

Pre-Bid Meeting Query Response				
No.	Number & Clause	RFP Page #	Query	Response
1	General		Does the City have budget for this project?	Yes.
2	General		What is the budget for the CRM system?	We cannot disclose a specific dollar amount.
3	General		As the due date for questions is the same date as the Pre Bid Conference we would ask that this date be extended just a day or two. The reason behind this request is that there may result from the Bidders Conference follow up questions and we would like the forum to be able to get those answered by the City. We would request that we have the time to discuss with coworkers and partners that may not be present with us at the Bidders Conference. This provides us the ability to have internal discussions that may result from an answer or conversation had at the Bidders Conference.	We are unable to extend this date.
4	General		Considering the features requested for the CRM system, it may be difficult for one vendor to have the best outcome for the project. Would Pittsburgh consider combining multiple vendors (who have bid) to work on this project to get the best results possible?	Not at this juncture but vendors are welcome to form their own partnerships.
5	General		Would you have statistics available on the number of calls you receive monthly through 311? Would you have statistics on the number of emails you receive monthly related to 311? Would you have statistics on the number of open 311 related topics / service requests that you get through Twitter, Facebook, and other social media methods? Would you have statistics on the number of SMS you receive monthly related to 311?	Our call volume has increased substantially this year. Through May of 2014 we are averaging 8770 calls/month this year. For 2013 we averaged 5478 calls/month. We do not have statistics on SMS. Our foray into social media is fairly new but since the introduction of our twitter account in February it has generated just over 1000 requests. We have no formal integration with Facebook, but we are sometimes sent requests that were generated there. We have processed 7950 emails from Jan - May and we have been processing an average of just under 600 service requests/month so far for 2014.
6	General		Should we consider that the City would utilize the proposed system for at least 10 years or more?	Ideally - our last product has been in use for over 20 years. It will depend on the product's effectiveness, scalability and adaptability.
7	General		Can the City provide any documentation on the current system?	It is a web-enabled application, written in Oracle 10g Forms and Reports and deployed on an Oracle 10g application server. The 311 data resides in a 10g database (version 10.2.0.3) on a Linux X86_64 Server.
8	General		Is the respondent responsible for developing campaign content? How many campaigns are scheduled per month/year?	There are no set guidelines. The vendor would be expected to have a plan to promote customer engagement and satisfaction.
9	General		Is data migration from the legacy system in the scope?	If it is not cost prohibitive.
10	General		Can the City provide details of the historical data that needs to be migrated? Can the City provide the data in CSV or Excel format?	Data in our current system goes back to 2006. It would be available in a variety of formats, including Excel and CSV.
11	General		Receipt of the additional information requested in the Questions is important to the development of a compliant proposal response to the RFP. Please provide a four week extension to the current submission date of July 9th to allow the City adequate time to provide the additional information requested, and the respondents more time to evaluate the City's requirements and prepare a quality proposal.	The City must maintain a very aggressive time frame in order to reach other related goals.
12	General		Will the City consider extending the date for RFP responses to July 23, 2014?	We will extend the deadline to July 25, 2014.
13	General		Does the City desire a narrative response to each requirement within the General Requirements Matrix? Does the City desire a response to each requirement outlined in the RFP, page 3, Section II - Project Requirements & Description, (e.g., 1. Project Requirements, 2. Description of Business Needs, 2.1 Web Portal, 2.2 Omni-Channel Design, 2.3 Transparency and Accountability, 3. Scope of Services/Description of Service Needs, 3.1 CRM Software Functionality Requirements, and so on)?	No, a narrative response is not necessary for the matrix. We would hope that all requirements outlined in the RFP are addressed.
14	General		Can you provide the base RFP document in MS Word format for vendors to respond?	Yes. Please send any requests to Wendy.urbanic@pittsburghpa.gov and that format will be provided.
15	General		Can you please confirm if this is link that will be used on the City website that provides updates and additional information for the RFP: <a href="http://pittsburghpa.gov/omb/contract-bids">http://pittsburghpa.gov/omb/contract-bids</a> ?	Yes
16	General		Does the City desire to make one contract award for both SaaS licenses and solution implementation services? Or, does the City desire to have two contracts; one for SaaS and one for implementation services?	One contract is preferable.
17	General		What SaaS CRM solutions has the City seen demonstrated during the past 18 months in preparation of this RFP?	Public Stuff, Cartegraph, Qsend
18	General		Please list specific data elements that are considered to be "sensitive data."	Personally identifiable information is considered sensitive
19	General		How many City SMEs and other resources are assigned in full time/part-time capacity throughout the implementation phase?	The City will be able to devote 30% of the 311 Call Center Director's time to implementation and 10% of the Analytics and Strategy Manager's time. Additional resources will be made available from the Departments on a part-time, as needed basis. Vendors should consider budgeting for at least one full time project manager to aid with implementation.
20	General		Is co-browsing functionality needed for resolving any issues in real-time?	It is not.
21	General		Can we include a confidential section in the response to be able to discuss the unique capabilities and features of our solution in great details?	Yes.
22	General		In the event that questions occur after or are generated during the June 25th pre-bid conference how can we get our questions answered? Can the question date be extended?	We cannot extend the date for questions, but the submission date has been extended to July 25.
23	General		Are proposals due 7/7/14 as stated on this page, or 7/9/14 as stated on the cover?	The proposal date has been extended to July 25.

24	General		Could you please provide the number of incidents created and the number of calls received by your current call center on a yearly basis for the 3 years?	In 2011 there were 61,508 calls and 42,916 records were processed. 2012 brought 73,087 calls and generated 39,190 records. In 2013 66,448 calls were received and 36,935 records were processed.
25	General		Can the City provide a revised RFP schedule and RFP due dates?	We are extending the final deadline to July 25, 2104.
26	General		Is the City of Pittsburgh willing to provide an extension of up to 3 weeks for the response?	We are extending the final deadline to July 25, 2104.
27	General		Is it feasible to receive the Requirements spreadsheet in excel format vs. pdf?	Yes. If you have not yet received it, please contact wendy.urbanic@pittsburghpa.gov.
28	General		The Requirements spreadsheet references the City of Philadelphia. Would Pittsburgh like to align their solution to the one utilized by City of Philadelphia?	The City of Pittsburgh admired much of the thinking that Philadelphia did in terms of their 311 center. However, Philadelphia obviously operates at a different scale than Pittsburgh and we want a solution that provides our citizens with high quality service delivery in the context of our smaller operation.
29	General		We offer implementation staffing model options to include lower cost/off shore resources. Are off shore resources an option for City of Pittsburgh?	No, we want to keep our call center in-house.
30	General		Can you go over the evaluation process? After you receive the responses are you going to narrow it down further demo or questions?	Our working group will review and evaluate the proposals. We plan on requesting demos from the top two or three proposals.
31	General		Has the city seen any demos in preparation of the RFP and if so, who?	Cartegraph, PublicStuff, Qscend
32	General		What is your current CRM?	It's an in-house built system that combines Oracle and our web-content management system.
33	General		As far as the evaluation process, are you handling this internally or are you working with a consultant?	We will handle the evaluation internally with a group of stakeholders from relevant departments
34	General		Do you have your team established? Do you have a project manager in place and STE's or subject matter experts that you have established in place today?	Our working group has been established, bringing together SMEs from the relevant departments. We are not able to assign a fulltime project manager to this implementation and vendors should budget for personnel to offer implementation support.
35	General		Could you give an idea of the individuals that you have on site who are going to be involved in this project? Could you give an idea of their time commitments? Do they have other responsibilities within the city that they will have to balance?	The 311 Manager will be making this a priority but has additional duties that will require approximately 70% of her time. The Analytics and Strategy Manager will be involved as well as SME's from involved departments and IT personnel as needed.
36	General		The City's RFP appears to be a combination of several large city RFP's and we would like to gain a better understanding how the City can obtain project budget to support what is being requested in the RFP?	The City of Pittsburgh took inspiration from cities who are leaders in service delivery, but we operate at a smaller scale than those larger cities. We want to provide our citizens with the highest level of user experience and service delivery, but our system will be implemented at a smaller scale that reflects our more modest budget.
37	General		Please provide the names and companies of those in attendance on the phone or in person for the pre-bid conference.	In person: Tracey Rossi (Oracle), Kerry Stephens (KANA), Scott Barnett (Opus Group), George Spanakis (Microsoft) On Conference Bridge: Kenny Leverett (Motorola), Allison Brown (Avanade, Inc), Brian Letz (AvePoint Public), Jeff Friedman (Microsoft), Ordonna Hinton (Ave Point, Inc), Loretta Schwartz (Unisys), Michael Doyle (Unisys), Hosna Keyhan (NubuLogic Technologies, LLC), Yogi Muthuswamy (Unisys), Nicole Malamatenios (Salesforce), Valerie Lange (Cartegraph), Jessica Chase (QScend Technologies, Inc) and Matt Purse (Microsoft)
38	I. Objective of the RFP	3	a) Please provide the number of service request types by department (for each of the departments), and b) please provide a brief description of each of them if available.	There are currently over 500 problem types for city departments and outside entities. The city is scaling these back as part of best practices overhaul.
39	III. Proposal Requirements	16	RFP Section III. Proposal Requirements outline what is required for the RFP response. Where do vendors need to provide vendor company customer references? Are customer references only required for project personnel?	We'd like to see customer references for your company as a whole. Please include them with the main proposal.
40	III. Proposal Requirements	16	In RFP section III, the fourth bullet point (page 16) refers to the "individual(s) who would be primarily responsible for performing services". Does the City have an expectation of what roles it deems as "Key" personnel?	As mentioned in previous questions, vendors should budget for at least one project manager to assist in implementation due to the limited capacity of City staff. Other staff is at the vendor's discretion.
41	III. Proposal Requirements	16	In RFP section III, the third bullet point (page 16) refers to "detailed history... of personnel to be assigned to this engagement". How does this differ from the request in the fourth bullet, as it appears to encompass the same information? Would the City also like the Respondent's corporate experience to be included in this section?	We'd like to know about both the experience of the company and the main people who will be working on the project.
42	III. Proposal Requirements	16	The RFP does not indicate how we should deliver the General Requirements spreadsheet. Would the City like this submitted as a separate Excel spreadsheet, or an embedded table within the single proposal submission file, or both?	Either way.
43	III. Proposal Requirements	16	In order to evaluate respondents qualifications does the City require respondents to submit audited financial statements and if so how many years?	We do not.
44	III. Proposal Requirements	16	If a vendor has a Master Services Agreement with the State of Pennsylvania, can this contracting agreement be used in place of the terms and conditions set forth in the RFP?	We have chosen to utilize the RFP process to ensure all of our requirements are met. If costs do not exceed \$50K we may be able to consider the state contract.
45	III. Proposal Requirements	16	Are vendors allowed to take exceptions to the some of the terms and conditions within the RFP?	Yes, but it will impact your score/evaluation.
46	VII (5). Conditions	19	Would the City be open to considering two separate contracts – one for the professional services and other directly for the SaaS licenses (Software as a Service)?	Potentially, but we'd like separate companies to work closely together in this case and possibly have previous experience together.
47	VII (5). Conditions		Can you supply us a copy of the city's professional services agreement?	N/A
48	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Is MBE/WBE/Veteran-owned participation a mandatory requirement in order to be considered?	It is not a requirement but a "Good Faith Effort" is required. They must show a documented effort to reach out to MWBEs for participation goals set by the City of Pittsburgh.
49	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Will vendors score more points in the selection criteria with MBE/WBE/Veteran-owned participation? If so, can the City share their scoring criteria point system?	We are weighing these as bonus points.

50	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Will The City of Pittsburgh allow companies certified with the city & state as MBE participate in this bid to satisfy the MBE / WBE requirement? Or will it only allow MBE / WBE with PAUCP certification?	The City does not have a certification, but the State of Pennsylvania does and yes, as long as their certification is current. Any state or national certification is acceptable.
51	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Will the cost of the software licenses count toward the MBE/WBE or Veteran Owned participation percentage of the total project value?	No, it does not count.
52	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Is there a specific application form to certify as a minority and women owned business?	Yes. For a copy, please contact the City of Pittsburgh Equal Opportunity Review Commission: <a href="http://www.city.pittsburgh.pa.us/eorc">http://www.city.pittsburgh.pa.us/eorc</a>
53	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Does the responder have to choose between minority or women owned certification in response to the RFP? We qualify as both women owned and minority owned.	If the business is a certified Minority or a Women Business Enterprise and they are doing 100% of the contract, then it doesn't matter which one they select. If they are doing the majority of the contract, then I suggest they choose the Minority since this is the higher participation goal.
54	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Do the MBE/WBE and Veteran Owned businesses need to be certified by the City of Pittsburgh or State of PA?	Any State or National certification is accepted by the EORC.
55	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Do the MBE/WBE and Veteran Owned businesses need to be local to the City of Pittsburgh or the State of PA?	Any State or National certification is accepted by the EORC.
56	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Are there any scoring deductions if the MBE/WBE and Veteran Owned businesses are not local to the City of Pittsburgh or the State of PA?	No.
57	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Can you provide a list of MBE, WBE and Veteran-owned Business that are qualified by the City?	Please find those here: <a href="http://www.paucp.com">www.paucp.com</a>
58	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	The City asked for Goals to be met for MBE (25%), WBE (10%), and Veteran (5%). Do we have to meet these goals for 40%?	No, it is not mandatory, but there must be a "Good Faith Effort" to reach out to MWBE firms and show that a good faith effort was made.
59	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment	22	Does the MBE, WBE, Veteran firm have to be qualified by the City before the proposal submission deadline?	Yes, unless they have submitted an application and it was accepted. The agency that processes the application will issue a letter of acceptance. A copy of this letter is as good as the certification certificate. It can take up to six weeks to process the application with the state.
60	IX. MBE/WBE/Veteran-Owned Solicitation and Commitment		We assume the MBE/WBE percentages are exclusive of the licensing, maintenance and hosting. Can you confirm?	Correct
61	1. Project Requirements and Description	3	On page 3, the City states that it anticipates a 6-month implementation timeframe (RFP section II, 1.). Does the City expect Phase 1 and Phase 2 to be completed within this timeframe, or do they also expect Phase 3 to be completed within this timeframe?	We expect phase 1 to be implemented in the first 6 months.
62	1. Project Requirements and Description	3	Please confirm the expected Go-Live date.	That will be determined by your project plan. We hope that phase 1 will be completed 6 months from contracting.
63	1. Project Requirements and Description	3	In the first sentence of the second paragraph, what does "for your evaluation" mean? Is that a typo?	For our evaluation of your project plan.
64	1. Project Requirements and Description	3	Can you further elaborate on your statement that they the City will not be satisfied with a standard out of the box CRM implementation? The vision described in Section One seems consistent with much of the standard functionality available in today's leading CRM SAAS solutions.	We want our CRM to integrate with the business processes and systems of our departments, as well as with community outreach efforts and social media.
65	1.24 General Requirements	2	Can the City elaborate on this task? Is the undo needed for certain fields or notes?	Undo would be valuable if fields were accidentally deleted/erased.
66	1.24 General Requirements	2	Who are the current vendors for Kiosk and TTY?	We do not currently have a kiosk and TTY is through our Verizon phone service
67	2.1. Web Portal	4	On average, how many citizens are utilizing the present web portal per day?	We are averaging about 53 submissions/day from Jan - May, 2014 via the city website, but we receive many more via email that we would like to redirect.
68	2.1 Web Portal	4	What is the expected percentage of increase in web portal utilization?	We have no way of knowing that at this time.
69	2.1 Web Portal	4	In how many languages the City would like to implement the web portal? Please list out the preferred languages.	Providing content in multiple language is an aspirational goal for Pittsburgh but is not mentioned in the RFP
70	2.1 Web Portal	4	Would the City provide required content in multiple languages?	No, the City currently has no resources to support this. Translation services from a vendor would be welcomed.
71	2.1 Web Portal	4	Will any of the existing applications of the foundational departments need to be integrated with the proposed solution? If so, will the integration be uni-directional or bi-directional? Please clarify.	Yes. Please see section 3.3
72	2.2 Omni-Channel Design	4	Who are the vendors the City uses for SMS and Email services?	Google
73	2.3 Transparency and Accountability	5	Can City provide current monthly call volume?	We are currently averaging 8770 calls/month.
74	2.3 Transparency and Accountability	5	Can City provide current Call Categories?	There are currently over 500 categories which we expect to pare down considerably through this process.
75	2.3 Transparency and Accountability	5	Internal Interfaces: What are additional internal systems that need to be integrated with the proposed solution?	Please see section 3.3

76	3.1 Report and Query Functionality	7	Can City provide approximate number of reports generated through current system?	There are over two dozen that can be pulled directly and the DBA is capable of pulling additional reports.
77	3.14 Knowledge Base Functionality	7	Will the City provide Knowledge base articles in multiple languages?	No, the City currently has no resources to support this. Translation services from a vendor would be welcomed.
78	3.1E Data Integrity and Availability	8	What are your timeframes for Data Retention, and how far back does data need to be archived for?	Our typical IT standard is 7 years.
79	3.1E Data Integrity and Availability	8	Projected storage requirements – a. Can the City provide some idea of the storage requirements in terms of # of records per year? b. What is the projected storage space required for video and image files, storage for archival based on the City's retention policies in terms of #/size of files, space/GB, etc.?	a. Last year we processed under 37,000 Service Requests.
80	3.1F GIS Integration Functionality	8	What is the City's preference for address verification? Google, GIS or USPS?	Most City of Pittsburgh geodata work happens in GIS, but we are open to suggestions from vendors on address verification.
81	3.1H Mobile Capabilities	9	Is the City expecting a native mobile application to manage offline transactions? What is required in the offline mode? Please clarify.	We expect either a mobile application or a mobile responsive webpage. We make no specifications about offline mode.
82	3.1H Mobile Capabilities	9	For the Mobile Applications for both citizens and agents, is a mobile app required? a. Can this be responsive web design (users access via browsers)?	Responsive web design is acceptable
83	3.1I Security Capabilities	9	Is Single Sign on a requirement?	No
84	3.2 Software License Counts	9	Can City provide an approximate number of Users that will be added in the next 2 to 3 years?	No, the City has no way of projecting this information.
85	3.2 Software License Counts	9	Are the concurrent user licenses in lieu of the named user licenses or are they in addition to the named user licenses?	Concurrent users are a subset of named users.
86	3.2 Software License Counts	9	a. What are your licensing requirements (if any) for the Citizen Self Service Web Portal (how many user transactions per month or per year do you envision). b. What are your licensing requirements for the Citizen Mobile Application that will be used by constituents (and expected user transaction volume)?	No licensing requirements. We have no way of projecting transaction volume.
87	3.2 Software License Counts	9	a. What specific functionality will the Full Entry Departmental Users require? Will it be the same functionality as that required by the Call Center Operators and Supervisors?	Users in the departments have different needs than the Call center operators. We expect that they should be able to view information pertaining to the tasks assigned to them, like in every CRM.
88	3.2 Software License Counts	9	Will the City consider buying the software licenses through a reseller and contract directly with a solution integrator for implementation? Or will the City require software licenses and perform implementation?	The City requires an agreement that includes implementation support. In a partnership, we'd like separate companies to work closely together in this case and possibly have previous experience together.
89	3.3 Software Integration 3.4 Telephony	10	The City wants the CRM system to be able to eventually integrate to ESRI GIS, Accela, Cartegraph, Oracle BI, Microsoft Access, JD Edwards, and Toshiba CIX100 Telephony. Which of these integrations are within scope of this RFP?	Eventually, we would like to integrate with all these systems. A project plan will describe a phased approach favoring systems used by core responding departments.
90	3.3 Software Integration	10	For the integrations, does the City have an Enterprise Service Bus (ESB) that they would like to utilize or will the integrations be point-to-point?	Integrations will be point-to-point.
91	3.3 Software Integration	10	a. What are your Data Migration requirements?	We'd like to migrate legacy data going back to 2006.
92	3.3 Software Integration	10	b. What data would you require to be migrated from your current system when the Pilot and the Production system are deployed?	We'd like to migrate legacy data going back to 2006. This could happen at various points in the project plan.
93	3.3 Software Integration	10	Could you please indicate the purpose of each system and at which points these systems should be integrated to CRM? For example, what is Microsoft Access used for and what data should CRM receive from or send to Access?	Please see below:
94	3.3 Software Integration	10	1. Please list all of the departments who use the system 2. Provide the exact version # and revisions for each 3. What data will need to be exchanged between the CRM and the system, and for what purpose (for example updating Work Orders 4. Please specify the nature of the interfaces (bi directional, real-time, overnight batch etc) 5. Does the City have a preferred Middleware Platform, or will the interfaces be on a API basis?	1. Public Works: Cartegraph 8.4 upgrading to OMS 2. Bureau of Building Inspection: Accela, in the process of upgrading. 3. City Planning: ESRI GIS 4. JD Edwards, Finance. Task information will need to be exchanged with these systems. Information transfer must be bi-directional so that task orders may be issued and responses recorded. The technical nature of those transfers could happen in a variety of ways. The City does not have a preferred middleware and prefers transfers to take place on an API basis
95	3.3 Software Integration	10	a. Are you expecting an integration capability with each of these reporting systems, or do you desire an interface for specific reports. b. If it is the latter, can you provide us all the information that was referenced in Question # 2 above.	We want integration capability with
96	3.3 Software Integration	10	I need to know more about the ESRI integration. Specifically, does the city have ESRI's ArcGIS server on-premise or their online product?	We have an onsite server.
97	3.3 Software Integration	10	Does the city use ESRI's locator service to resolve addresses or does it use another system? If another system, can I get a copy of its API documentation?	We use ESRI's locator service.
98	3.3 Software Integration	10	Do you have more information regarding the city's implementation of JD Edwards, version, and any expectations the IT department may have regarding the integration? We would expect them to handle integration with our new CRM product.\	We are currently using 9.0, but we are investigation other options, including an upgrade. We would expect them to handle integration.
99	3.4 Telephony	10	Can the City's telephony vendor provide APIs/ Web Services to integrate with the proposed solution?	No
100	3.5 Maintenance and Support	11	How many years of maintenance and support is required as part of this solicitation?	A minimum of three.
101	3.5 Maintenance and Support	11	Will the selected Respondent maintain the current system too?	No
102	3.5 Maintenance and Support	11	Is the City expecting the respondent to support systems 24/7? Please elaborate on the expected channels of the support.	The city prefers to be as independent as possible. We would expect a venue to report and resolve any issues that compromise security or impair functionality.
103	4.1 Phased Implementation	12	Phase 1 is a pilot for testing. How long (duration) is the Pilot system expected to be deployed? What functionality is required for the Pilot?	Ideally within 2-4 months. We would at like to test it with one foundational department.
104	4.1 Phased Implementation	12	a. What is the expected duration for each of the three Implementation phases? b. What is the expected length of the contract period (including warranty, maintenance and support periods) c. Can the City provide a list of the departments and outside agencies that would be involved in the Phase 3 deployment?	a. We would like to have the first phase implemented within 4 - 6 months, the second phase within 4 - 6 months and the final phase within 18 months of signing the contract. b. That can vary depending on implementation. c. We expect that to be developing and changing as we pursue best practices, but currently it includes local authorities, other government entities and social services.

105	4.1 Phased Implementation	12	Can you please explain the scope of Phase 1 (Pilot)? Do you have an agency in mind for this pilot?	We are hoping to test the system with the Public Works.
106	4.1 Phased Implementation		For Phase 1 before winter, can you expand upon what would be the requirements that you would be looking for delivery at that time? Could you provide an explanation of the phases?	We have some flexibility here, but our goal is to have Public Works integrated and receiving requests through the new product.
107	4.1 Phased Implementation		Can you specify for the pilot system how many users are connected to doing the pilot?	Our vision is to have all 311 operators testing with one foundational department.
108	4.1 Phased Implementation		Do you have any in-house people who would be willing to be involved and engaged as part of the implementation to help reduce costs? What percentage of the task would the city have the availability to work with the team?	Yes. Our goal is 40% city involvement.
109	4.2 Strategic Planning	12	Can the City further specify the tasks and goals of the Strategic Planning scope of work discussed in RFP section 4.2?	We want to maximize current citizen engagement opportunities and incorporate new resources or channels that will contribute to that goal.
110	4.2 Strategic Planning	12	What is the integrated social media and mobile platform that you will be launching?	We want citizens to be able to communicate with 311 via social media. The exact parameters of that are up for discussion.
111	4.2 Strategic Planning	12	What functionality will the integrated social media and mobile platform provide?	We want citizens to be able to communicate with 311 via social media. The exact parameters of that are up for discussion.
112	4.2 Strategic Planning	12	To what degree are you expecting this integrated social media and mobile platform will work with/be integrated with your new CRM system?	We want citizens to be able to communicate with 311 via social media. The exact parameters of that are up for discussion.
113	4.3 Education and Outreach	13	Can the City explain the exact scope for this task?	This can take many forms and can be done in partnership with another organization
114	4.3 Education and Outreach	13	Is the City expecting the selected respondent to conduct roadshows, events or any other services apart from providing technological services?	Not necessarily.
115	4.3 Education and Outreach	13	Does the City expect the Education and Outreach and Strategic Planning efforts to be included as part of the initial 3 phases of the implementation, outlined in RFP section II, 4.1? Or does the City anticipate these areas of work to be undertaken once the technology solution is in place?.	This is up for discussion.
116	4.3 Education and Outreach	13	Can the City further specify the tasks and goals of the Education and Outreach scope of work discussed in RFP section 4.3?	This can take many forms and can be done in partnership with another organization
117	4.3 Education and Outreach	13	Can you elaborate on what kind of Citizen Outreach you expect?	This can take many forms and can be done in partnership with another organization
118	4.3 Education and Outreach	13	Are you expecting help with advertising about your new 311 services?	Not necessarily.
119	4.3 Education and Outreach	13	Are you looking for us to provide an event plan or to actually host/execute the events?	Not necessarily.
120	4.3 Education and Outreach	13	The Education and outreach scope of this response are services that are not typically provided by software implementation firms. Does the City expect the Select Respondent to partner with the City's Marketing Firm or an outside Marketing firm to provide this response and price?	This can take many forms and can be done in partnership with another organization
121	4.3 Education and Outreach	13	You talked about new and innovative ideas that the city is receptive to. Are you wanting us to use some of these for this particular project or are you just giving us ideas?	You are definitely encouraged to include innovative ideas in your proposal.
122	4.6 Knowledge Base Design, Organization and Implementation	13	The RFP states no existing knowledge base: a. what sources do agents currently use to answer questions (human intelligence, web-site, MS Sharepoint, internal directory, etc)? b. Do you require the respondent to integrate knowledge documents you would develop for this project. c. Are there other sources that you would expect to be moved and configured in the Knowledge Base? If so, can you please specify each of these sources?	a. Human Intelligence, Internal Directory b. Yes c. We are exploring something similar to "Honolulu Answers"
123	4.8 Custom Reporting	14	Do you want the CRM system to provide reporting or do you want the CRM system to integrate with the City's Oracle Business Intelligence and produce reports from there?	Integrated reporting is preferred.
124	4.9 Configuration, Testing and Acceptance	14	Can you detail performance of your current CRM system that the new system needs to exceed?	Any system with a knowledge base and any type of scripting will exceed what is currently used.
125	7. Social Media Integration	16	The City would like the Selected Respondent to build applications for Facebook and Twitter. Did you mean "applications for" or "integration to/with"?	We want citizens to be able to communicate with 311 via social media. The exact parameters of that are up for discussion.
126	7. Social Media Integration	16	What systems and functionality do the social media APIs being provided by the city support?	We want citizens to be able to communicate with 311 via social media. The exact parameters of that are up for discussion.
127	7. Social Media Integration	16	Do you also expect your Facebook and Twitter applications to support integration with the new CRM system?	We want citizens to be able to communicate with 311 via social media. The exact parameters of that are up for discussion.
128	7. Social Media Integration	16	From a social media integration could you provide how the city is currently using Facebook and Twitter and provide examples of what you do with these if the city is currently using those now?	Please see our twitter account @Pgh311