



## PROCUREMENT SERVICES

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### ADDENDUM No. 1

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REQUEST FOR PROPOSALS No.:	1220-030-2023-030
TITLE:	Citizen Portal Digital Transformation
ADDENDUM ISSUE DATE:	August 17 <sup>th</sup> , 2023
CLOSING DATE AND TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE “CLOSING TIME”):
	TIME: 3:00 P.M. (LOCAL TIME)
	DATE: August 25 <sup>th</sup> , 2023

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### INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 1 to 1220-030-2023-030 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 1 contains three (3) pages.

### QUESTIONS AND ANSWERS:

- Q1.** Can the City share its budget for the work?
- A1.** **The City will not be sharing its budget with respect to this project.**
- Q2.** Is the City willing to extend the closing date on this solicitation?
- A2.** **The City will not be extending the closing date at this time.**
- Q3.** Is the City looking to hire a Consultant full time or part time?

**A3. The City will request services from the Proponent as needed based on the requirements of the project. The City does not claim to be able to provide work according to a standard full time schedule.**

**Q4.** Is the Proponent required to work on site?

**A4. There will likely be a mix of on site and remote work. The City will consider awarding to a fully remote Proponent if their experience and qualifications are a fit for the City.**

**Q5.** Could firms engage and assign multiple resources?

**A5. The City is open to receiving proposals of any structure that can deliver the required services whether it be an individual or a team.**

**Q6.** Does the City have a preference for the number of full time or part time staff required?

**A6. No, the City is open to receiving proposals of any structure that can deliver the required services whether it be an individual or a team.**

**Q7.** Is the City looking to bring over services from an old portal to the new CP portal or is the City building something new from scratch?

**A7. We are converting old services from an existing portal but are almost complete and are looking to bring over net new services as well.**

**Q8.** Is the City looking for a more senior developer who can consult on design or a junior developer to assist with the work?

**A8. Ideally the Proponent will be able to assist with the work and advise on design when requested. Experience with Citizen Portal architecture and/or design would be an asset.**

**Q9.** Does the City envision Citizen Portal being a mobile application in addition to being a web application?

**A9. No, the City does not plan to create individual Citizen Portal mobile applications.**

**Q10.** Can the City give more technical information about the current implementation of Citizen Portal?

**A10. The data and database objects that drive the majority of the business logic are stored in an Oracle 11g database that is utilized for an enterprise application called Amanda. This means that SQL and PL/SQL are heavily used to guide what data is shown and how it is manipulated through Citizen Portal. Going forward, some of this logic built in PL/SQL may be migrating over to FME Server from Safe Software.**

**Amanda is an on-premises web based JSP application utilized primarily for our permitting processes. The JSP is out of the box and is not modified on this server for the purposes of Citizen Portal. It provides a frontend to work with the configuration data that also drives the information displayed on Citizen Portal. It also contains an area where new web services can be defined through its extendable SOAP service. This is an important piece to the interaction between the back-office enterprise application and the public facing Citizen Portal.**

On the same application server as Amanda, a SOAP web service is also running. It provides default web services which Citizen Portal leverages but also has a web service that allows for running custom queries and database objects as defined in a table and referenced by a unique id when calling.

Citizen Portal is an angular web application deployed on-premises. This is a third-party application which is maintained by its vendor and angular is not open for modification.

Citizen Portal has a configuration system that uses JSON pages to drive various elements on-screen such as but not limited to buttons, data tables, process flow, web service execution, etc.

We also can inject custom JavaScript and cascading stylesheets to help manipulate the look and feel of the website. With JavaScript, we also have access to the jQuery framework.

Finally, in situations with more complex integration, JSP has been leveraged for backend programming. A customer will never land on a JSP as a destination, but it is used to perform more complex processes that either send out data to third party service like identity and payment processing or retrieve data that will be displayed on one of the angular pages within Citizen Portal.

**Q11.** Does the City expect the Proponent to be completely in charge of the front end design or does the City already have a scope in mind?

**A11.** The City already has a design group with a direction toward the end look and feel of the application.

**Q12.** What customer service support would the City require?

**A12.** The City has its own technical and design team but would rely on the Proponent for expert advice and support.

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All Addenda will become part of the Contract Documents.

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- END OF ADDENDUM -