ADDENDUM NO. 2

NUMBER:	**RFP No. P1920InnovateKC**
TITLE:	**InnovateKC 2020 Startup in Residence (STIR) Program**
DATE DUE:	**November 20, 2019 by 11:59 PM (PST)**

TO ALL PROSPECTIVE PROPOSERS:

This Addendum addresses the following items:

Better Tools for Community Engagement

Q1.	To clarify, could you please elaborate on:
	a. "Potential for targeting outreach and feedback gathering to specific groups of residents (geographically or demographically)": Do you need the solution to call, email or send physical-mail to residents for outreach? Or do you already have that capability and need the solution to integrate with it?
A1.	**We have some solutions (i.e. Mailchimp for email, mailhouse contract for mail, solution media platforms, etc.) that can be leveraged for outreach. However, we do not have a solution that will allow us target outreach on a demographic or geographic basis and obtain a representative sample.**
Q2.	What kind of contact information does the city have for residents? Emails? Phone numbers?
A2.	**The city does not have a centralized database with resident contact information. Many customer-facing databases have some customer information with them (i.e. 311, permits, communications email newsletters) but since residents have not opted into other uses, they are not utilized cross-functionally.**
Q3.	How does the city envision residents being connected to this feedback system?

A3.	**Ideally, the feedback system would allow for multiple channels of access/connection to account for preferences that differ across geographies and demographic groups. Social media is certainly important, but other more hands-on methods are needed as well**
Q4.	Does "in tandem with other engagement methods" mean linking to other social media platforms; if so, can you clarify which ones?
A4.	**The city currently uses Facebook, Twitter and Nextdoor as its primary social media platforms. The city does have other methods of engagement as well, including surveys and in-person events.**
Q5.	Does a budget exist for the project that may arise from the STiR challenge?
A5.	**There is not a formal budget for this project. Estimated availability of funds at this point would be in the $10K - $15K range.**
Q6.	Are you open to existing SaaS (Software as a Service) solutions that are already in the market? And if so, are you willing to use the 16 week period to pilot rather than "co-develop" a solution? Are you willing to license off-the-shelf software if it meets your needs at the end of the 16 week period?
A7.	**No, this cannot be an already created SaaS solution.**
	CUSTOMER RELATIONSHIP MANAGEMENT (CRM) AND REFERRAL SYSTEM
Q8.	In your background, you've mentioned an existing digital business platform. It is unclear from the information if you are looking to replace your digital business platform or augment it.
A8.	**We are looking to replace the current system. If there are ways to work with the current system that can be explored during the residency.**
Q9.	Could you please provide information about your existing digital business platform? Any additional information you can provide would be very helpful?
A9.	**The current system simply tracks business profiles (in-take information), services by our business advocates (i.e. zoning clearance, state registration, EIN, etc) and referrals.**

Q10.	Could you please tell us if your current GIS solution provide an API for accessing data so we way integrate it with this solution? Could you also share the product name and version so we may investiage al integration options on our own?
A10.	**The current GIS system is through the City planning department that helps us to assess zoning clearance. The system is available online and free for anyone to use to check on their own. http://maps.kcmo.org/apps/parcelviewer/**
Q11.	Is there a budget or a max threshold for this project?
A11.	**Estimated amount $5-10K**
Q12.	Relating to the "Ability to produce detailed system reports" requirement, do you have examples of reports that you need to generate or any more specifics about what you need data you need in particular? Would being able to export as CSV suffice?
A12.	**Reports can include number of new businesses, demographics of businesses seen in our office, zoning requests (i.e. any of the services we would provide), types of business, council districts of businesses, just to name a few. But we are open to your suggestions as well. We will need more than a CVS, we are more interested in graphics for our data reporting as well. At this time is takes too much man power from our team to manipulate our current system to get any useful data for our office.**
Q13.	Relating to the "Ability to analyze referral activities and outcomes" requirement, what are the outcomes and/or activities that you need to analyze? Is there a specific set? How are you currently accomplishing this?
A13.	**Currently our office gives referrals to state, local and other municipal agencies, as well as, entrepreneurial resource organizations. We would like to have some form of follow up to any referrals the clients actually utilize to track the outcomes. For example, if we refer a client to local mirco-lender, we would like to track if the client got qualified and was able to get funding.** **We are not currently tracking this internally at this time.**

Q14.	Relating to the "Ability to send referrals to partners and track referral interactions and outcomes" requirement, how are you currently accomplishing this? Do you have any thoughts on how you'd like this implemented?
A14.	**We are not currently doing this. We are looking for the startup to offer a solution to how we can do this with a new system.**
Q15.	Relating to the "A customer in-take module (single page data form) that will create a client profile" requirement, what sort of information are you collecting now (or looking to collect in the future) on this form (and in the client/business profile)?
A15.	**We are looking to collect basic more information about the client to include demographics, business information (name, type of business, employees, etc) and any other information that helps to match them with proper referrals.**
Q16.	Would you be open to the solution being delivered as a SaaS with a monthly (or annual) subscription fee? The assumption being the subscription fee covers access to all the features you need, for all of the users you need, and includes hosting, bug fixes and so on-- one simple price without surprises. You would also own your data and be able to export it if/when you wanted to switch solution. If you would be open to a SaaS model like the above, what sort of annual budget (roughly) would you have for a product that solved all the requirements in your RFP?
A16.	**No, this cannot be an already created SaaS solution.**
	INNOVATEKC OPEN PITCH
Q17.	Is there a budget or a max threshold for this project?
A17.	**No- The open pitch is an opportunity for startups to pitch an idea to the City that we not currently be considering. There is no dedicated department or budget for the Open Pitch. There is no guarantee it will be picked up. The goal was to create an opportunity for startups to PITCH any product/solutions that our departments or the City as a whole.**

Q18.	Do you have specific requirements that this solution needs to address?
A18.	**Refer to above answer.**
Q19.	Does this solution need to work with other tools/systems the city already owns?
A19.	**Refer to above answer.**
Q20.	Does this solution need to be simple to use so anyone can start using it without any training, OR the city plans to train some members to implement this new solution?
A20.	**Refer to above answer.**
Q21.	Do you need this solution to have features that can help the general public also, or is this going to be a strictly internal use tool?
A21.	**Refer to above answer.**
Q22.	Does the City anticipate having a budget if the project scoped in the 16 week period meets the City's expectations? If so, what budget does the City anticipate having for this project?
A22.	**Refer to above answer.**
Q23.	Would the City be open to allowing vendors with mature products to use the 16 week implementation period for organizational learning/ road-testing in partnership with the City rather than product development?
A23.	**Not If the product is available on the market and can be purchased via a traditional solicitation. The City is looking for customized solutions for our civic challenges.**
Q24.	Is the City open to a cloud-based, software-as-a-service (SaaS) model?
A24.	**No, this cannot be an already created SaaS solution.**
	SOLUTIONS FOR SMALL BUSINESS DEVELOPMENT OF MINORITY OWNED BUSINESSES

Q25.	In the Outcomes, you've mentioned translations. Are you looking for translation services or ability for the solution to support multiple languages?
A25.	**Support Multiple languages.**
Q26.	Is there a budget or a max threshold for this project?
A26.	**Not at this time**
Q27.	Can this solution be fully contained inside a web based software application that your small businesses refer to anytime for detailed guidance? Or does it need to have physical/local in-person interaction with the small businesses?
A27.	**We are open to all solution options and suggestions based on your approach.**
Q28.	Will the city teams take ownership of customizing the legal/compliance guidance content, or do you expect the solution provider to deliver that as well. For example, your criteria for qualifying for a certain permit may be unique compared to any other city and it may keep changing over time. Would your City Permit team be expected to be responsible to keep that criteria updated in the software solution provided here?
A28.	**We are looking for the startup to advise via your approach the best option of how this can be maintained. We are open to all solution options and suggestions based on your approach.**
Q29.	Solution to identify, place and define surface and underground assets Are drones the only mechanism that the city has thought about as an alternative way to collect information from the field? What are some other methods that have been thought about?
A29.	**No this is not limited to drones. The belief is that survey grade data collection at every asset is time consuming and expensive. The thinking was that Drone or other LiDAR based methods, steps, could gain survey grade data at the surface more cost effectively, allowing assets to then be "opened up" with accurate measurements taken at surface and tied back to that drone based survey or other survey grade surface data.**

	Various pathways likely require GIS schemas for data collection by asset types: Manholes, Catch Basins, Junction Boxes etc. These schemas may need aspect, depth to inverts, pipe diameters, RCB data, MH inverts. Inlets have their own similar yet different SHEMA based needs to connect it all together. Locations and aspect for connections along with such information. The exact schema for this are not fully known. This method is point based and does not directly inspect lines or get into systems. The SHEMA data would come back to GIS tied to Unit ID data, but relocated to geospatially correct surface locations. Connectivity needs would then exist between nodes. KCMO has done much CCTV video work, but this work was often tied to a Manhole Unit ID only with pdf's of data per linear foot into the pipeline/rcb systems, but no real geospatial LiDAR or x,y,z is collected.
Q30.	What is the city's not-to-exceed budget on this project?
A30.	**We anticipate a not to exceed of $50K for the purpose of the program, but because we have not done this before we don't want to limit the potential solution. We request you make case for your suggested budget per the application. We are open to starting with a pilot area to demonstrate the solution and potential savings to the City to justify real costs of complete program solution.**

NOTE: Unless otherwise stated, all other requirements of the RFP are still in effect.

DocuSigned by:

Name: **Nia Richardson**   Signature: _nia richardson_

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Assistant to the Director for Small Business

Date: **November 14, 2019**

I acknowledge receipt of this **Addendum No. 2** and that the Proposal is in accordance with the information, instructions, and stipulations set forth herein.

Name: _____   Title: _____

Company: _____   Telephone: _____