

**INVITATION FOR SEALED BID (IFB)
AI/Chatbot Customer Service and Community Engagement Enhancements
FOR THE CITY OF STOCKTON, CALIFORNIA
(PUR 22-006)**

ADDENDUM No. 1

DATE: 3/24/2022

To All Potential Bidders:

A. This Addendum shall be considered part of the bid documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original bid documents, this Amendment shall govern and take precedence. BIDDERS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR BIDS.

B. Bidders are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each bidder's bid is submitted with full knowledge of all modifications and supplemental data specified herein.

PLEASE NOTE THE FOLLOWING QUESTIONS/ANSWERS/CHANGES TO (PUR 22-006). THE CITY'S RESPONSES TO QUESTIONS SUBMITTED ARE IN BLUE

Questions & Answers

1. Do you have publicly available APIs for accessing Ask Stockton (GoGov Apps)? This will help in integrating the system with Chatbot. If possible, please provide API documentation.

The City does not have APIs for GoGov Apps. Vendors should indicate if they have worked directly with GoGov Apps to integrate their products.

2. Section 2.1, page 12 What are the API integrations expected? Are open API available for these for integration?

There are over 240 topics in GoGov Apps. The City will work with both vendors to facilitate API integration.

3. For mass text message notification capability, do you already have list of user's phone number to send notification to or you want Chatbot to have "subscribe to notification" kind to functionality where user can sign up with phone number?

Vendor should provide "subscribe to notification," allowing subscribers to "opt-in" and "opt-out."

4. On how many sites would you want the Chatbot to be deployed?

The Chatbot would be deployed on the City's web site. However, the City's web site is comprised of a remotely hosted homepage and Stockton Police Department pages. All other webpages on the City's legacy site are hosted on a City server. The Chatbot should search the City's two website platforms and the GoGov Apps CRMS.

5. What is the technology stack of the websites where Chatbot needs to be deployed?

Homepage and Stockton Police Department pages – ASP.net (ww1.stocktonca.gov)

Legacy/Core City website – HTML (www.stocktonca.gov)

GoGov Apps – API integration required (<https://user.govoutreach.com/stockton/faq.php?cmd=shell>)

6. What are you using MS Teams for?

Online meetings and employee communications.

7. Which all different languages should this bot support?

At a minimum, the chatbot should support the top 10 languages spoken in San Joaquin County:
<https://www.sicog.org/236/Demographics>

8. If multiple languages are desired, can you provide the call volumes per language?

The City does not have this data. Vendor must deliver these stats post-implementation.

9. Are you fine with AI translation services for translating Chat Bot responses from primary language or you need a separate knowledge base of each supported language?

The City does not require a separate knowledgebase for each supported language.

10. What do you mean by City's Open Data Platform? How is integration supported in City's Open Data Platform?

The City's Open Data Platform is a separate website that is linked from the City's primary website.

11. Do you need to integrate the Chatbot in native mobile app or just a responsive component which will work on different devices?

A responsive component that will work on different devices.

12. Do you have Azure subscription?

Yes.

13. Do you have PowerBI licenses?

Yes.

14. As per our understanding, authentication is not needed for public site users for service requests. However, do you need Chatbot for Authenticated users. If yes, which Authentication Identity Provider is implemented? E.g., Azure AD, On-premises AD or any other.

Azure Active Directory for SAML authentication.

15. What would be the tentative count of unique authenticated and non-authenticated monthly users who will access the bot?

The City does not have this data. The City anticipates receiving this data from the Chatbot vendor.

16. Section 2.1 page 12, What is the current volume of support staff in place?

There are no dedicated City staff and no centralized answering point for responding to live callers or GoGov App inquiries. Each department handles live callers daily and responds to service requests by topic through GoGov Apps.

17. Section 2.1, page 12 What is the current volume of the service requests?

The City is averaging approximately 1,055 service requests per month through GoGov Apps, plus 784 additional interactions per month for just FAQs where a service request was not requested.

18. What is City of Stockton's expected volume of interactions?

Expected volume moving forward should be equal or greater than the previous year.

19. Are you looking for subscription-based Chabot product?

The City is looking for a predictable flat-rate cost per month, as well as any one-time costs associated with the Chatbot service. Costs should include estimates for any anticipated third-party services that the City must subscribe to in support of the proposed Chatbot.

20. Are you fine with custom developed solution as per your requirements?

Vendor provided technology solutions are preferred.

21. From the section 1.23 "Award" from RFP Please elaborate or provide further clarification on:Trade-In, Buy Back Agreement, Salvage Value, Standardization.

REMOVE Trade-In; Buy-back agreement, Salvage value and Standardization. ADD Compatibility.

22. From the section 1.24 "Product Ownership" from RFP we need further clarification: Since the product is proprietary software of a vendor, so are you looking for "License to use the Propriety software" or the complete ownership of propriety software and other documents.

Section 1.24 is "Changes" the description of "Product Ownership" is Section 1.27. The City is seeking license to use the software.

23. We would like to know if you are looking for a custom build solution which City can own or a prebuild software product which city can use on a license basis

Prebuilt software solutions on a license basis are preferred.

24. Can you share the Budget Range for this engagement? - 0-100K, 100-200K, 200-300K, >300K?

0-100K

25. Would the City contemplate annual payments?

The City will consider options that include annual payments.

26. Would the City replace the termination for convenience clause for a termination due to material breach clause?

Negotiated contract terms may be considered with the awarded vendor for this project.

27. Section 2.1, page 12, Can you provide an overview of the users and use cases?

This is a local government application for a large city. Examples of users/customers and uses would include, but not be limited to, those who live in the City seeking information about conducting business with the City or requesting services, making payments, such as utility billing questions, garbage, sewer, water, financial assistance programs, business licensing, building permits, or filing a report or making a complaint about City infrastructure or services, such as reports about potholes, streetlights, sidewalks, garbage pick-up, etc. Businesses that are currently operating or those interested in doing business with the City, for example, land use, zoning, permitting, development, etc.

28. Section 2.1 page 12, What will be the channel of deployment (for eg. Website/WhatsApp/FB)?

The channels of deployment will include website, social media, email, etc.

29. Section 2.2, page 13, Is there a guideline to cybersecurity requirements?

A hosted or cloud-based solution with Port-80 access to the website.

30. Is there future roadmap relating to cyber-security requirements that can be shared to ensure compliancy?

If a knowledgebase system is proposed that stores customer conversations and PII data, the PII fields should be encrypted. If data is stored, indicate if it is stored as encrypted. Indicate if the data is encrypted in transit, web app over https. Vendor should indicate the notification process if there is a data breach. If vendor has a failover site, indicate where the site is located.

31. Are payment transactions through the chatbot required or on the roadmap?

Payment transactions will not be processed through the Chatbot.

32. Does the City of Stockton expect us to provide onsite resources (i.e. Training)?

Yes. The vendor is expected to provide training. On-site is always preferred.

33. Is Stockton seeking / interested in a Cloud Hosted solution? Or on-premise?

Cloud-based services are preferred.

34. Are your back-end systems premise or cloud?

Back-end systems are a combination of premise and cloud with migration to the cloud.

35. If Cloud Hosted - what is the proposed budget for the initial implementation of the solution, both for year over year SaaS annual license subscriptions, and for implementation services?

The City will determine the budget based on responses received and solution selected.

36. If Premise – what is the proposed budget for the solution including licenses and implementation services?

N/A

37. What back-end systems are required to integrate with the Chatbot?

City legacy website; webpages hosted by third-party; and GoGov Apps.

38. What is the integration method for each back-end solution? REST/Web Services/CTI/other

The City's legacy website uses a MicroSoft server.

39. Is there any workflow? If yes, how many levels of approvals are needed?

Not, yet, determined.

40. We would appreciate some clarification regarding the goals for this solicitation. There appears to be no mechanism for us to provide information regarding our solutions other than price. How do you plan to evaluate and score responses to this solicitation?

Please see 2.0 Background/General Nature of Specifications, 2.1 Scope and Deliverables and 2.2 Specifications, pages 15 and 16: http://www.stocktonca.gov/bfDocs/PUR-22-006_IFB%20-%20PRODUCTS%20CHATBOT%20PUR%2022-006%20%2031022%20FINAL.pdf

41. When will the vendor decision be made/announced?

Vendor proposals will be reviewed during the month of April and vendor selection is anticipated in May.

42. What is the expectation for the go-live date?

Implementation is expected in July.

43. What are the driving factors defining this timeline?

The City is planning to redesign its website. Chatbot will enhance customer service, expand community engagement, SEO, and provide data to improve website content on the existing website, reducing the volume of content to be moved to the new website.

44. What CRM platform does the City of Stockton currently utilize?

GoGov Apps.

45. Please provide technical details about your existing CRMS and Ask Stockton app that you would like an integration with (point 2.2 - Specifications). We'd like to know about the specific software itself that you're using, as well as any desired use-cases (e.g. what data would you want to pass back and forth, for what purpose, etc).

The City uses GoGov Apps for Ask Stockton (CRMS). Chatbot vendor will work directly with City project lead and GoGov Apps to determine handoff/integration.

46. What are the current channels citizens use to contact the City of Stockton?

Email, telephone, Ask Stockton (GoGov Apps), in-person, social media.

47. How many teams and agents will be handling escalation from the chatbot to a live person?

During regular business hours, calls will be transferred to one person who will redirect the call or fill out an Ask Stockton (GoGov Apps) service request.

48. What departments are involved in making the decision for the chatbot?

City Manager's Office and Information Technology Department.

49. What are you trying to achieve? Is this the first step in implementing Digital Transformation for City of Stockton?

This is one of the first steps. The City takes a data-driven approach to selecting and implementing systems solutions. Web stats are not available from the current website. GoGov Apps offers the most data for topic specific requests. It is anticipated that the Chatbot will provide information about what questions/topics visitors to our website are asking, whether they found the information or abandoned the search, what languages they need to experience and retrieve information, and what time of day they are searching.

50. What are the success metrics? (NPR, CES, surveys)

Ask Stockton provides survey information for customer satisfaction.

51. What is the method used to measure successful call/chat completion?

Successful/abandoned stats or service request initiated.

52. In order to ensure compliancy with the request, please clarify "older versions" of all major web browsers (Sec 2.2).

Current plus two versions back for each of the major web browsers: Explorer/Edge, Google/Chrome, Mozilla Firefox, Safari, etc.

53. Does the City of Stockton currently communicate via mass text message and if so, how? Who is the current provider as we do not host mass texting from our chat platform.

The City does not currently communicate via mass text message. The Police Department uses Nixle for some communications.

54. What system(s) if any will the chatbot integrate into for mass text messaging?

The Chatbot will either provide the service or handoff for registration and push notifications in GoGov Apps.

55. Where is data stored NAS/SAN/S3/Other?

Cloud-based.

56. Are there any constraints or restrictions to be considered (i.e., PCI, PII, HIPPA etc.)?

The Chatbot should search the City's website and GovGov Apps for publicly available/accessible information. If customer information or data is stored by the Chatbot, such as customer conversations and PII data, then the PII fields should be encrypted.

Also, please see No. 30 above.

57. Describe encryption requirements?

To be determined, based on service provider selected.

Also, please see No. 30 and No. 56 above.

58. Is social media being used as a channel for communication with citizens?

Yes, the City uses Facebook, Twitter, Instagram and Nextdoor.

59. Point 1.11 in the RFP and 17 of the sample contract shows a City of Stockton business license as a requirement. We are happy to apply and maintain one, and wanted to make sure that businesses located outside of Stockton are eligible to apply for and receive a business license. We are based in Santa Monica, CA. If you have any additional information as to the process and requirements, please let us know.

Contact the number provided in Section 1.11 for more information on City License requirements or visit the following link: [Business License](#)

60. Please clarify the Insurance requirements for this contract (point 14 in the sample contract).

Insurance requirements will be determined with awarded contractor. Standard insurance exhibits can be found at the following link: [Risk Services](#)

61. Page 2 of the RFP references a bid bond, does this apply to the RFP and if so what is the calculation for the bid bond?

Bonds do not apply to this project.

BIDDER MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING BELOW AND ATTACHING THE SIGNED ADDENDUM TO THE BID FORM:

Company Name _____

Contact Person _____

Signature _____

Date _____

Bids Due – Promptly by 2:00 P.M., Thursday, March 31st. 2022, at the City Clerk’s Office.

-----City of Stockton Use Only below this line-----

Addendum acknowledged and signed? _____ (Procurement Specialist’s initials)