

July 27, 2020

ENQUIRIES AND RESPONSES #2
NWRFP-20-17
eGovernment CRM
New Westminster, BC

ANSWERS TO SUBMITTED QUESTIONS

- Q1 How did the City settle on the Dynamics 365 platform as its preferred platform? Did it engage a third party to do an assessment? If so, can you share the name of that vendor or any other incumbent relevant to this project?
- A1 This was our conclusion after an internal review. We believe Dynamics will integrate well within our M365 environment. We have a number of possible integration points with our underlying systems and therefore desired integration with M365 to be less of a factor.
- Q2 Page 16, General: Files sync and share – please elaborate on the desired function.
- A2 The ability to collaborate on a file created or received and saved/sync'd into our EDMS system.
- Q3 Page 16, Transaction/Billing/Sales: Collaboration tools -- please elaborate on the desired function.
- A3 The ability to comment and share queries regarding a City transaction. The ability to escalate and track progress of a query.
- Q4 Page 16, Transaction/Billing/Sales: Performance management – please elaborate on the desired function.
- A4 The ability to analyse response times and current status of a City transaction.
- Q5 Page 16, Transaction/Billing/Sales: Forecasting – please elaborate on the desired function.
- A5 Using previous analytics, create forecasts of when the City needs to be aware of peak periods.
- Q6 Page 16, Automation: Email reminders – what are the numbers and types of desired reminders?
- A6 This is to be determined and will be incorporated as a feature as we add online capabilities. For example, once Dog Licensing and Parking Permit is implemented, we would include email reminder feature as part of that implementation.
- Q7 Page 16, Automation: Outgoing calls – is the City using SIP (Session Initiation Protocol) now for calling?
- A7 Not currently. This is low priority for now.

- Q8 Page 16, Automation: Follow-up campaigns – please elaborate on the desired function.
- A8 We are thinking of a mechanism for feedback. This is low priority for now.
- Q9 Page 17, Communications: Stakeholder (3rd party) Management – please provide a use case or example.
- A9 The City sometimes utilizes third parties to host events. Within that event, the City assists the third party with the coordination of city resources and manages public feedback and queries.
- Q10 Page 17, Communications: Social media management – please elaborate on the desired function.
- A10 The management of the City’s different media channels is currently done manually. This is low priority for now.
- Q11 Page 17, Communications Automation: Follow up alerts – what are the numbers and types of desired reminders?
- A11 This is to be determined. This is medium priority for now.
- Q12 Page 17, Customer service features: Case management end-to-end – please provide an example of both a simple and complex case management workflow.
- A12 A simple case is dealing with a straight forward query from the public. Whom it goes to and what the current status is needs to be tracked. A more complex case includes multiple people interested in the outcome and involves multiple departments and varying layers of workflow/approval.
- Q13 Page 17, Customer service features: Online support requirements: Does the City have any preferred vendor (like ZenDesk or FreshDesk) for online support? Or is the City thinking about a ground up build for online support and customer support automation?
- A13 We currently do not have online support; this will need to be created.
- Q14 Page 17, Customer service features: Customer support automation – please elaborate on the desired function.
- A14 In most cases, an automated email sent to acknowledge query or issue has been received by the city.
- Q15 Page 17, Customer service features: Team inbox – please elaborate on the desired function.
- A15 Instead of specific inbox per team member, create a team inbox to ensure coverage within a department if specific team members are away or unavailable.
- Q16 Page 17, Customer service features: Canned responses – please elaborate on the desired function.
- A16 Part of A14 automation. An acknowledgement that the query has been received by the City.

- Q17 Page 17, Customer service features: Linked tickets – please elaborate on the desired function.
- A17 Ability to link queries/issues together if the multiple people are reporting the same issue (i.e. a pothole). In addition, if the query had been resolved and then reopened, the ability to make reference to the original query.
- Q18 Page 17, Customer service features: Portal customization – please elaborate on the desired function.
- A18 The ability of City IT or Business Power Users to change look and feel, add and remove features, alter certain functionality so we have full control of the portal.
- Q19 Page 17, Customer service features: Customer self-service – please elaborate on the desired function.
- A19 The ability for the customer to apply online, pay online, review their City transactions online.
- Q20 Page 18, Reporting & Analytics: Customer satisfaction – is the City referring to survey capability?
- A20 Ability to send surveys and solicit feedback request once an issue is resolved.
- Q21 Page 18, Integrations: Telephony – what telephony system is the City using currently? Is it SIP enabled?
- A21 We use the Avaya IP phone system. It is not SIP enabled.
- Q22 Page 18, Integrations: Single sign on – does the City require to maintain identity on mobile devices, for any user identity centric role?
- A22 Not at this point.
- Q23 Page 18, Integrations: Tempest – please detail the scope of each integration. Has the City done any initial IT analysis to determine if direct API integration with each system is available? If so, do the requested integrations support single sign-on out of the box?
- A23 This will be reviewed and confirmed with the assistance of the vendor. Some city systems have direct API integration and others do not.
- Q24 Page 19, Mobile platform: Native iOS app – what are the City’s preferred features for a mobile app?
- A24 See answer to Q28.
- Q25 Page 19, Mobile platform: Native Android app – what are the City’s preferred features for a mobile app?
- A25 See answer to Q28.
- Q26 Page 19, Mobile platform: Mobile web app – native mobile apps do not work on mobile web. Thus, we must design the mobile web apps separately from scratch, using a hybrid app framework (eg. React Native, Flutter). Is the City interested in using Hybrid development framework that will work on web, iOS and Android?
- A26 See answer to Q28.

Q27 Page 19, Mobile platform: Smartwatch iOS app – Is this supported platform a high priority item for Phase 1? If so, can the City provide a list of expected features for Smart Watch applications?

A27 See answer to Q28.

Q28 Page 19, Mobile platform: Smartwatch Android app – Is this supported platform a high priority item for Phase 1? If so, can the City provide a list of expected features for Smart Watch applications? We have developed similar apps for multiple cities in the Lower Mainland. Would the City like us to include a list of potential features as part of our submission, or does the City have a list of expected features you can share? We will assume Android and iOS will have the same features.

A28 We can work with the vendor on these features, as we do not have experience in this area.

Q29 Page 19, Specific Technical Requirements: use maps to indicate areas of interest – please provide a use case to determine the ‘areas of interest’ for the desired business process.

A29 A use case would include a link to a city-supported map with the area of the query located. For instance, in reporting a pothole, it would allow the user to pinpoint where the pothole is.

END of Enquiries and Responses

Yours truly,

A handwritten signature in blue ink, appearing to read 'Patrick Shannon', with a horizontal line underneath.

For
Patrick Shannon, SCMP
Purchasing Manager