

DAVID A. CONDON
MAYOR



CITY OF SPOKANE - PURCHASING
808 W. Spokane Falls Blvd.
Spokane, Washington 99201-3316
(509) 625-6400

REQUEST FOR PROPOSALS

City of Spokane, Washington

RFP NUMBER: #4478-18

DESCRIPTION: PARCEL DATA ANALYSIS TOOL

DUE DATE: MONDAY, AUGUST 20, 2018
No later than 1:00 p.m.

City of Spokane - Purchasing
4TH Floor, City Hall
808 W. Spokane Falls Blvd.
Spokane WA 99201-3316

A handwritten signature in cursive script that reads "Connie Wahl".

Connie Wahl, C.P.M., CPPB
Purchasing

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1. INTRODUCTION

1.1 BACKGROUND AND PURPOSE

The City of Spokane, through its Innovation and Technology Services (ITSD) Department (hereinafter "City") is initiating this Request for Proposals (RFP) to solicit Proposals from Firms interested in participating on a project to provide data integration and spatial analytics software to guide its efforts against Abandoned Properties.

The City of Spokane has made great progress to enhance the tools at its disposal to combat abandoned properties. The successes achieved to-date in remediating abandonment and blight have been focused on the most obvious problem properties, but the Department continues to be constrained by a number of factors including, but not limited to:

- Difficulty accessing consolidated property information from across relevant departments and agencies
- Limited guidance on where to allocate scarce resources and which properties to prioritize
- Reactive nature of efforts against abandoned properties, instead of proactively targeting properties before they become sources of blight
- Intentional obfuscation of ownership of problem properties
- Limited tools to report progress and measure impact of blight remediation across a range of community indicators

The properties that have been brought back to productive use are clear evidence that the policies and processes used by the City of Spokane are effective. But the limited resources at the City's disposal require a more strategic approach to applying these tools. That approach can only be designed and implemented with effective data tools that deliver the insights the City needs to direct its resources where they will have the greatest benefit to the neighborhoods and communities of Spokane.

1.2 MINIMUM QUALIFICATIONS

The Firm must be licensed to do business in the State of Washington.

1.3 FUNDING

The City has budgeted an amount not to exceed \$40,000.00 for this project.

Any contract awarded as a result of this procurement is contingent upon the availability of funding.

1.4 PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about November 1, 2018 and to end on October 31, 2019.

Contract renewals or extensions shall be initiated at the discretion of the City and subject to mutual agreement. The contract may be extended for four (4) additional one-year contract periods with the total contract period not to exceed five (5) years.

1.5 DEFINITIONS

Definitions for the purposes of this RFP include:

City – The City of Spokane, a Washington State municipal corporation, the agency issuing this RFP.

Firm or Consultant – Individual or company whose Proposal has been accepted by the City and is awarded a fully executed, written contract.

Proposal – A formal offer submitted in response to this solicitation.

Proposer - Individual or Firm submitting a Proposal in order to attain a contract with the City.

Request for Proposals (RFP) – Formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the consultant community to suggest various approaches to meet the City's need at a given price.

1.6 ADDENDA

It is the responsibility of Proposers to check the Purchasing Webpage <https://my.spokanecity.org/administrative/purchasing/current-projects/> for Addenda or other additional information that may be posted regarding this Request for Proposals.

1.7 CONTRACTING WITH CURRENT OR FORMER CITY EMPLOYEES

Specific restrictions apply to contracting with current or former City officers and employees pursuant to the Code of Ethics in chapter 1.04 of the Spokane Municipal Code. Proposers should familiarize themselves with the requirements prior to submitting a Proposal that includes current or former City officers or employees.

2. SCOPE OF SERVICES

The City of Spokane requires software and services to assist in developing and implementing a data-driven strategy to enhance its efforts against Abandoned Properties. Through a combination of software and services, the solution put forward by the selected Firm will successfully allow the City to:

- Identify data sources that can assist in surfacing problem properties and monitoring public safety
- Aggregate, standardize, and map parcel-specific and block-group data from disparate sources
- Provide easy access through a web-based tool to comprehensive, relevant, and up-to-date information on property condition and history from across the City of Spokane departmental databases
- Query a property based on address, parcel ID, owner, or combined indicator of distress, and see a full history of every interaction the Police Department, Codes, Permits, etc. have had with it, providing responding officers with situational awareness to be fully informed and safe prior to a field visit

- See a full portfolio of other properties held by the same owner, including those held under shell LLC's, to differentiate between a problem owner and a distressed owner-occupant, e.g.
- Align and coordinate cross-departmental efforts to address problem properties
- Identify unknown but probable abandoned properties for proactive inspections based on factors such as duration and amount of tax delinquency, duration of no/limited utility usage
- Enable strategic targeting of problem properties based on filterable criteria and scoring models
- Allocate scarce resources to where they will be most effective; for instance, prioritizing abandoned properties using an area-based market strength analysis, proximity analysis (to schools, parks, e.g.), or cluster analysis
- Track properties and overall community strength indicators over time in order to measure and improve performance
- Report out successes and perform impact analyses on the surrounding areas (e.g. decline in criminal activity after blighted properties remediated)

The software tool to be deployed in concert with the services delivered by the selected Firm should, at a minimum, include the following features:

- Aggregation of multiple data sources from across departments and agencies into a single, spatially-enabled web application
- Automated extract-transform-load (ETL) of these data sources at regular intervals to ensure the information contained within the application is up-to-date
- Data quality assurance through automated diagnostic tests
- Capability to run advanced spatial queries outside of GIS software
- User-generated reports and performance metrics across all data sources contained in the application
- User-defined scoring models at the parcel or area (e.g. neighborhood, block group) level
- Machine learning and predictive modeling
- Export of all standardized data in either comma separated values or shapefile formats

3. GENERAL INFORMATION

3.1 RFP COORDINATOR

The RFP Coordinator is the sole point of contact in the City for this procurement. All communication between the Proposer and the City upon receipt of this RFP shall be with the RFP Coordinator, as follows:

Name	Brandon Meiers
Address	808 W Spokane Falls Blvd
City, State, Zip Code	Spokane, WA 99201
Phone Number	509-625-6410
E-Mail Address	bmeiers@spokanecity.org

Any other communication will be considered unofficial and non-binding on the City. Firms are to rely on written statements issued by Addendum. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Firm.

3.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue Request for Proposals	August 3, 2018
Question and answer period	August 3 – August 13, 2018
Last date for RFP questions requiring an Addendum	August 13, 2018
Proposals due	August 20, 2018
Evaluate Proposals	August 20 - 24, 2018
Conduct oral interviews with finalists, if required	August 27 – 28, 2018
Announce “Apparent Successful Firm” and send notification via e-mail to unsuccessful Proposers	Early September, 2018
Negotiate contract	September, 2018
City Council approval of contract	Sept-Oct, 2018
Begin contract work	November 1, 2018

The City reserves the right to revise the above schedule.

3.3 SUBMISSION OF PROPOSALS

A. PREPARATION OF ENVELOPES

Place each copy of the Proposal in a separate sealed envelope. On the front of each envelope, clearly note if it contains the original or a copy and place the following information:

“SEALED PROPOSAL – IMPORTANT”
“RFP #4478-18 PARCEL DATA ANALYSIS TOOL”
“DUE: MONDAY, AUGUST 20, 2018 – 1:00 P.M.”
YOUR COMPANY NAME

B. SUBMISSION OF PROPOSALS

Submit one (1) paper original, one (1) paper copy and one (1) reproducible electronic copy (thumb drive or CD) of the Proposal to:

DELIVERY BY MAIL:

City of Spokane – Purchasing
4th Floor – City Hall
808 West Spokane Falls Boulevard
Spokane, WA 99201-3316

HAND DELIVERY:

City of Spokane – “My Spokane” Service Desk
1st Floor – City Hall
808 West Spokane Falls Boulevard
Spokane, WA 99201-3316

Do not split up electronic copy of Proposal into more than 4 electronic documents. Uploading multiple electronic documents can be labor intensive and viewing Proposal copy as a whole during evaluation may be more difficult.

NOTE: Proposals will not be accepted by fax or email.

C. DUE DATE

It is the responsibility of the Proposer to be sure its Proposal is sent sufficiently ahead of time to be received no later than 1:00 PM local time on the due date.

Proposers mailing Proposals should allow normal mail delivery time to ensure timely receipt of their Proposals. The City reserves the right to not consider Proposals received late. City Hall is now a secured building. If the Proposer is hand delivering a Proposal, Proposals will be received at the "My Spokane" service desk on the 1st floor of City Hall up until 12:30 p.m. on the due date. Between 12:30 p.m. and 1:00 p.m. Proposals will be accepted at the 1st Floor security desk of City Hall.

Sealed Proposals will be publicly acknowledged at 1:15 p.m., on the due date in the City of Spokane City Hall Council Chambers, 808 West Spokane Falls Boulevard, Spokane, Washington 99201.

3.4 PROPRIETARY INFORMATION / PUBLIC DISCLOSURE

Materials submitted in response to this competitive procurement shall become the property of the City.

All received Proposals shall remain confidential until the award of contract recommendation has been filed with the applicable Council Committee or the City Clerk for City Council action. Thereafter, the Proposals shall be deemed public records as defined in RCW 42.56, "Public Records."

Any information in the Proposal that the Proposer desires to claim as proprietary and thus exempt from disclosure under the provisions of existing state law, shall be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on it. Marking the entire Proposal exempt from disclosure will not be honored.

The City will consider a Proposer's request for exemption from disclosure; however, the City will make a decision predicated upon state law and regulations. If any information is marked as proprietary in the Proposal, it will not be made available until the affected Proposer has been given an opportunity to seek a court injunction against the requested disclosure.

All requests for information must be directed to the RFP Coordinator.

3.5 REVISIONS TO THE RFP

In the event it becomes necessary to revise any part of this RFP or provide any other pertinent information, it shall be posted as an addendum to the RFP on the City of Spokane Purchasing Webpage <https://my.spokanecity.org/administrative/purchasing/current-projects/>.

The City also reserves the right to cancel or reissue the RFP in whole or in part, prior to final award of a contract.

3.6 MINORITY & WOMEN-OWNED BUSINESS PARTICIPATION

The City encourages participation in all of its contracts by Firms certified by the Washington State Office of Minority and Women's Business Enterprises (OMWBE). Proposers may contact OMWBE at (360)753-9693 to obtain information on certified Firms.

3.7 ACCEPTANCE PERIOD

Proposals shall remain in effect for sixty (60) days for acceptance by the City from the due date for receipt of Proposals.

3.8 RESPONSIVENESS

The Proposer is specifically notified that failure to comply with any part of the RFP may result in rejection of its Proposal as non-responsive.

The City also reserves the right, however, at its sole discretion to waive minor administrative irregularities.

3.9 MOST FAVORABLE TERMS

The City reserves the right to make an award without further discussion of the Proposal submitted. Therefore, the Proposal should be submitted initially with the most favorable terms that can be proposed. There will be no best and final offer procedure. The City reserves the right to contact a Proposer for clarification of its Proposal.

The Proposer should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some or all of the Proposal.

3.10 COSTS TO PROPOSE

The City will not be liable for any costs incurred by the Proposer in preparation of a Proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

3.11 NO OBLIGATION TO CONTRACT

This RFP does not obligate the City to contract for services specified herein.

3.12 REJECTION OF PROPOSALS

The City reserves the right at its sole discretion to reject any and all Proposals received without penalty and to not issue a contract as a result of this RFP.

3.13 INTERLOCAL PURCHASE AGREEMENTS

The City of Spokane has entered into Interlocal Purchase Agreements with other public agencies pursuant to RCW chapter 39.34. In submitting a response, the Proposer agrees to provide its services to other public agencies at the same contracted price, terms and conditions it is providing to the City of Spokane, contingent upon the Firm's review and approval at the time of a requested contract. The Firm's right to refuse to enter into a contract with another public agency at the time of request shall be absolute.

4. PROPOSAL CONTENTS

4.1 PREPARATION OF PROPOSAL

Proposals shall be submitted on eight and one-half by eleven inch (8" 1/2 x 11") paper with tabs separating the major sections of the Proposal. Use recycled paper and both sides of paper sheets whenever practicable. The major sections of the Proposal are to be submitted in the order noted below:

1. Letter of Submittal.
2. Technical Proposal.
3. Management Proposal.
4. Cost Proposal.

Proposals shall provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the Proposal, but should assist the Proposer in preparing a thorough response.

4.2 LETTER OF SUBMITTAL

The Letter of Submittal shall be signed and dated by a person authorized to legally bind the Firm to a contractual relationship, e.g., the president or executive director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include the following information about the Firm and any proposed subcontractors:

1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written;
2. Legal status of the Firm (sole proprietorship, partnership, corporation, etc.);
3. Location of the facility from which the Firm would operate;
4. Identify any current or former City employees employed by or on the Firm's governing board as of the date of the Proposal or during the previous twelve (12) months; and
5. Acknowledgement that the Firm will comply with all terms and conditions set forth in the Request for Proposals, unless otherwise agreed by the City.

4.3 TECHNICAL PROPOSAL

The Technical Proposal shall contain a comprehensive description of services with specific attention to Section 2 "SCOPE OF SERVICES" and including the following elements:

1. PROJECT APPROACH / METHODOLOGY – Include a complete description of the Firm's proposed approach and methodology for the project. This section should convey Firm's understanding of the proposed project.
2. WORK PLAN – Include all project requirements and the proposed tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP. This section of the technical Proposal shall contain sufficient detail to convey to members of the evaluation team, the Firm's knowledge of the subjects and skills necessary to successfully complete the project. Include any required involvement of City staff. The Firm may also present any creative approaches that may be appropriate and may provide any pertinent supporting documentation.
3. PROJECT SCHEDULE – Include a project schedule indicating when the elements of the work will be completed and when deliverables, if any, will be provided.
4. DELIVERABLES – Fully describe deliverables to be submitted under the proposed project.

4.4 MANAGEMENT PROPOSAL

A. PROJECT MANAGEMENT

1. PROJECT TEAM STRUCTURE / INTERNAL CONTROLS - Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any subcontractors. Provide an organizational chart of the Firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the Firm. This chart must also show lines of authority to the next senior level of management. Include who within the Firm will have prime responsibility and final authority for the proposed work.
2. STAFF QUALIFICATIONS / EXPERIENCE – Identify staff, including subcontractors, who will be assigned to the potential contract, indicating the responsibilities and qualifications of such personnel, and include the amount of time each will be assigned to the project. Provide resumes' (not to exceed two (2) pages per person) for the named staff, which include information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Firm shall commit that staff identified in its Proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the City.

B. EXPERIENCE OF THE FIRM

1. Indicate the experience the Firm and any subcontractors have in the following areas:
 - a. Customer implementation
 - b. Customer support
 - c. Data cleansing

2. Indicate other relevant experience that indicates the qualifications of the Firm, and any subcontractors, for the performance of the potential contract.
3. Include a list of contracts the Firm has had during the last five (5) years that relate to the Firm's ability to perform the services needed under this RFP. List contract reference numbers, contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses. The Firm grants permission to the City to contact the list provided.

C. REFERENCES

List names, addresses, telephone numbers, and fax numbers/e-mail addresses of three (3) business references for whom work has been accomplished and briefly describe the type of service provided. The Firm grants permission to the City to contact the references provided. Do not include current City staff as references. The City may evaluate references at the City's discretion.

D. RELATED INFORMATION

1. If the Firm has had a contract terminated for default in the last five (5) years, describe the incident. Termination for default is defined as notice to stop performance due to the Firm's non-performance or poor performance and if the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default.
2. Submit full details of the terms for default including the other party's name, address, and phone number. Present the Firm's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the Proposal on the grounds of the past experience. If no such termination for default has been experienced by the Firm in the past five (5) years, so indicate.

4.5 COST PROPOSAL

The maximum fee for this contract shall be \$40,000.00 or less to be considered responsive to this RFP.

The evaluation process is designed to award this procurement not necessarily to the Firm of least cost, but rather to the Firm whose Proposal best meets the requirements of this RFP.

1. IDENTIFICATION OF COSTS

Identify all costs including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. Submit a fully detailed budget including staff costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Firms are required to collect and pay Washington state sales tax, if applicable.

Costs for subcontractors are to be broken out separately.

5. EVALUATION

5.1 EVALUATION PROCEDURE

Responsive Proposals will be evaluated in accordance with the requirements stated in this solicitation and any addenda issued. Evaluation of Proposals shall be accomplished by an evaluation team, to be designated by the City, which will determine the ranking of the Proposals.

The City, at its sole discretion, may elect to select the top-scoring Firms as finalists for an oral presentation.

The RFP Coordinator may contact the Firm for clarification of any portion of the Firm's Proposal.

5.2 EVALUATION WEIGHTING AND SCORING

The following weighting and points will be assigned to the Proposal for evaluation purposes:

Technical Proposal – 35% Project Approach/Methodology Quality of Work Plan Project Schedule Project Deliverables	15 Points (Maximum) 35 Points (Maximum) 10 Points (Maximum) 10 Points (Maximum)	70 points
Management Proposal - 30% Project Team Structure/ Internal Controls Staff Qualifications/Experience Experience of the Firm	15 Points (Maximum) 15 Points (Maximum) 30 Points (Maximum)	60 points
Cost Proposal – 35%	70 Points (Maximum)	70 points
GRAND TOTAL FOR WRITTEN PROPOSAL		200 POINTS

5.3 ORAL PRESENTATIONS MAY BE REQUIRED

Written submittals and oral presentations, if considered necessary, will be utilized in selecting the winning Proposal. The City, at its sole discretion, may elect to select the top scoring finalists from the written evaluation for an oral presentation and final determination of contract award. Should the City elect to hold oral presentations, it will contact the top-scoring Firm(s) to schedule a date, time and location. Commitments made by the Firm at the oral interview, if any, will be considered binding.

5.4 AWARD OF CONTRACT

This RFP does not obligate the City to award a contract.

The City of Spokane reserves the option of awarding this contract in any manner most advantageous for the City. More than one contract may be awarded.

Award of contract, when made, will be to the proposer whose Proposal is the most favorable to the City, taking into consideration the evaluation factors. STATE CONTRACTS WHERE APPLICABLE WILL BE CONSIDERED AS A PROPOSAL. Unsuccessful Proposers will not automatically be notified of Proposal results.

5.5 DEBRIEFING OF UNSUCCESSFUL PROPOSERS

Upon request, a debriefing conference will be scheduled with an unsuccessful Proposer. Discussion will be limited to a critique of the requesting Firm's Proposal. Comparisons between Proposals or evaluations of the other Proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone.

6. CONTRACT TERMS

6.1 BUSINESS REGISTRATION REQUIREMENT

Section 8.01.070 of the Spokane Municipal Code states that no person may engage in business with the City without first having obtained and being the holder of a valid annual business registration or temporary business registration as provided in this chapter. The vendor shall be responsible for contacting the State of Washington Business License Services at <http://bls.dor.wa.gov> or 1-800-451-7985 to obtain a business registration. If the Vendor does not believe it is required to obtain a business registration, it may contact the City's Taxes and Licenses Division at 509-625-6070 to request an exemption status determination.

6.2 ANTI-KICKBACK

No officer or employee of the City of Spokane, having the power or duty to perform an official act or action related to this contract shall have or acquire any interest in the contract, or have solicited, accepted or granted a present or future gift, favor, service or other thing of value from or to any person involved in the contract.

6.3 DISPUTES

This contract shall be performed under the laws of Washington State. Any litigation to enforce this contract or any of its provisions shall be brought in Spokane County, Washington.

6.4 TERMINATION

Either party may terminate this contract by sixty (60) days written notice to the other party.

6.5 NONDISCRIMINATION

No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this Contract because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities. The Firm agrees to comply with, and to require that all subcontractors comply with, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, as applicable to the Firm.

6.6 PAYMENT

Payment will be made via direct deposit/ACH except as provided by state law. A completed ACH application is required before a City Order will be issued. If the City objects to all or any portion of the invoice, it shall notify the Company and reserves the right to only pay that portion of the invoice not in dispute. In that event, the parties shall immediately make every effort to settle the disputed amount.

6.7 LIABILITY

The Firm shall indemnify, defend and hold harmless the City, its officers and employees from all claims, demands, or suits in law or equity arising from the Firm's negligence or breach or its obligations under the contract. The Firm's duty to indemnify shall not apply to liability caused by the sole negligence of the City, its officers and employees. The Firm's duty to indemnify for liability arising from the concurrent negligence of the City, its officers and employees and the Firm, its officers and employees shall apply only to the extent of the negligence of the Firm, its officers and employees. The Firm's duty to indemnify shall survive termination or expiration of the contract. The Firm waives, with respect to the City only, its immunity under RCW Title 51, Industrial Insurance.

6.8 INSURANCE COVERAGE

During the term of the contract, the Firm shall maintain in force at its own expense, each insurance coverage noted below:

- A. Worker's Compensation Insurance in compliance with RCW 51.12.020, which requires subject employers to provide workers' compensation coverage for all their subject workers and Employer's Liability Insurance in the amount of \$1,000,000; and
- B. General Liability Insurance on an occurrence basis, with a combined single limit of not less than \$1,000,000 each occurrence for bodily injury and property damage. It shall include contractual liability coverage for the indemnity provided under this contract. It shall provide that the City, its officers and employees are additional insureds, but only with respect to the Firm's services to be provided under this contract; and
- C. Automobile Liability Insurance with a combined single limit, or the equivalent of not less than \$1,000,000 each accident for bodily injury and property damage, including coverage for owned, hired and non-owned vehicles.

D. Professional Liability Insurance with a combined single limit of not less than \$1,000,000 each claim, incident or occurrence. This is to cover damages caused by the error, omission, or negligent acts related to the professional services to be provided under this contract. The coverage must remain in effect for at least three [3] years after the contract is completed.

There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance coverage(s) without forty-five (45) days written notice from the Firm or its insurer(s) to the City.

As evidence of the insurance coverages required by this contract, the Firm shall furnish acceptable insurance certificates to the City at the time it returns the signed contract. The certificate shall specify all of the parties who are additional insured, and include applicable policy endorsements, and the deductible or retention level, as well as policy limits. Insuring companies or entities are subject to City acceptance and must have a rating of A- or higher by Best. Copies of all applicable endorsements shall be provided. The Firm shall be financially responsible for all pertinent deductibles, self-insured retentions, and/or self-insurance.

7. REQUIREMENTS

The Requirements Table is categorized by various required and desired features. This table will be used to determine the compatibility of the Firm’s software to the requirements of the City of Spokane’s Parcel Data Analysis solution. In the ‘Firm’s Response’ column, please enter the response to the requirement based upon the possible responses contained in the table below. An omitted response or a deviation from the alpha responses provided below will be construed to be a “NO” – not supported and/or is not provided as part of the Proposal. If you need to add any comments to further clarify your response, please do so in the column specified (if additional space is required, please attach any necessary documentation and index appropriately).

Response	Definition
Yes	This requirement currently exists and can be demonstrated.
Pending	This requirement is scheduled for future release and will be incorporated at no additional cost prior to or post system implementation. Please provide the estimated release date.
Extra	This requirement is not currently available, but can be provided as a modification at an additional cost. Proposer is to provide an explanation in the “comments” column that includes the total cost of the modification (staff time/development/implementation/etc.).
No	This requirement is not supported and/or is not provided as part of this Proposal

NOTE: It is not expected that the proposed solution will be able to provide all of the functionalities specified in the table. However, during the Proposal’s review this will be used to evaluate each Firm’s product and will facilitate in the selection of the software that best meets the City of Spokane’s needs.

#	Business Requirements	Firm Response	Comments, Explanation and/or Clarification
	Availability		
1	Ability to schedule automatic data refreshes and allow the refreshes to be as real time as needed to match the update cadence of the data source and needs of the end users		
2	Ability to connect to multiple data sources of various formats		
3	Ability to use on mobile devices		
4	Ability to protect access behind a secure VPN		
	Functionality - dashboarding, reporting, etc.		
5	Ability to create an exportable list of data based on filters and parameters selected		
6	Ability to create reports and visualizations within the tool		
7	Ability to click through data from reports and dashboards to discover detailed lists		
8	Ability to create end user documentation, help text, or link to help files or videos		
9	Ability to filter and save filters for later use		
10	Ability to use suggested "smart" filters that the solution suggests based on other searches or data sets		
11	Ability to create and track key indicators		
12	Ability to view data on a map		
13	Ability to search by property address or near property address matches		
14	Ability to search by name of owner or near matches on name		
15	Ability to create geo fences to group clusters of properties		
16	Ability to compare historical data to current and predictive data for longitudinal analysis		
17	Ability to set and measure "tipping points" or indicators of data and may cause alarm or alert in different areas		
18	Ability to create alerts based on indicators or other data thresholds		
19	Ability to export results from map searches		
20	Display the last date/time that each piece of data was updated/refreshed		
21	Provide lenses or layers of data for viewing specific to job function		
	Data and Case Management		
22	Ability to select properties or individuals to "follow" and add files or other comments/notes associated with those selected properties or people		
23	Ability to manage properties as cases tracking key dates associated with defined workflows.		
24	Ability to attach files to case		
25	Ability to import or display relative documents and data from other systems to manage case		
26	Ability to import data from excel for storage through the tool		
27	Ability to manage data through the tool for data imported to the tool		

28	Ability to create email alert based off of triggers in a workflow		
29	Ability to add comments and notations throughout the course of a case or specific workflow associated with properties		
30	Ability to set repeatable data cleansing steps from source data		
31	Ability to collaborate on documents attached to properties		
32	Ability to track document versions to changes to documents attached to properties overtime		
	Data Preparation		
33	Ability to search for and correct address inconsistencies with minimal human interaction		
34	Ability to search for and correct name inconsistencies with minimal human interaction		
35	Ability to standardize on key ID's across data sources such as Parcel IDs		
36	Ability to isolate and track data quality errors that may skew a perspective such as missing data or mismatched data		
37	Ability to join and aggregate multiple data sets from internal and external sources		
38	Ability to generate mismatching reports for data fixes that can be sent to system data owners to correct the data for future improvement.		
	Security		
39	Ability to track changes to data connections, data refreshes, and any other system functionality based on user, date, time including previous and current values.		
40	Ability to create role-based security profiles for internal City users and public/external consumers of data.		
41	Ability to protect sensitive data categories, identify the sensitive data elements, and prove that these are being protected.		
42	Ability to create views or reports for external users.		
#	Technical Requirements	Firm Response	Comments, Explanation and/or Clarification
General Firm Credentials			
1	Firm has significant Public Sector market presence - provide number of customer implementations.		
2	Firm has a service support center (support and implementation personnel only) dedicated to the proposed product.		
Licensing			
1	Describe your licensing (user, application and database) for Hosted versus On Premises.		
Project Implementation and Training Plan			
1	The Firm shall include a typical timeline with this Proposal including major milestones for tasks and subtasks, dates and both Firm and customer resources.		
2	Include a description of your overall approach to each of the following task areas (if applicable):		
	a) System Installation		
	b) System configuration		
	c) Data Conversion		

	d) Training (A sample of training materials & documentation should be included)		
	e) Test planning and execution		
	f) System interface design and support		
	g) System roll-out, procedures, and support		
3	Please describe your current project management methodology.		
Support			
1	The City of Spokane expects that annual support will include all updates, enhancements and training to the proposed solution. Describe how your solution meets this requirement.		
2	Describe your ongoing user support, including whether you provide a service call desk, procedures for handling different types of calls, ability to prioritize critical calls, and ability to respond to calls within a reasonable time period.		
3	Describe your escalation process for issues that are not resolved during initial call.		
4	The City of Spokane prefers a response from the service desk to non-emergency calls within four (4) hours and a response to critical calls (delay in work or loss of data due to system failure) within 1 hour. Provide validation of this capacity.		
5	Describe how problems and/or bugs are reported, fixes developed, and status tracked for the proposed system.		
6	Describe your process for receiving, evaluating, and implementing requests for enhancements to the proposed system post implementation.		
7	Live support is available for any issues Monday – Friday, 8am – 5pm (PST), or other reasonable timeframe during typical business hours. Please provide SLA agreements.		
General System Specifications			
1	City of Spokane staff does not have administrative rights to install or upgrade applications and plug-ins on their computers. Describe any and all components that must be installed locally on a client machine, including Internet Explorer and Office plug-ins. Describe your support for packaging these components, if any, for automated installation.		
2	Internally, the City of Spokane has standardized on a Microsoft desktop platform: Windows operating system, Office suite, and Internet Explorer browser. The selected application Firm is expected to support all features and functionality within this environment. List versions currently supported by your product and describe your policy for adopting new versions of these products.		
3	City of Spokane requires the solution be compatible with multiple modern internet browsers for customer access via various platforms such as smart phones, tablets, desktops, etc. List the browsers and their versions(s) that your system currently supports and describe any functionality restrictions and limitations with your solution.		

4	Any on premise components of the proposed solution must work in the city's current technical environment. If Proposal includes an on premise technology component, please describe the components that would be on premise and the environments supported/required. Include networking components and configurations required to support the proposed solution. If applicable, also describe any remote access to the city's network that your staff requires for implementation and/or ongoing support.		
5	Software allows the System Administrator to create user "profiles" that allow and grant user security rights to various functions of the system. Each user can also be given read/write or read-only access to the function, where applicable. Each user can be attached to a specific profile that gives them all the rights of the particular group.		
Database Management			
1	List any limits to data storage provided as part of your proposed solution.		
2	What database platforms does your product support?		
3	Estimated database size and memory requirements.		
4	Specific database configuration requirements, if any.		
5	Is your environment Single or Multi-Tenant? If multi-tenant, how do you ensure segregation of client data?		
6	Is data available and accessible in native format to City's data management team (data extracts) on a regular basis.		
Servers and Operating System			
1	Supported Operating Systems		
2	Number of virtual servers required		
3	Recommended drive space requirements		
4	Recommended RAM (GB)		
5	Recommended # of CPU		
Network Requirements			
1	Specify the typical amount of network traffic generated by this application		
2	Specify the minimum network bandwidth required for each client installation		
3	Specify any special network ports that will need to be opened on client or network firewalls		
4	Specify any special IP address requirements for server or client PCs		
Third Party Contracting			
1	Identify any/all 3rd party subcontractors and/or cloud service providers you contract with for your solution.		
2	If using 3rd party subcontractors and/or cloud service providers describe the agreements you have with them for system security, business continuance, backup and restoration services, system availability, maintenance windows, hours of support, and penalties for violating prescribed uptime.		
Upgrades			

1	Describe your typical average upgrade schedule (frequency of version releases, patches, length of time to implement, notification process) and documentation provided.		
2	Describe your notification practices for:		
	a) Planned outages		
	b) Changes to the application and/or database		
	c) Unplanned outages		
3	d) Product sunset		
	Describe any test or “sandbox” environments you would provide to the City of Spokane.		

Access / Authentication

1	Application must require users to enter a User ID and a Password to gain access. User IDs and Passwords must be encrypted while in transit and at rest. Passwords must support configurable password complexity, age, and reuse limitations.		
2	Are passwords required to access systems processing, storing, or transmitting City of Spokane data?		
3	Are user access paths set up on a predefined role-based need-to-know basis (e.g., only the operators working on City of Spokane's project have access to City of Spokane's information and systems)?		
4	Does the Firm support advanced authentication methods such as multifactor authentication, SAML, SSO, Active Directory/LDAP, or other identity management solutions?		
5	Does the system include hidden user access accounts and/or default Firm accounts. What type of access does the Firm and its employees have or expect to have?		
6	Application must allow for the limiting of access to functionality and data through the use of security roles. Security roles should be configurable around processes/functions, data types, or job classifications.		

Breaches

1	Firm should notify users of any system/data breach within applicable state and federal law.		
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Communications and Operations Management

1	Is there a formal operational change management / change control process?		
2	Are separate environments for development, staging, testing/QA, and production supported and maintained?		
3	Are system resources reviewed to ensure adequate capacity is maintained?		
4	Are suitable tests of systems and applications carried out during development and prior to acceptance?		
5	Is City of Spokane data isolated from other customer systems/data and secured to prevent unauthorized logical or physical access?		

6	Are there documented procedures for securing and hardening IT infrastructure components (e.g. network devices, servers, operating systems, databases, etc.)?		
7	Are audit trails and logs maintained for network/system/application events to support monitoring or incident research?		
8	Is there a vulnerability management program, which includes security patches or updates being regularly reviewed and applied to IT infrastructure components (e.g. network devices, servers, operating systems, databases, etc.)?		
9	Is traffic to/from the Internet (e.g. e-mail, web browsing) subject to malicious code scanning and data leakage prevention?		
10	Is there a Network Intrusion Detection/Prevention System with 24x7 monitoring, alerting, and handling?		
11	Is all City of Spokane data encrypted while in storage and in transit (over the Internet or unsecure networks)?		
12	Is City of Spokane data ever stored on non-company managed equipment?		

Data Security and Ownership

1	Is there an information security policy?		
2	Have information security policies been reviewed in the last 12 months?		
3	Is there an individual or group responsible for security within the organization?		
4	What is the geographic location and/or legal jurisdiction of customer data storage? Are commercial and government customer data managed differently?		
5	City of Spokane retains ownership of all city data. Any contractual issues associated with this requirement?		
6	What rights does the Firm gain with respect to use of customer data?		
7	What methods are available to export customer data should the contract terminate?		
8	Is data encrypted at rest? In transit? If so, to what standard?		
9	Is access to City of Spokane data (or the processing facilities hosting such data) provided to external parties?		
10	What does the Firm log and how long are logs retained? What methods exist to extract data for auditing and reporting?		

Disaster Recovery

1	What is the data retention configuration and data recovery methods for customer data? How often are data/systems replicated between sites?		
2	What is the Firm's service/business continuity plan? Disaster recovery plan? How often are these plans tested?		
3	How far back can data be recovered?		
4	Does the Business Continuity and/or Disaster Recovery plan address notification to City of Spokane when incidents occur?		

5	Are alternate facilities (e.g. data centers, office locations, etc.) used?		
6	Please provide SLAs as it relates to the service offered.		
Physical and Environment Security			
1	Is there a documented physical security policy?		
2	Do systems and applications hosting City of Spokane data reside in a data center?		
3	Is the data center shared with other tenants?		
Public Records			
1	What is the procedure to retrieve bulk data in response to a PRR?		
Standards			
1	Does the solution include documentation to support secure configuration, installation and operation (SA-5 NIST 800-53(4))		
2	What security frameworks/standards has the Firm adopted and how is compliance with these frameworks/standards ensured/verified?		
Firm's Risk Assessment			
1	Does Firm require software developers to attend and complete regular security training?		
2	Does Firm use a secure code repository?		
3	Firm should certify the use of accredited third party entities to conduct a vulnerability test and a penetration test not less than once per year.		
4	Does the application have a documented software development lifecycle that complies with NIST SP 800-64		
5	Does the Firm have a documented security testing plan?		
6	How does the Firm develop and manage custom code for its customers?		
7	How often does the Firm perform periodic vulnerability scans of development environments?		
8	What priority is given to client identified security vulnerabilities?		
9	What is the mean time to patch or remediation of identified security vulnerabilities?		
10	Has the Firm engaged in SSAE 16 efforts?		
11	Has the Firm had any breaches, compliance findings, or other security incidents in the last three years?		
12	Is Firm datacenter/infrastructure located in a natural hazard area (e.g., flood plain, earthquake)?		
13	Has the Firm engaged in SOC 2, Type 2 Report on Controls at a Service Organization Relevant to Security, Availability, Processing, Integrity, Confidentiality or Privacy efforts? And are these reports available for review?		