggregation.

25. What is the approximate size of current data sources? What is the expected source-wise data growth rate in terms of % on a yearly basis?

A: The estimate size of current data sources at the beginning of the year was 60 GBs with an annual database growth of just under 5%.

26. Does the City have any existing reporting system for analyzing data (May be Excel charts/SSRS)?

A: The City uses SSRS, GIS, Crystal Reports and Excel tools for analyzing data.

27. Does the City have any preference for a dashboard tool (Power BI/Tableau)? Could the City please clarify if there is a specific preference for the dashboard Interface or tools that the client is particularly interested in using?

A: The City has no preference for a specific dashboard tool as long as it meets the requirements outlined in the RFP.

28. Are there any technical preferences or specifications to consider for the development of the dashboard solution?

A: The City's computing environment is Microsoft-focused and based on the Azure Government cloud. We are open to ideas on dashboard tools as long as they are best suited to meet the City's needs.

29. Does the City require data updates on dashboards on a real-time basis?

A: Please refer to the scope of work in this RFP: Must have data integration with EnerGov permitting system to ensure frequently updated information (e.g. refresh daily, weekly, monthly, or other time intervals).

30. Does the City have an ER diagram for the data sources? Does the City have a detailed technical stack related to data sources?

A: The City has a list of the tables and fields in the permit data. It does not include the relationships between tables and fields.

31. Does the City expect the vendor to deploy any on-site resources to complete any tasks in the project or it is possible to go for completely remote resources? Are there any on-site tasks that the vendor is expected to perform, or can all project activities be conducted remotely? Can firms utilize a hybrid resource model (on-

site, remote, off-shore) to accomplish the project. Does the City accept offshore resources to execute the project?

A: The City expects the proposal to include a proposed best approach to complete the work, whether it be remote, on-site, or hybrid model. We believe that with completely off-shore work, it would be difficult to coordinate with on-site City staff. However, if a consultant has an effective approach to making that work, please discuss it in your proposal.

32. Is the City open for a COTS solution also for this project as mentioned in RFP “The City is open to both hosted cloud-based solutions and consulting services for building the products”?

A: Yes.

33. Assuming the “Co Smart City Master Plan (SCMP)” initiative is already underway, is the expectation that the Permit Dashboards should contain the same look & feel, i.e. same template?

A: Currently, there is no standard template for dashboards. The City expects the successful proposer to collaborate with the City's project team in designing the dashboards to meet the City's requirements outlined in this RFP. This collaboration will ensure that the design of the dashboards aligns with the City's overall objectives and user needs.

BUDGET

34. What is the budget for this project? Pricing for the project – are you looking for hourly rates, lump sum or price not to exceed fixed term? If it is price not to exceed fixed term, what is the threshold? If the project has contract extensions, please also provide the pricing type for those. Are you able to provide a budget range associated with this RFP? Any additional details regarding the budget allocation would be highly appreciated. Can you please specify the overall budget associated with the project?

A: We are looking for lump sum or price not to exceed. There is no threshold established – we are looking to consultants to develop a budget based on the expected work effort (we do not currently have an estimate of the likely cost of this project). No special pricing for contract extensions – those would be negotiated on a case-by-case basis.

35. At what point will a comprehensive list of dashboard content and functionality be provided to the vendors? Can the City define the complexity of these dashboards? That will help us for costing. How many KPIs (Key Performance Indicators) are required from these dashboards? Can City provide some descriptions of those KPIs?

A: We expect the successful vendor to assist the City's team in developing the dashboard content and meeting the functionality requirements. Currently, we don't have an exact list, as detailed specifications will be determined during the development process. The complexity of these dashboards is based on the functional requirements outlined in the RFP. Some examples of KPIs are listed in the scope of work in this RFP.

IMPLEMENTATION

36. If the resources we provide at the time of proposal submission are not available at the time of a potential contract award, could firms replace them with equally qualified resources?

A: The City expects that the resources proposed will perform the work unless there are unforeseen circumstances. In such cases, any replacement resources must be equally

qualified and approved by the city. The firms and the city must agree on the replacement resources to ensure they meet the project requirements.

37. In regard to the training, how many people require training? Do you need videos/documentation developed for use by internal staff and/or public?

A: For the purposes of this RFP, please assume 10 staff would need to be trained, ideally at once (together). Training materials should be provided to staff to meet RFP Form 5 Item #32.

38. Point of performance – what specifically is the point of performance for this project? Does it end on the date the dashboards are delivered and fully implemented?

A: Yes, although allocating a small amount of budget for needed follow-up after that would be helpful.

39. Ongoing support – is there a set term or max. hours you need devoted to this aspect? What level of support and maintenance are you envisioning beyond the initial implementation?

A: There is no threshold established – consultants should propose a budget based on the work effort.

40. Will the City provide a Subject Matter Expert regarding accessing EnerGov data? Will the City provide a Subject Matter Expert regarding integration of dashboards with the existing website?

A: Yes, IT staff will be part of the implementation/development team.

41. Does the City possess the necessary documentation outlining the current systems and business processes?

A: Yes.

42. What is the expected timeline of the project?

A: Timeline information can be found in Chapter 1: General RFP Information on Page 9 of the RFP.

SUBCONTRACTORS

43. Is the utilization of subcontractors permitted by the City for this project?

A: Per RFP page 4, the city welcomes proposals from a single Vendor or from multiple Vendors working as a team. In the event multiple Vendors submit a proposal together, the city expects that there will be one prime Vendor who will be responsible for the whole project and for coordinating the work of the other Vendors.

44. The RFP states "The City prefers a Vendor who has demonstrated experience in successfully implementing similar technologies for municipal government entities. Proposals must include specific project examples that demonstrate the Vendor's experience in implementing such types of projects". Can the City kindly clarify if firms can use a subcontractor to comply with this preference?

A: Yes. As stated in this RFP in the scope of work section, the city is seeking a Vendor or a Vendor team to implement the solutions that will meet the City's core requirements and schedule outlined in this RFP. Therefore, firms can use subcontractors to demonstrate the required experience. The proposal should clearly detail the specific project examples

and experiences of both the primary Vendor and any subcontractors to ensure compliance with this preference.

45. Could the City please clarify if there is a mandatory DBE goal? If firms are using a subcontractor, can the subcontractor meet the DBE participation?

A: There is no DBE goal for this project, however the City encourages DBE firms to submit their qualifications or team with other firms in submitting a proposal.