

**ALL FIRMS ON BID LIST**

**REF:** City of Tampa **REQUEST FOR PROPOSAL**, dated **MAY 18, 2000**

RFP for Furnishing: **(61070600)**  
**ELECTRONIC GOVERNMENT BUSINESS PORTAL  
AND PAYMENT SYSTEM**

To Be Opened: **JULY 6, 2000 @ 2:30 PM**

**SUBJECT: ADDENDUM NO. 3 (JUNE 14, 2000)**

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1. As stated on page (3) **SECTION 2, GENERAL INFORMATION**, under **SECTION 2.4 SCHEDULE/DELIVERY OF PROPOSALS**, Subsection **2.4.1 Schedule of Events**, please find attached for your use in submitting a proposal Proposer Questions/Clarifications and Responses to Proposers Questions.
2. Additionally, Ordinance and Resolution documents related to the City's fees are available from the Purchasing Department upon request.

Acknowledgement of this Addendum is not required.

Sincerely,

Joan Tronco McConnell  
Director of Purchasing

LK:dd

*As a result of the numerous similar issue inquiries, the City is providing several clarifying position statements. In the responses to the vendor questions, references will be made back to these position statements, as they will provide the best insight into the City’s vision of the portal.*

**POSITION STATEMENT 1 CLARIFIES THE ANTICIPATED METHODS FOR VENDORS TO RECOVER DEVELOPMENT AND OPERATION COSTS...**

In the RFP, the City asks the proposer to create a new web site and provide support facilities that the proposer will operate and maintain in delivering business services not available on the City's web site. The systems are to be privately financed through the company's own self-supporting cost recovery methods. As the RFP was drafted, the City envisioned three primary avenues as cost recovery methods -- via "Internet service fees", via "subscription service fees", and via "advertising".

First the City envisioned use of an "Internet service fee" for application in payment oriented transactions; such as payment of a utility bill, permit, or business tax. This service fee is construed to be identical in function, feature, and form as the convenience fees assessed by other similar service oriented intermediaries; such as Ticket Master, ATM, and credit card agencies.

Next the City envisioned use of "subscription service fees" in instances where value added services are delivered over a period of time. An example of such a service might be where the vendor provides an email notification service to "subscriber" electrical supply companies when the City issues a related construction permit. In this manner the vendor would be providing a new "business to business" value added fee based service that the City probably would not consider.

The City also envisioned the potential use of "advertising" on the vendor managed & maintained portal. Targeted web based advertising can provide a cost recovery mechanism as an alternative or supplement to fee based methods. Although advertising on the portal will be considered, direct advertising on the City web site is not being considered at this time.

Independent of the three options noted above, proposals are not restricted to cost recovery methods the vendor believes to be feasible and legal.

The City was not able to locate specific applicable legal precedents that clearly indicate the economic viability of utilizing these fee structures to ensure costs can be recovered. The City's recommends each proposer seek legal council to address this issue.

The City is not intending for the contractor to lose its investments. The City opinion is that feature rich portal services (some fee based & some not) will aid the vendor in providing a self-sustaining venture. If the contractor does not address aspects of E-government services that the City deems critical, the City may use resources as appropriate to provide this service via the City web site.

Lastly, there are cost-savings and economies of scale inherent with the move to internet-based services, and the City intends to benefit from these types of cost-savings without incurring

additional expenses. However, if extraordinary productivity and service improvements can be realized, the City would consider compensating the contractor. This type of revenue potential would be evaluated on a case-by-case basis, but only after initial portal deployment (and will not be considered as part of the RFP evaluation).

**POSITION STATEMENT 2 CLARIFIES THE ISSUE OF HOW THE VENDOR MAY ACCESS OR INTERFACE WITH DATA FROM EXISTING CITY SYSTEMS...**

The City does not require a single standard approach to accessing and/or delivering information to the portal from City host system data sources. There are several different approaches the data can be made available.

One approach, direct access to host system data (i.e. City mainframe, midrange, and server based data files) potentially provides the least complex method of access. This approach has the highest City risk however, as major obstacles of data security and potential adverse performance impacts must be addressed. The City would not object to proven methods of direct access to its legacy systems, as long as the proposer guarantees applicable protections.

A second method is where the City could replicate data of interest and enable access to the information from City web servers. These efforts would eliminate the concerns of direct legacy system access, but would expose some (minor) concerns of data currency. The process of rebuilding the replicated data (in total or using "delta" files), may or may not be time consuming, and may or may not be required frequently. These issues would require review on an application specific basis.

A third technique involves the City providing data extract files for the contractor to store & process using portal resources. This approach has similar advantages & disadvantages to the previously mentioned replication approach. Further, it would require the contractor to ensure a high-speed connection is established between the City and portal resources. Since all data for a portal application would be directly & concurrently accessible, this approach would enable the contractor to potentially provide independent data analysis as a value-added service.

Ideally, the City would prefer direct access to its host system data, but the City recognizes this approach may not be immediately feasible. Initially, the City envisions the use of replication as the primary approach to delivery of portal services. As an example of how this may be successful, the City was able to readily create an application to demonstrate how this approach may operate. Proposers can view the example application via the City web site at [http://www.ci.tampa.fl.us/appl\\_business\\_licenses](http://www.ci.tampa.fl.us/appl_business_licenses). The application reflects access to Business Tax information via replication to a SQL database. The proposer should be able to envision how a "tax renewal" link to the portal could be established from the detail "license view" function. In this manner, the portal processing is working only with current year data for a single license to be renewed. Note that this example may not require any data conversion or even file storage to be provided by the contractor; since only the transaction processing (i.e. renewal tax calculation & payment processing) is required by the portal.

The proposer may identify other options or combinations of approaches stated above that address this issue. The City will cooperate with the awarded vendor to ensure the issues of data access and connectivity are addressed using appropriate methods.

**POSITION STATEMENT 3 CLARIFIES THE APPLICATIONS OF INTEREST AND SCHEDULED IMPLEMENTATION EXPECTATIONS...**

This solicitation to vendors was issued as a Request For Proposal (vs. as a Request For Bid) because the City understands the application of this technology is new and still maturing, and the City understands many aspects of the desired City requirements do not exist. Specifically, the City recognizes that while many applications have been created for E-business, few (if any) comprehensive examples of E-government services currently exist. The City intends for vendors to propose solutions to benefit of the citizens of Tampa, which enable the citizens to conduct business with the City easier, faster, and potentially cheaper. Further, the City intends for vendors to propose solutions for which the proposer has proven expertise, or relevant experiences, which can readily be transferred into successful solutions.

To assist the vendors in identifying potential services, 6.4 of the RFP listed many requested applications that were identified by City department managers. Additionally, at the request of several vendors, the City supplied (in addendum #2) a list of major systems currently in use at the City. The information contained in both 6.4 of the RFP & addendum 2, do not designate which specific applications must be delivered by the proposer. Instead the information is primarily provided to aid the vendor in identifying areas for which they may already have solutions that can be included in their proposal.

The City is intentionally non-specific with respect to making data & integration requirement statements, as no expectations exist as to the exact prioritizing and timeframes for which specific applications must be implemented. As a result, the City understands this challenges proposers to make assumptions concerning the complexity of delivering some services. However, armed with experience the City lacks, the City anticipates proposers are in a better position to identify what they can or cannot deliver. The City will evaluate the proposals based on vendor identified implementation expectations. We recognize this as presenting unique conditions, however the City's intent is to pursue a proposal offering the best advantages to the citizens of Tampa.

The mandatory requirements primarily address the request for consistency in the how the proposal is structured & presented, and to ensure purchasing requirements are met. As to the specific web-enabled services requirements, the City identified in 6.3 of the RFP its expectations of types of services to be delivered within the stated time constraints. Within the first 90 days, the City intends for portal functions to be capable of sending & receiving electronically signed documents to & from citizens. (Although the phrase "receive applications for licenses and permits" was used in 6.3 of the RFP, the City intended to use this phrasing as examples of the types of documents transmitted, not necessarily the specific applications that must be implemented within the first 90 days.) Within the first 120 days, a payment-processing interface should be operational. And within the first 180 days, mechanisms should be in place that provide measurements of the success of the portal.

*Questions are presented in the order in which they were received. Some questions may be modified slightly during the running of grammar and spell check operations.*

1. Question: Outside of the fees that the State allows the City to charge, what other potential revenue can we expect? (Example if we can show that a department can save on 2 full time employees will we get some monetary value from the city.)

Answer: The City expects the proposer to determine the feasibility and methods for recouping the implementation costs as a part of their business plan. The City will review all proposed revenue streams and determine which proposal best meets the City’s needs. Please also review position statement 1.

2. Question: Will we be able to sell advertising on the city web site?

Answer: Advertising on the City web site is not envisioned, however advertising on the proposer portal will be considered. Please also review position statement 1.

3. Question: Can we charge for online form completion versus downloading and having to fill out the form and bring it downtown?

Answer: Charging for the development and use of electronic forms will be evaluated on a case by case basis. Some fee-based services may be appropriate others may not. Please also review position statement 1.

4. Question: RFP response submission deadline is July 6; when will the final decision be made by? (It looks like they are taking by the end of August 2001, assuming a one-year contract or August 2000, assuming a two-year contract.)

Answer: The intent of the City is to execute a contract prior to October 1, 2000.

5. Question: Will any weight be given for the association with W/MBE subcontractors?

Answer: The City encourages the use of W/MBE firms and consideration will be given to the use of W/MBE firms during the proposal evaluation.

6. Question: RFP as for contractor project manager, what dept. or level of city staff will be working with this project manager to assure we get timely information? What if any remedies can be negotiated for the city not responding to our needs within time requirements?

Answer: The City MIS department will assign a senior project leader to work with the contractor to assure timely access to information. As part of a proposal, the vendor can define remedies they deem appropriate.

7. Question: Will any money be available from the City for marketing?

Answer: The City will not provide funds for advertising, however the City will market the portal via several means. The City operates a government access cable television channel that reaches 300,000 households. The City will create public service announcements and run them on the channel to promote the portal. The City can also post announcements as part of the utility bills to inform the public about the portal services.

8. Question: If and when a termination transition is required, will who will pay the bill for moving everything?

Answer: If the City opts to take ownership of the equipment and continue the services, the City will absorb relocation expenses.

9. Question: If an alternate proposal is presented are we required to meet 100% of the original RFP?

Answer: Alternate proposals will be also reviewed using the same evaluation criteria.

10. Question: Under 4.5.1 contract termination, will contractor be guaranteed any financial (recovery of costs) exposed to date? ...4.5.5 say's "reserves the right".

Answer: No, the City will not guarantee that the contractor will recover any or all of its costs. Please also review position statement 1.

11. Question: Ref. 4.6 say's we will use an escrow agent for source code deposit. Who will pick the agent and how often will the source code need to be updated to the agent. Who will pay for this service?

Answer: Selection of an escrow agent and any related cost is the responsibility of the proposer. The City may serve as the escrow agent at no cost to the proposer. The City expects source code update protection to occur with every major software enhancement.

12. Question: Will the City request of Contractor any money for subsidy of any city expenses?

Answer: No.

13. Question: If money invested is not recouped by the end of any contract period will contractor be guaranteed all of their invested money with some reasonable return?

Answer: No.

14. Question: Will city legal staff work with contractor to assure the contractor is not charging or disclosing private information. Or will the contractor have to plan on paying

for legal assistance in the contract?

Answer: The issue of data privacy is covered in 6.6.5.10 of the RFP. Legal expenses are the responsibility of the proposer.

15. Question: Ref. 4.22 city understands that equipment sold at the end of contract will be used or does the city expect new equipment at the transfer date?

Answer: The City expects that equipment acquired at the end of the contract will be the equipment in use supporting the portal, and all equipment should be operable and in good condition.

16. Question: Is the request for the help desk support only for the use of the Portal not the support for the city departments?

Answer: The contractor support is for use of the portal. This service is not intended to replace existing MIS Help Desk support functions or other City department business support functions.

17. Question: What is the City’s definition for Value Added Services?

Answer: Please review position statement 1.

18. Question: Ref. 6.4 descriptions 6.4.1 - Can we charge for Information or statically requested reports. I would like to know what the average water bill is for all one-bedroom units, etc.

Answer: Vendors may propose fee based transactions created by analyzing data extracted to produce additional value otherwise not directly obtained from public records. The average monthly bill for a one-bedroom unit is \$60 to \$65. Please also review position statement 1.

19. Question: We know that all information is available at City facilities is free. Why can we not charge for information that is inputted by a 3rd party on the web site? Example zoning information. If we charge a \$? Annual fee to have access to online zoning information to a citizen its worth it to me instead of me having to come down to city hall. Consider that this information will be available 24 hrs a day 365 days a years and just thing of how many less phone calls. When the contract is up the information would be free to the public.

Answer: We encourage vendors to propose whatever revenue methods they deem feasible and legal. Please also review position statement 1.

20. Question: Is there any information on how much is charged for copy’s and how much general revenue is paid in from Citizen requests?

Answer: The amount that can be charged for copying of public records is covered in the Title X Chapter 119 of the Florida Statutes:

119.07 Inspection, examination, and duplication of records; exemptions.--

(1)(a) Every person who has custody of a public record shall permit the record to be inspected and examined by any person desiring to do so, at any reasonable time, under reasonable conditions, and under supervision by the custodian of the public record or the custodian's designee. The custodian shall furnish a copy or a certified copy of the record upon payment of the fee prescribed by law or, if a fee is not prescribed by law, for duplicated copies of not more than 14 inches by 8 1/2 inches, upon payment of not more than 15 cents per one-sided copy, and for all other copies, upon payment of the actual cost of duplication of the record. An agency may charge no more than an additional 5 cents for each two-sided duplicated copy. For purposes of this section, duplicated copies shall mean new copies produced by duplicating, as defined in s. 283.30. The phrase "actual cost of duplication" means the cost of the material and supplies used to duplicate the record, but it does not include the labor cost or overhead cost associated with such duplication. However, the charge for copies of county maps or aerial photographs supplied by county constitutional officers may also include a reasonable charge for the labor and overhead associated with their duplication. Unless otherwise provided by law, the fees to be charged for duplication of public records shall be collected, deposited, and accounted for in the manner prescribed for other operating funds of the agency. An agency may charge up to \$1 per copy for a certified copy of a public record.

Revenues for copying public records is generally recorded as miscellaneous revenues and is not separately recorded.

21. Question: In the design of this project does the city wish to have a Kiosk system designed for remote utilization?

Answer: Kiosks availability is desirable, but not mandatory.

22. Question: Ref. 6.6.3 Integration with Back-End Systems - Will contractor have full access to MIS dept. resources, i.e. manpower knowledge?

Answer: MIS staff will work with the successful proposer to ensure that system integration information is available on a timely basis.

23. Question: Will city be willing to upgrade to more up to date programs that it presently owns; before contractor makes it web-enabled?

Answer: Systems used by the City are periodically upgraded. The City has limited resources, therefore the process of prioritizing upgrades is balanced between City business requirements and the availability of resources (personnel, funding, etc.). The City does not envision changing this approach, however as applications are replaced/upgraded, the City intends to web-enable access to its systems.

24. Question: Will the city still host their own website or will it be hosted on the contractors system?

Answer: The City intends to continue hosting its own web site, but the City would consider other proposer options.

25. Question: Can we get a copy of all applicable statutory or regulatory published fees?

Answer: Yes, proposers may obtain a compilation of "Ordinance & Resolution documents related to City fees" (> 100 pages) from Purchasing. Electronic versions of these documents are not available.

26. Question: Ref. 6.1A - In order to support authentication processes and the reduction of data entry by users of the system, the portal will create a front-end application for all City applications. The front-end will accept user data and then submit the information to applications as required. Initially, legacy applications will be set up using the front-end application. Will user interaction be implied? What level of automation is expected initially? What is the feasibility of using the front-end for long-term development goals? Long term goal is to create a repository.

Answer: The Common Application Front-End is discussed in 6.6.4 of the RFP. It is anticipated that City web-citizens will “interact” with web-based forms, screens and related services. Web-based transactions could be “authenticated” via the front-end database, then “posted” to back-end systems via timely batch updates. This database could be linked to the web payment system. The City views the Common Application Front-End as the means of providing a cohesive interface in accessing the portal functions. Proposers may identify their specific method of delivering this feature.

27. Question: Ref. 6.1B - Integrated online applications and customer information services. What integration will be required? What companies will be required for integration, what systems are they using, how complete is the integration required to be?

Answer: An application matrix has been provided as addendum 2 to the RFP & can be viewed via the City web site (i.e. [http://www.ci.tampa.fl.us/dept\\_Purchasing/files/61070600\\_a2.pdf](http://www.ci.tampa.fl.us/dept_Purchasing/files/61070600_a2.pdf)). It identifies high level technical components for each major application; 3rd party software products are also identified. Please also review position statement 2.

28. Question: Ref. 6.1D Support - What level of support will the City provide the Contractor?

Answer: Proposers should identify the level of business and technical support required to ensure the success of the Tampa Electronic Government Portal. Also see responses to Q.6 and Q.22.

29. Question: Ref. 6.1E Policies and Procedures - Will the City provide legal counsel to determine these statements?

Answer: Please review position statement 1.

30. Question: 6.1F Common Format - Does this imply that a Style Guide and Site Standards document is required?

Answer: Yes; and the City has established "Web Design Guidelines", but the current guidelines may not reflect new standard requirements needed to support the portal services.

31. Question: Ref. last paragraph on page 20 - Business Plan development is the sole responsibility of the Contractor?

Answer: The City of Tampa will work with the Contractor in the development of the Business Plan and the identification of possible E-government opportunities, however, City staff has limited knowledge of possible revenue-generating opportunities that the Contractor may be aware of. The responsibility for the development of this product rests with the Contractor.

32. Question: Ref. 6.1.1 Role Definition - What role with the City play in determining this?

Answer: The City of Tampa reserves the right to define policies and procedures regarding the use of the Portal.

33. Question: Ref. 6.1.2 Benefits to Customers - Efficiency and effectiveness criteria will be developed. Is the Contractor to assume a significant role in this assessment? Are there specific consulting oriented services that will be required? i.e. Focus Groups

Answer: Proposers are encouraged to define the level of support they would provide to the City of Tampa to help facilitate the measurement of portal efficiency and effectiveness.

34. Question: Ref. 6.4.1 Utilities - What is the mainframe architecture? Is this considered Value added or free of service charges? How will that typically be determined?

Answer: The City uses an IBM 9672-R42 mainframe with MVS operating system. The utility billing and customer services application (MSS) uses CICS to process ADS/Online transactions and IDMS for database storage. Please also review position statement 1.

35. Question: Ref. 6.4.2 Complaints - Who will handle the solutions to the complaints? Is Contractor responsible for providing this level of support?

Answer: The City is responsible for addressing solutions to citizen inquiries and complaints.

36. Question: Ref. 6.4.3 - Are the programs digitally captured? If not, would Contractor be responsible for digitizing shows? What is the expected delay? Are shows to be streamed in real time or on an archived basis?

Answer: The intent is to provide real-time video streaming of the City’s analog cable channels.

37. Question: Ref. 6.4.4 Business Taxes - What is the mainframe architecture?

Answer: The City uses an IBM 9672-R42 mainframe with MVS operating system. The business tax application (BLS) uses CICS to process online transactions and VSAM for data storage.

38. Question: Ref. 6.4.5 Vendor Services - What is the mainframe architecture? Are there any significant restrictions to be aware of?

Answer: The City uses an IBM 9672-R42 mainframe with MVS operating system. Purchasing functions are incorporated within FAMIS/ADPICS financial systems and uses CICS to process online transactions and VSAM for data storage. The City's Purchasing Department maintains a manual that contains the policies and procedures regulating the City's purchasing functions. Within the manual are specific directives indicating the appropriate methods of procurement as dictated by Florida State Statutes and the City Charter.

39. Question: Ref. 6.4.6 Jobs - What is the PC-based tracking system currently being used?

Answer: A City developed applicant tracking system is currently being used. The system stores data in an Access database.

40. Question: Ref. 6.4.7 Public Safety - What is the existing system architecture?

Answer: Basic descriptions of the City's public safety systems are described in the RPF appendix under "Current Infrastructure Description" and in the application matrix provided in addendum 2.

41. Question: Ref. 6.4.8 Permits - How many different categories will be required? What kind of tracking and reporting will be required?

Answer: The current Construction Services Center permit types include:  
(BM) Building miscellaneous - For remodeling, and changes to a structure;  
(BU) Building permit - For new construction and additions;

(EL) Electrical permit;  
(MA) Miscellaneous permit - For items that don't fall in any other category;  
(PL) Plumbing/gas permit; and  
(TS) Tree/site/transportation/stormwater.  
Basic transaction logs and revenue reports would be required from the contractor.

42. Question: Ref. 6.4.9 Parking - What is the mainframe architecture? How will permits be delivered? Electronic or printed?

Answer: The City uses an IBM 9672-R42 mainframe with MVS operating system. The parking violations application (PVS) uses CICS to process online transactions and IDMS for database storage. The monthly parking garage application uses CICS to process online transactions and VSAM for data storage. Monthly parkers use a card key at parking garage entry & exit points. A card key is given to the citizen when the account is established. Payment of the monthly fee keeps the card key "active". Therefore no electronic or printed permit is used in the application.

43. Question: Ref. 6.4.10 Reservations - What kind of tracking and reporting will be required?

Answer: Basic reporting of reservations and financial transactions will be required.

44. Question: Ref. 6.4.11 Museum Store - Who will maintain the product photos, inventory data, etc? Who is responsible for shipping purchases?

Answer: Museum staff will provide inventory updating and product packing & shipping services.

45. Question: Ref. 6.5 Payment - What is the current framework architecture and language on the financial system? What are the time expectations for implementing online Check and cash transactions? Liability of the Contractor for processes which are managed by third party processing center?

Answer: The City uses an IBM 9672-R42 mainframe with MVS operating system. The FAMIS/ADPICS financial system is vendor-developed product from KPMG and uses CICS to process online transactions and VSAM for data storage. Refer to 6.3 for the project timeline. The contractor is responsible for any third party processing.

46. Question: In the RFP decision process a vendor would be penalized in your scoring procedure for not being local?

Answer: No evaluation weighting advantage is being provided to local companies. The RFP states in 6.10, "it is desired that the Contractor establish a point of presence in, or within thirty (30) miles of, Tampa, Florida, within four (4) weeks of contract award."

47. Question: Many of the projects in Section 6.4 (Page 22) state that the new portal/database will need to tie into the existing database. We would like to know the specifics of these databases to better decide the compatibility, timeframe and cost of these projects.

Answer: High level technical information about major city applications is provided in addendum 2. Please also review position statement 2 & 3.

48. Question: In the Business Management Model (p.33), the RFP states that the Contractor needs to establish a point of presence in or within 30 miles of Tampa within 4 weeks of the contract award. What type of "presence" is required, what is the duration of this assignment and what is expected of this off-site team?

Answer: Although a local point of presence is desired, it is not required. The proposer may identify the type and duration of presence it deems necessary to ensure success. Due to the anticipated magnitude and potential complexity of this engagement, a local vendor presence will greatly aid in expediting clear lines of communication.

49. Question: We need to know the extent of the "disaster recovery plan" and how many servers/sites would be required for adequate backup i.e., how many "9s" do you want when it comes to downtime? For example, 99%, 99.9%, 99.99%. Each addition of a "9" adds more sites, servers and hosting redundancies to keep the site up and running.

Answer: The City has intentionally not stipulated the extent of disaster recovery services (6.6.5.3 of the RFP) required. The vendor may propose whatever disaster recovery methods it deems reasonable.

50. Question: In the Performance Monitoring and Problem Resolution section (Page 31), can we please get a clear definition of system malfunction?

Answer: The inability to successfully complete a transaction as originally designed.

51. Question: In the Ownership of the Portal Hardware and Software segment (Page 34) -- We first need to know the extent of the site, server, hosting possibilities and existing database before we can spec out hardware and software.

Answer: The City has not constrained proposers to a specific strategy that would preclude hardware/software upgrades over time. In fact it is unreasonable to assume the initially installed equipment would contain adequate resources (memory, disk, etc.), if the demand for access to the portal services grows in proportion to the historical sustained web technology growth and interest. Vendors should identify the resource requirements based on their proposed business plan.

52. Question: What application will we be using for the Video Streaming (Page 23)?

Answer: Encoding shall be MPG1, MPG2 with upgrade capability for MPG4.

Multicasting of live video streams, full status monitoring, encoding should be scalable. The approach should utilize streaming media software (such as Real Networks G2, Microsoft Windows Media, etc.). Analog Baseband video and audio will be provided at Cable Communication facility.

53. Question: Consumer Access and Accessibility (p.29) notes that the portal needs to be accessible to users with Netscape 3.0 or Explorer 3.0. This will eliminate MANY features, and may cause problems in the future if Netscape/Explorer is updated. Perhaps this should be revisited as many (most) people have updated browsers at this point.

Answer: The City estimates 15% to 20% of the access to its web site is by citizens still using a pre-version 4 browser. The City understands the concern of the vendor and is willing to relax the requirement to reflect a desire for the portal to support version 3 browsers. The proposer should state instances where delivery of portal services may not be practical or possible due to the version 3 constraint.

54. Question: Ref. 6.1, p21. - What is the City’s expectation for the content of the Phase One Portal Business Plan?

Answer: At a minimum the content of phase one should include "the development of the operational and management platform of the Tampa Electronic Government Portal including applications which will incorporate the payment processing system". Please also review position statement 2 & 3.

55. Question: Ref. 6.1.E, p20. - Can the City provide a definition of “value added transactions...”? For example, if the City is currently assessing a fee to process a permit, is the City still expecting to receive the same fee amount for any permit issued over the internet?

Answer: Please review position statement 1.

56. Question: Ref. 6.3, p22. - In Section 6.1, Project Objectives, the City discusses Phase One that includes the operational and management platform, payment processing and a Business Plan. Also, after Phase One the City will evaluate the scope of future phases. In 6.3, Project Timeline, the City discusses the applications that must be available in 90 days (regulated entities document exchange, licenses and permits), 120 days (payment processing) and 180 days (statistical information). Can the City elaborate on the vision for the Phase One versus the 90, 120 and 180 day requests? Is it the intent of the City to have the vendor propose an approach that is consistent with the desired functionality listed in the proposal but provides some capabilities after 90 days?

Answer: Within the first 90 days, the City intends for portal functions to be capable of sending & receiving electronically signed documents to & from citizens. Although the phrase "receive applications for licenses and permits" was used in 6.3 of the RFP, the City intended to use this phrasing as examples of the types of documents transmitted, not necessarily the specific applications that must be implemented within the first 90 days.

Within the first 120 days, a payment-processing interface should be operational. And within the first 180 days, mechanisms should be in place, which provide measurements of the success of the portal. Please also review position statement 3.

57. Question: Ref. 6.3, p22. - The City states electronic signatures must be provided in a “...manner sufficient to satisfy City legal requirements.” Can the City please provide the legal requirements for electronic signature?

Answer: The City legal requirements may be derived from current Florida law CH 96-224, dated May 24, 1996, titled "Electronic Signatures". The law is readily viewable via the State of Florida web site at <http://taxlaw.state.fl.us> then search for 96-224.

58. Question: Ref. 6.4.1, p22. - How many bill payments are processed annually for utility services for water, sewer and solid waste?

Answer: Approximately 1,400,000 bills are processed annually.

59. Question: Ref. 6.4.4, p23. - Is there currently a convenience charge for processing Business Licenses?

Answer: No.

60. Question: Ref. 6.4.5, p23. - Would the City consider using the portal to provide online ordering and purchasing for City employees buying off of approved contracts? Is the solution expected to support Internet based orders from the City to their suppliers? The description mentions inquiry only capability. How much (in dollars) is currently being purchased for all goods and services for the City?

Answer: The City is not interested in considering using the portal for online purchasing at this time or allowing its employees to purchase off existing contracts. Last year, the City purchased \$110,309,031 in goods and services.

61. Question: Ref. 6.4.6, p23. - Is there currently a convenience charge for processing job applicants? For follow-up on future job openings?

Answer: No.

62. Question: Ref. 6.4.7, p24. - Is there currently any convenience charge for the Public Services listed in 6.4.7? How many requests for extra duty officers were received last year?

Answer: No convenience charges are imposed; however fees for "police records" services are assessed as follows:  
name checks @ \$3 per name;  
grid/address @ \$3 per address per year (under certain conditions, other fees also apply);  
visa requests @ \$3 per name + \$1 for certification;

mail requests @ \$2 + envelope & postage;  
photos @ \$.65 for mug shots;  
extended clerk fee @ \$100 charged in addition to per copy charge for companies receiving daily reports of all accidents;  
inspection fee @ \$4 as established by the Division of Motor Vehicles & written on all citations;  
certification @ \$1;  
report copies @ \$.20 for two sided pages & \$.15 for single sided pages;  
extensive clerk fee @ \$10/hour for extensive requests; and  
crime scene photos @ prices established by the photo lab, (813) 276-3382.  
The number of requests for extra duty officers is unavailable, however other information may provide insight into the scope of this service. Specifically, the gross revenue from this activity last year was approximately \$6,000,000 with more than 250,000 personnel hours expended performing extra duty service. There are approximately 300 daily requests for this service.

63. Question: Ref. 6.4.8, p24. - Please provide a brief description of the plans submitted for review and inspection results. Please provide a brief description of the inspectional process. Is there currently a convenience fee for processing permits?

Answer: Information regarding the nature of plans submitted, the plans review, and inspectional results processes are available on the City web site ([http://www.ci.tampa.fl.us/dept\\_Construction\\_Services](http://www.ci.tampa.fl.us/dept_Construction_Services)). A convenience fee is not currently imposed for processing permits. Credit Cards are currently accepted as a form of payment for a permit.

64. Question: Ref. 6.4.11, p25. - How many items will be available for purchase from the Tampa Museum of Art Store? What was the total dollar value of items purchased last year from the Art Store?

Answer: There are approximately 2,000 unique items available for purchase. Sales from last year were \$170,000. Approximately 1,800 items were sold.

65. Question: Ref. 6.6.1.1, p26. - Is it the City’s expectation that the vendor will be required to handle all calls received (i.e., those indicated in “Average Number of Calls Daily” on p. 42) or is the Contractor required only those calls resulting from interaction with the portal?

Answer: No, the contractor is only required to field calls resulting from use of the portal.

66. Question: Ref. 6.6.4, p28. - The RFP states “...all City legacy systems will use the Portal front-end applications...” related to developing front-end forms. Are there more applications than those listed in section 6.4? If so, can the City please provide a list of those applications?

Answer: A list of the major City applications is provided in addendum 2. Although the City intends to focus on solutions to the applications identified in 6.4 of the RFP or in addendum 2, vendors are not limited to which applications may be included in their proposal. Please also review position statement 3.

67. Question: Ref. 6.10.4/6.10.5, p34. - Can the City provide copies of all applicable statutory or regulatory rules and regulations pertinent to distributing information or the charging of fees?

Answer: Yes, proposers may obtain a compilation of "Ordinance & Resolution documents related to City fees" (> 100 pages) from Purchasing. Electronic versions of these documents are not available. Please also review position statement 1.

68. Question: Section 1.1.1 - Are there specific requirements for the development of forms, or is this requirement focused on the ability to distribute information electronically to a broad but defined audience?

Answer: The intent is to provide the capability to distribute information electronically to a broad but defined audience.

69. Question: Section 6.1, A - The RFP states that additional applications, not listed in this RFP, will be added as requested. Will those applications be mutually agreed upon by the City and the Contractor?

Answer: The specific applications for inclusion on the portal and the priority in which the applications are to be created will be mutually agreed upon by the City and the Contractor.

70. Question: Section 6.4.1 - How much historical account information is required for customers to inquire via the web?

Answer: The City intends for thirteen months of account history to be available.

71. Question: Section 6.4.1 – Are charges for water, sewer, and solid waste on the same bill?

Answer: Yes.

72. Question: Section 6.4.1 - What is the average bill amount for the utility bill? (or for water, sewer, and solid waste bills, if these charges are not all on the same bill?)

Answer: The average monthly utility bill is \$110.

73. Question: Section 6.4.1 - Does the online utility service scheduling requirement include turning utility service on and off? Are there other types of service calls that should be covered by this requirement? If so, can you provide some examples?

Answer: Yes, the utility scheduling requirement will include request to start and stop service. Other types of calls may include reporting a broken pipe and requesting a meter test.

74. Question: Section 6.10.5 - Which services are considered Value Added Services?

Answer: Please review position statement 1.

75. Question: Section 6.10.4 - Which services are considered not Value Added Services?

Answer: Direct viewing of public records, and providing facilities for citizens to submit a complaint or service request, would not be considered a value added service. Please also review position statement 1.

76. Question: Section 6.10.5 - What is meant by "The fee structure must be consistent with applicable statutory or regulatory fees"?

Answer: The vendor should not expect to be capable of charging a fee in instances where applying the fee would not be legal. Please also review position statement 1.

77. Question: Will the Contractor be allowed to charge a convenience fee for payments made by citizens/businesses/tourists through the Tampa Electronic Government Portal and the applications provided through the Portal?

Answer: Please review position statement 1.

78. Question: Section 6.4.2 - Should the Complaint Handling & Citizen Action Inquiries application provide support for E911 and police non-emergency inquiries? If so, what are the annual volumes for these requests/inquiries?

Answer: No.

79. Question: What types of business licenses are issued today?

Answer: This information is contained in Ordinance No. 2000-126 dated May 25, 2000. A copy of this document is included in the compilation of "Ordinance & Resolution documents related to City fees" (> 100 pages) and is available from Purchasing. An electronic version of this document is not available.

80. Question: Section 6.4.4 - What is the average amount of the business license tax?

Answer: The average amount of the occupational license tax is \$250. The tax is paid (renewed) annually.

81. Question: Section 6.4.4 - How can business license taxes be paid today? (Walk-up window? Mail-in?)

Answer: The tax is currently paid via mail-in or walk-in.

82. Question: Section 6.4.7 - Does the city levy a tax or charge a fee for registration of security/alarm systems? If so, what is the amount?

Answer: No.

83. Question: Section 6.4.7 - What is the volume of requests for off-duty officers?

Answer: The number of requests for extra duty officers is unavailable, however other information may provide insight into the scope of this service. Specifically, the gross revenue from this activity last year was approximately \$6,000,000 with more than 250,000 personnel hours expended performing extra duty service. There are approximately 300 daily requests for this service.

84. Question: Section 6.4.8 - What are the different types of building permits that users can apply for?

Answer: The types of permits are identified in response to Q.41. This information is also on the City web site ([http://www.ci.tampa.fl.us/dept\\_Construction\\_Services](http://www.ci.tampa.fl.us/dept_Construction_Services)). And proposers may obtain this information in a compilation of "Ordinance & Resolution documents related to City fees" (> 100 pages) available from Purchasing.

85. Question: Section 6.4.8 - What fees are associated with each type of building permit?

Answer: This information is located on the City web site ([http://www.ci.tampa.fl.us/dept\\_Construction\\_Services](http://www.ci.tampa.fl.us/dept_Construction_Services)). Proposers may also obtain this information which is located in a compilation of "Ordinance & Resolution documents related to City fees" (> 100 pages) from Purchasing.

86. Question: Section 6.4.9 - What is the average amount of the monthly parking fees paid to the City?

Answer: The average parking garage fee is \$67 per month. The Parking garage operations collects approximately \$10,000,000 annually with 65% coming from monthly customers vs. 35% from hourly rate customers.

87. Question: Is there any preclusion from bringing up applications that were not in the RFP? If not, can other applications be deployed before applications identified in the RFP?

Answer: The specific applications for inclusion on the portal and the priority in

which the applications are to be created will be mutually agreed upon by the City and the Contractor. Although the City intends to focus on solutions to the applications identified in 6.4 of the RFP or in addendum 2, vendors are not limited to which applications may be included in their proposal.

88. Question: Section 6.1.0 - What is meant by establishing a point of presence? Does this mean an office within 30 miles, or a person within 30 miles?

Answer: Although a local point of presence is desired, it is not required. The proposer may identify the type and duration of presence it deems required to ensure success.

89. Question: Section 6.10 - Is there a requirement for the function of the established point of presence? If so, what is it?

Answer: Although a local point of presence is desired, it is not required. However due to the anticipated magnitude and potential complexity of this engagement, a local vendor presence will greatly aid in expediting clear lines of communication.

90. Question: What forms of payment does the City accept today for business licenses? (i.e. credit card, check, etc.) What is the volume of each form of payment? Also - When do you expect this activity to become paperless?

Answer: Payments are accepted in the form of cash, checks, and money orders. No data is available concerning the percentage of each form of payment. The City has no expectation of when this activity will become "paperless".

91. Question: What forms of payment does the City accept today for utility bill payments? (i.e. credit card, check, etc.) What is the volume of each form of payment? Also - When do you expect this activity to become paperless?

Answer: Payments are accepted in the form of cash, checks, and money orders. No data is available concerning the percentage of each form of payment. The City has no expectation of when this activity will become "paperless".

92. Question: What forms of payment does the City accept today for parking tickets? (i.e. credit card, check, etc.) What is the volume of each form of payment? Also - When do you expect this activity to become paperless?

Answer: Payments are accepted in the form of cash, checks, and money orders. No data is available concerning the percentage of each form of payment. Approximately \$2,200,000 was collected last year from 130,000 parking violations. The City has no expectation of when this activity will become "paperless".

93. Question: Can the City please provide the vendor community with information regarding the single point of contact that will represent all the different city departments

after contract award? Since the Portal will interface with most of the City’s legacy systems many of which are managed, operated, and enhanced by different departments there may be priority differences and other issues that could affect the Portal and would need to be resolved.

Answer: The City MIS department will assign a senior project leader to work with the contractor as the single point of contact. The coordination of access to information, and resolution of potential prioritization conflicts, is a City function.

94. Question: In addition to advertising, subscription services, and value-added services a major benefit to the City of the Portal and the Customer Service component of this RFP is the ability to re-engineer the City’s back office and departmental processes. Assuming the vendor and the City can agree on criteria for measuring cost savings, will the City consider as an element of the revenue model sharing with the vendor these savings as more City services and transactions are handled by the Portal?

Answer: There are cost-savings and economies of scale inherent with the move to internet-based services and the City intends to benefit from these types of cost-savings without incurring additional expenses. However, if extraordinary productivity and service improvements can be realized, the City would consider compensating the contractor. This type of revenue potential would be evaluated on a case-by-case basis after initial portal deployment (but will not be considered as part of the RFP evaluation).

95. Question: At the Bidder’s Conference the City indicated its desire for the Portal vendor to replicate the City’s data in a separate system and be prepared to make updates on a daily basis. This would make the Portal’s data at a minimum 24 hours behind the City’s legacy systems. Secondly, since the City normally runs batch updates and backs up its systems during the off hour shifts there is a possibility that the Portal’s data could be more than 24 hours behind. Can the City please provide its expectations on how long the Portal’s data can be out of sync with the legacy systems?

Answer: The City understands that use of data replication as a possible strategy may lead to "out of sync" conditions. The City understands the possibility of applications having different data currency requirements. The City does not perceive this to be a significant issue, as our intention is for each interface to be established based on agreed to service levels. Please also review position statement 2.

96. Question: Any Portal system that processes Government transactions including the associated payment is going to need the same business logic currently being used by the legacy systems and the City’s manual processes. As an example, if a citizen wished to obtain a building permit but owes parking tickets they should be required to pay these tickets before they could obtain their permit. There are numerous other relationships that the Portal would need to be aware of in processing City transactions. Most Portals depend on legacy systems for this business logic. However, the City is asking its Portal vendor initially to replicate legacy data and not directly interface with the legacy systems. In the worst case, this will require the replication of the business logic and data. At the Bidder’s

Conference the City indicated their desire to allow direct legacy system interfaces after the Portal vendor has proven themselves capable of not disrupting the legacy systems. Can the City please provide a timeframe for how long it envisions for a transition to direct access to databases to take place?

Answer: The City would not object to proven methods of direct access to its legacy systems, as long as the proposer guarantees applicable protections. Some business functions (such as electronic payment of a parking violation or utility bill) are not envisioned to require complex processing. However the proposer is correct in assuming other business functions (such as paying a business tax or construction permit) will involve detailed editing, and must mirror existing legacy application logic. Please also review position statement 2.

97. Question: In section 5.3 – Insurance, the City requires that the Portal vendor carry insurance from duly authorized companies allowed to do business in the State. Many of the large Corporations in the United States are self-insured. Is proof of self-insurance that covers the requirements in the RFP acceptable to the City?

Answer: Yes.

98. Question: Can the City please provide the types, unit prices, and volumes of individual and bulk data as defined in the scope of work and currently purchased by outside organizations?

Answer: No such information exists.

99. Question: The City is expecting the Portal vendor to begin sharing revenues once they have recovered the initial investment. Since the RFP requires the Portal vendor to manage and operate the Portal on a continual basis how does the City intend to determine that the initial investment has been recovered. For example, does cost recovery include capital and operating costs? Will an audit be necessary?

Answer: The proposer should identify how it will determine when its investments are recovered via the business plan. Cost recovery should include capital and operating costs. Audits may occur.

100. Question: Based on the large amount of additional data needed from the City in both these technical and business questions, as well as the need to complete analyses of technical requirements for linking to the legacy systems, will the City please extend the proposal due date until August 7, 2000?

Answer: No extension of this RFP process is anticipated. The City intends to have a contract in place by October 1, 2000 in order for the portal to be operational in January 2001.

101. Question: Section 6.5.1 – Common Payment Systems Process Flow indicates that the Portal vendor is required to link with the City’s current centralized cashiering system. If this Point of Sale (POS) system is a COTS product can the City please provide the product name or if it is a custom developed application the technical specifications for this application?

Answer: The PC application is written in Visual C++ and uses an Access database. The mainframe application is CICS command level using VSAM files. The two systems interface via screen scraping with Attachmate host emulation on the PC and a CICS driver transaction on the mainframe. There will not necessarily be a direct link to the City's Central cashiering system. There may simply be an interface file to the mainframe side of the application or separate unique interface files for each application for which payments are accepted. An example of the fields/records envisioned to support this function is noted at the bottom of the "Conceptual Payment System Flow" diagram on page 43 of the RFP.

102. Question: Section 6.5.1 – Common Payment Systems Process Flow indicates that the Portal vendor is required to accept future payments from the City’s cashiering sites. Can the City please provide the locations of these sites?

Answer: The City may opt to use the web front-end to the payment portal, but also continue use of the existing facilities too. Payments can occur at the current locations: Central Cashiering, German American Club, 2105 N. Nebraska Ave., Tampa, Fl 33602; City of Tampa Parking Division, 107 N. Franklin St., Tampa, Fl 33602; Constructions Services Center, 1400 N. Boulevard, Tampa, Fl 33607; Central Ybor Garage, 1500 5th Ave., Tampa, Fl 33605

103. Question: The RFP requires the Portal vendor to link the Portal to the City’s web sites. Many user’s of the Portal will not be aware that the underlying links are outside of the Portal. This would put a burden on the City’s IT organization to keep their links current and up to date. Would the City consider having the Portal vendor assume the responsibility for housing and maintain the City’s web sites? The City would remain responsible for policy and content.

Answer: The City does not envision a problem with maintaining link integrity between the portal and the City web sites. The City intends to continue hosting its own web site, but the City would consider other proposer options.

104. Question: As indicated above (in Question #96), until the City allows direct interface to the legacy systems the Portal will need to include business logic for processing transactions. To accurately estimate the level of effort required in Section 6.4, can the City provide system documentation, user documentation, and data base schemas of the legacy systems?

Answer: The City can provide specific application/system documentation to aid the

vendor in their efforts to establish a portal service. The City cannot successfully address an open-ended request to deliver all City applications/systems documentation.

105. Question: Please provide the existing Communications Network topology including a list of the Firewall components to the extent that doesn't compromise security.

Answer: The current Internet access point configuration consists of a Cisco 7206 router and PIX 520 Firewall device. The 7206 is connected to the Internet through a T1 serial interface running frame relay protocol. A 100 megabits Ethernet interface is connected from the 7206 to the outside connection of the PIX 520. The inside interface of the PIX 520 is interconnected via Ethernet to the City's production ATM network.

The City has 3 NT/IIS web servers (one for Internet traffic, one for intranet traffic and one for web development). The web servers are all attached on a Token-Ring DMZ (external) and Ethernet (internal) and provide no routing capabilities for security. External connections support IP and internal connections support IP & IPX. External connections from the DMZ are routed through the Cisco PIX firewall. Internal connections are routed through Cisco routers. The City provides its own DNS, which is currently configured on a NT server using the standard core NT DNS services.

106. Question: Can the City provide statistics on the existing bandwidth usage of its internal network?

Answer: The current Internet access point configuration consists of a Cisco 7206 router and PIX 520 Firewall device. The 7206 is connected to the Internet through a T1 serial interface running frame relay protocol. A 100 megabits ethernet interface is connected from the 7206 to the outside connection of the PIX 520. The inside interface of the PIX 520 is interconnected via ethernet to the City's production ATM network. This network consumes approximately 8.8 percent of its total bandwidth (622 megabits). The production FDDI network uses 45 percent of its total bandwidth (100 megabits). Production frame relay is at 75 percent capacity (1.45 megabits).

A report of the City's Internet bandwidth usage is provided at the end of this document.

107. Question: Can the City provide an inventory of existing hardware including metrics on the current and anticipated utilization of CPU, memory, storage, and other component usage.

Answer: The City mainframe configuration is as follows:  
Hardware Configuration: IBM 9672 Model R42 Processor (1 GB Memory, 23 Escon Channels, 12 Parallel Channels, 2 ATM OSA-2 Cards, 1 TRN OSA-2 Card, 600 GB Dasd , 8 3480 Tape Drives, 4 3490 Tape Drives, 2 3590 Tape Drives);  
Processor Utilization: the current CPU utilization of the mainframe is 35 percent, a 10 percent increase per year is anticipated if no major changes in applications occur;  
Disk Storage Utilization: City disk storage will be going from 600GB to 670GB in the next fiscal year;

Memory Utilization: memory storage is currently 75 percent used with a paging rate less than 1 per second; the online systems can handle a paging rate of up to 4 per second with no ill effects.

The Police Records Management Systems consist of the following:

Hardware Configuration: 2 Compaq 6500r servers with 2.3 gig main memory (warm standby configuration); each server contains: 9 gig Raid 1,0 internal storage; 45 gig Raid 1,0 external fiber attached storage; 4 Intel Pentium 2 Xeon 400 mghz processors, each with 1 meg cache; SCO Unixware 7.0.1 300 user licenses; 100mbs Ethernet interface; External fiber array has the shared database: Informix 7.30.uc2 and data.

Current Usage: 110 concurrent users/sessions; 20 percent average CPU utilization; 7 gig of total system and user data; 30 IP printers of which 5 are in use at any time.

Future Usage within 12 months: 200 concurrent users/sessions; 50 Percent average CPU utilization (estimated); 12 gig total system and user data (will increase by 1 to 2 gig for regular use and additional 3 gig for new application data); 50 IP printers with 10 active.

Please also review response to Q.106.

108. Question: The RFP has stated that the proposed solution must meet a minimum standard of Internet Explorer 3.0 and Netscape 3.0 browsers. However the RFP has also requested use of XML that is not supported on version 3.0 of Internet Explorer or Netscape 3.0. Will the City consider modifying the minimum requirements to include version 4.0 of Internet Explorer and Netscape?

Answer: The City understands the concern of the vendor and is willing to relax the requirement to reflect a desire for the portal to support version 3 browsers. The proposer should state instances where delivery of portal services may not be practical or possible due to the version 3 constraint.

109. Question: Is the City open to extending the due date for this RFP?

Answer: No extension of this RFP process is anticipated. The City intends to have a contract in place by October 1, 2000 in order for the portal to be operational in January 2001.

110. Question: Does the City currently have a Marketing firm? If so, will they be providing the branding (graphics) for the site?

Answer: The City does not have a Marketing firm. The technique for site recognition via branding graphic is a proposer responsibility.

111. Question: What needs to be completed and functional in the portal by the end of this year?

Answer: Please review position statement 3.

112. Question: Would the City consider other e-commerce applications such as tax collection, pet license, business registration, etc?

Answer: Although the City intends to focus on solutions to the applications identified in 6.4 of the RFP or in addendum 2, vendors are not limited to which applications may be included in their proposal. Applications are expected to have a City of Tampa government services orientation..

113. Question: Section 1.1.1 Are the forms already created? If not describe the type and complexity the City anticipates will be deployed? Will the City take responsibility to creating the forms?

Answer: Electronic forms do not currently exist. Electronic Forms required to support existing City services may to be similar to current paper forms, but the City would expect the implementation of web-enabled forms to take full advantage of online input efficiencies. The City will assist the vendor in defining the content and format of the forms, but the actual creation of the forms is the responsibility of the vendor.

114. Question: Section 1.1.1 List the types of documents to be sendable. What file types: .pdf, .doc, .xls, etc? Will the City make the file “download” ready? Or will the contractor be expected to provide the service?

Answer: The City will not restrict which file types are used for information distribution by the vendor. That stated, due to known low speed access in use by citizens, and in not wanting to impose use of obscure or fee based plug-ins, the City currently focuses on PDF formats for its core web documents for download. The contractor is expected to package the documents for appropriate downloading and/or printing.

115. Question: Section 1.2 What is the expectation of “funded solely by the contractor” In the event an application or service is determined not to be a revenue generator, will the city consider paying for consulting services if the City desires to e-enable that application?

Answer: The City is not intending for the contractor to lose its investments. The City opinion is that feature rich portal services (some fee based & some not) will aid the vendor in providing a self-sustaining venture. Or stated another way, if the portal provides limited services, citizens may not be attracted to utilize the portal. If the contractor does not address some aspects of E-government services that the City deems critical, the City will use resources as appropriate to provide this service via the City web site.

116. Question: Section 2.7.4 Are the proposed “subcontractors” required to provide W/MBE statistics at the time of proposal or at the time of award?

Answer: W/MBE statistics are only required at the time of award.

117. Question: Section 3.3 Requires a response to all of Section 6. Because 6.4 are future applications with no clear definition of business requirements, what type of answer will the city consider complaint on this section?

Answer: Please review position statement 3.

118. Question: Section 3.4.4 Requires Offeror to demonstrate financial soundness. 3.4.5 addresses the same objective. If duplicate objective, please delete the last part of 3.4.4 If separate objective, please clarify differentiators.

Answer: General information is requested in 3.4.4 of the RFP. Specific information (i.e. annual report and financial statement) is requested in 3.4.5 of the RFP.

119. Question: Section 3.4.9 Define Level of effort for on-going operations and marketing.

Answer: The City envisions the portal operations to undergo continuous improvement & expansion of services. Further the RFP requests the vendor to provide ongoing portal support services. The proposer may identify the level of effort it deems appropriate to ensure the success of the portal.

120. Question: Please define Joint Venture?

Answer: The term Joint Venture as it is used in the RFP is intended to reflect a relationship between vendors that have agreed to partner in a presenting a proposal to the City.

121. Question: Section 4.6 How does 4.5.1 reconcile with City's desire to have a non-cancelable license? Even if the Contract is terminated, is it the City's belief that the source code and documentation shall belong to the City?

Answer: The source code and documentation remain the property of the contractor. The contractor may replicate the developed services in support of the City of Tampa portal for use in other ventures. If the contract is terminated and if the City opts to continue the service, the City expects to have a right to continue use of the developed services with no additional compensation required to the contractor.

122. Question: Section 4.23 Please confirm that the affirmative action plan is required to be submitted upon award for review and approval by the City.

Answer: An affirmative action plan is required only from the awarded vendor and only if contract costs to the City exceed \$10,000. If a self-supporting portal is proposed at no cost to the City, the affirmative action plan is not required.

123. Question: Section 4.23.2.a Define local labor pool demographics that must be met specifically for the City of Tampa.

Answer: See response to Q.122. This information is available in the "Guide to Building an Affirmative Action Plan" and a copy may be obtained from the City of Tampa Mail Room, TMOB 1<sup>st</sup> Floor, phone (813) 274-8356. An electronic version of this document is not available.

124. Question: Section 6.1 It is unclear as to the existing capabilities of the City's applications. For the initial applications, are they currently serving data dynamically to the Internet and the City wishes to add payment processing capability to them? Or does the "front-end" need to be created to enable data to be delivered to the web as well as payment process enabling?

Answer: "Front-end" applications will need to be created to enable data to be delivered the web as well as to enable web payment processing functions. Please also review position statement 2.

125. Question: Section 6.1.A States an initial set of applications is included. What is the priority among the applications for development?

Answer: The specific applications for inclusion on the portal and the priority in which the applications are to be created will be mutually agreed upon by the City and the Contractor. The City intends to initially focus on solutions to the applications identified in 6.4 of the RFP.

126. Question: Section 6.1.A. What timeline does the City have in mind for providing all of the applications listed?

Answer: The City does not have a definitive timeline for providing services to support all the applications listed. The proposer should identify the timing expectations it deems as reasonable.

127. Question: Section 6.1.A. Please clarify which applications are to be included in Phase 1 deployment.

Answer: The specific applications for inclusion on the portal and the priority in which the applications are to be created will be mutually agreed upon by the City and the Contractor. The City intends to initially focus on solutions to the applications identified in 6.4 of the RFP. Within the first 90 days, the City intends for portal functions to be capable of sending & receiving electronically signed documents to & from citizens. Although the phrase "receive applications for licenses and permits" was used in 6.3 of the RFP, the City intended to use this phrasing as examples of the types of documents transmitted, not necessarily the specific applications that must be implemented within the first 90 days. Within the first 120 days, a payment-processing interface should be operational. And within the first 180 days, mechanisms should be in place, which provide measurements of the success of the portal. Please also review position statement 3.

128. Question: Section 6.1 last paragraph Please provide the expected content to be provided in the business plan, the existing extent of written research and metrics on potential business and existing environment in order for this Contractor to best assess level of resources required to properly prepare a sound plan.

Answer: At a minimum the business plan should reflect sufficient detail as would be required by a venture capitalist to evaluate the merits of the venture.

129. Question: Section 6.4 Which applications are the City anticipating will operate under a statutory or regulated fee, versus which applications are the City anticipating will operate under a value add?

Answer: Please review position statement 1.

130. Question: Section 6.4.1 through 6.4.11 For each project described, please provide:  
(1) Total dollar amount collected, also please segregate collections into categories: e.g., \$0-50: 10,000 transactions, \$50-75: 5,000 transaction, etc.  
(2) How many credit card transactions does the agency process per month?  
(3) Please note any calendar peak periods.

Answer: The information available is presented as a supplement at the end of this document. The data reflects the activity related to major City applications with revenue collection processes.

131. Question: Section 6.4.11 Please provide current sales volume in dollars and numbers of items sold.

Answer: Sales from last year were \$170,000. Approximately 1,800 items were sold.

132. Question: Section 6.4.11 Is the contractor expected to establish the inventory control system.

Answer: No.

133. Question: Section 6.4.1 through 6.4.11. For each project described, please provide information about its current technical status of the billing systems. Specific Sections include:

- (1) Does Agency Currently Have a Web Site – URL? Is the contractor expected to redesign the current website, if so, please provide level-of-effort. If expected to only provide transaction site connectivity, please clarify.
- (2) Does Agency’s Web Site Dynamically Present Information from Back-Office Databases (ex. calendar of events, business forms)?
- (3) What HTTP Listener does Agency use (ex. Netscape, Apache)?
- (4) What Middleware does the Agency use (ex. Microsoft ASP, Allaire Cold Fusion,

CGIs)?

(5) Are Agency IT/IS staff capable of writing/developing HTTPS accessible event handlers that can securely send and respond to requests from the payment platform in order to communicate with Agency database(s)?

(6) Please describe the technical environment; (e.g. We have two NT Web servers supporting IIS and connecting, via ASP, to a single Oracle/Sun database server and an IBM AS/400 through a Cisco PIX firewall.)

Answer: Answers to each numbered sub-point apply to all the potential services identified in 6.4 of the RFP.

(1) Most City departments have a web site hosted under the City of Tampa root URL (i.e. <http://www.ci.tampa.fl.us>). The specific list of the departments with a web presence is readily identified via the City home page via the "Departments/Divisions" drop down link list. The City does not intend for the contractor to provide department level web site redesign services.

(2) Currently two application types are in "production" to deliver information dynamically -- an application providing a calendar of events and an application providing meeting agendas or minutes. These applications allow each agency to update the related information real-time. Data is currently maintained in Access databases, however the City plans to migrate the data structures to SQL Server databases.

(3) The City uses Microsoft IIS for web services.

(4) The City uses Microsoft FrontPage for static content development & management, and uses Microsoft InterDev for applications development including server side (ASP) coding.

(5) The City has a web development staff, but the contractor is expected to provide the application design and coding necessary to accomplish the portal services.

(6) The City has 3 NT/IIS web servers (one for Internet traffic, one for intranet traffic and one for web development). The web servers are all attached on a Token-Ring DMZ (external) and Ethernet (internal) and provide no routing capabilities for security. External connections support IP and internal connections support IP & IPX. External connections from the DMZ are routed through a CISCO PIX firewall. Internal connections are routed through CISCO routers. Currently all data is warehoused on the IIS servers. We have limited mainframe reporting being delivered via Legacy Press from Forest Computer. Other systems that do not currently have active connections to the web servers include the IBM mainframe and AS/400's. If the platforms are bound with IP services, data communication processes will need to be developed.

134. Question: Section 6.5 Who is the Agency's Acquiring Bank (ex. Mellon, Bank of America, Fleet)? Does the Agency currently use POS (Point of Sale) devices for accepting credit cards? Does the Agency support ACH transactions? For what type of user(s)? Which credit cards is the agency currently accepting?

Answer: The utility system lock box processing is currently done by Regulus, sub-contracting for Bank of America (contact person: Rebecca Bridgewater, 813-636-4911). The city currently accepts Master Card and Visa at one location for permit payments.

They use a standard bank-supplied credit card terminal (Bank of America) and there is no direct interface to the POS system to capture the credit card # or amount.

135. Question: Section 6.6.1 Does the city expect the Contractor to provide telesupport to both citizen and City users? Please provide expected/anticipated call levels for each.

Answer: The City is interested in telephone support for any users of the portal. This solution may incorporate Integrated Voice Response (IVR) methods. As the portal is a new facility, the City has no way of estimating the number or nature of these requests for assistance.

136. Question: Section 6.6.1 Please explain the types of calls that will be sent to the contractor help desk. Does the City have an existing help desk? If so, what levels of service do they currently provide and what level of usage is it currently providing?

Answer: The contractor help desk should field all requests for assistance resulting from use or attempted use of the portal. The City MIS department includes a Help Desk function, which delivers support services to City employees use of computer facilities at the City of Tampa. The contractor support service is not intended to replace existing MIS Help Desk support functions or other City department business support functions.

137. Question: Section 6.6.1. How will this new help desk augment or conflict with the existing services?

Answer: The City views these support facilities as independent of one another. The contractor support is for use of the portal. This service is not intended to replace existing MIS Help Desk support functions or other City department business support functions.

138. Question: Section 6.6.1.2 Does the City currently provide Customer Relationship Management (CRM) services? If yes, please describe if any CRM software in use. Also, please describe the level of CRM currently provided.

Answer: Yes, via the Help Desk. The City MIS department uses Support Magic from Network Associates. Logging calls, reviewing calls, and escalating calls are some of the services incorporated in this process.

139. Question: Section 6.6.1.4 What level of training does the City expect? How many people does the City expect will need to be trained? What is the level of e-commerce training for the current workforce?

Answer: The training and reference material requirements identified in 6.6.1.4 of the RFP relate to use of the portal. The City expects the proposer to identify how aids (online help or other documentation or methods) will be incorporated to facilitate successful use of the portal.

140. Question: Section 6.6.2 Does the Agency support ACH transactions? For what type of user(s)?

Answer: The City currently does not support ACH transactions for any application. Please review response to Q.134 for related information.

141. Question: Section 6.6.3 In order to properly provide cost recovery information, the City is requested to provide all formats currently in use and expected to be converted by the contractor.

Answer: The City does not envision the requirement for the vendor to convert all data. That stated, the City can provide specific application/system documentation to aid the vendor in their efforts to identify cost recovery methods. The City cannot successfully address an open-ended request to deliver all City applications/systems documentation. Please also review position statement 2.

142. Question: Section 6.6.3 Please provide detailed information about the current technical specifications of the back-end systems that the Contractor is expected to integrate with. It is difficult to estimate cost recovery on this requirement when level-of-effort is unclear?

Answer: The City does not envision the requirement for the vendor to convert all data. That stated, the City can provide specific application/system documentation to aid the vendor in their efforts to identify cost recovery methods. The City cannot successfully address an open-ended request to deliver all City applications/systems documentation. Please also review position statement 2.

143. Question: Section 6.6.5.2 Is the Contractor expected to host what is currently on the website, or just newly developed material?

Answer: The contractor is expected to host only the new portal services.

144. Question: Several references in the RFP are made to cost recovery models for the Electronic Government Business Portal and Payment System. Is it the City’s intention to have Contractors make an initial investment to fund development of the Portal and be remunerated via ongoing online services revenues? Or, will the City be able to pay the Contractor as work is executed on the Portal?

Answer: It the City’s intention to have the contractor make an initial investment to fund development of the portal and be remunerated via ongoing online services revenues.

145. Question: Because of the delay associated with transcribing the Pre-Proposal Conference, will there be any relief on the timing of the Schedule of Events?

Answer: No, but we apologize for not having this information readily available. We did attempt to transcribe the discussion from the pre-proposal conference. The City

opinion is that the questions and answers provided in this document address most if not all of the information reviewed at the pre-proposal conference.

146. Question: Section 2.6, bullet 4. Please describe what the City requires in a cost recovery model.

Answer: At a minimum the cost recovery model should reflect the projected costs and anticipated revenue streams related to the self-sustaining portal services.

147. Question: Section 6.1 A. Please clarify what is meant by the second sentence “At no cost to the City, additional applications not listed in this RFP will be added as requested.”

Answer: The City envisions the portal operations to undergo continuous improvement & expansion of services. The City does not want to exclude the possibility of incorporating future mutually agreed opportunities, merely because they are not stated in the RFP. Please also review position statement 1 & 3.

148. Question: Section 6.6.3, page28, para 1. This section states that “It may be necessary to convert data from the ...for the Tampa Electronic Government Portal.”

(1) How many different types data (i.e. formats) will need to be converted

(2) Into what database format will they need to be stored?

(3) Does the conversion need to be done in real time or can it be batch processed?

Answer: The proposer is not limited to which database or formats can be used on the portal. Further, the proposer is not restricted as to how data conversions (if required) are handled (real-time vs. batch). Please also review position statement 2 & 3.

149. Question: Sections 6.4.1 through 6.4.11 and Addendum #2 (6/6/22). There appears to be a diverse number of OS's, platforms, apps and databases for the applications described in the referenced sections.

(1) Are the software programs servicing different applications independently or does a single software program service multiple applications? In a more general sense, are the software programs integrated vertically or horizontally?

(2) Do the software programs that service the applications store the data in a common or separate database?

Answer: (1) Existing legacy City applications are specific to the business functions they support. Programs are integrated vertically. (2) The City does not use a single enterprise-wide database. Each application has its own supporting data file structures and associated file access methods.

150. Question: Section 6.10. Please describe the nature of the point of presence requirement. Does the point of presence requirement need to be an administrative or functional presence?

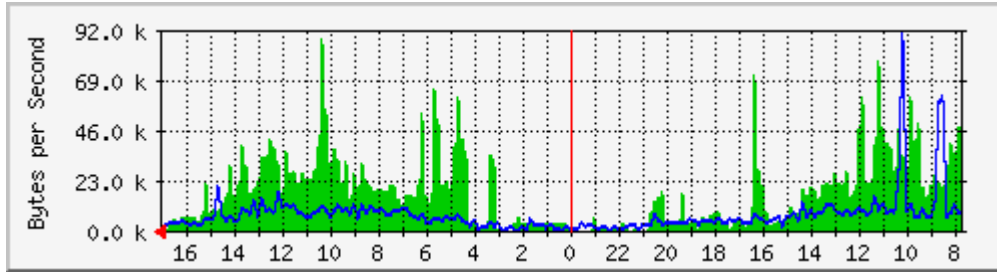
Answer: Although a local point of presence is desired, it is not required. The

**“ADDENDUM #3”**

proposer may identify the type and duration of presence it deems required to ensure success. Due to the anticipated magnitude and potential complexity of this engagement, a local vendor presence will greatly aid in expediting clear lines of communication.

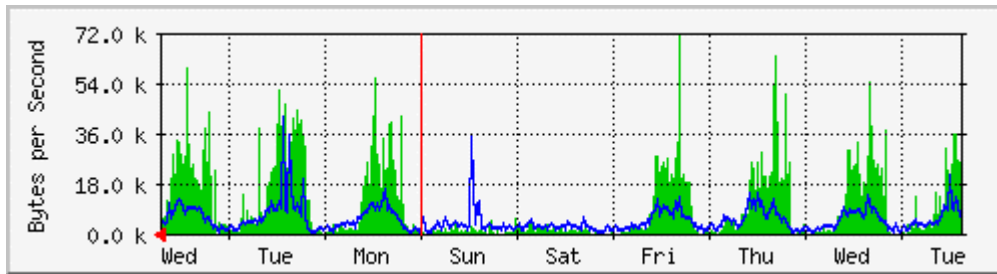
**City of Tampa Internet Usage Stat's**  
*(provided as a supplement to the response for Q.106)*  
Max Speed: 192.0 kBytes/s

**`Daily' Graph (5 Minute Average)**



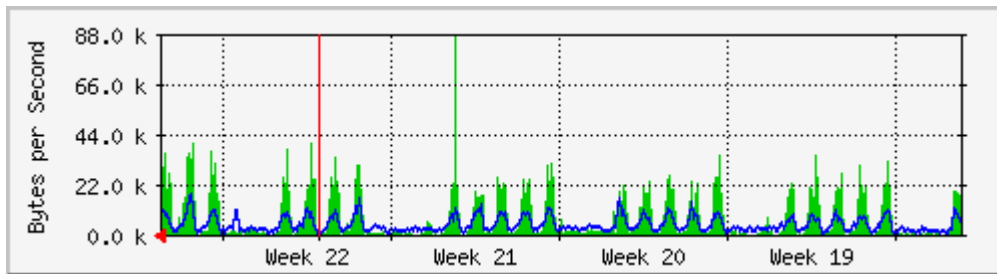
Max **In**: 88.7 kB/s (46.2%) Average **In**: 18.6 kB/s (9.7%) Current **In**: 1463.0 B/s (0.8%)  
Max **Out**: 91.6 kB/s (47.7%) Average **Out**: 7497.0 B/s (3.9%) Current **Out**: 2365.0 B/s (1.2%)

**`Weekly' Graph (30 Minute Average)**



Max **In**: 71.5 kB/s (37.2%) Average **In**: 11.3 kB/s (5.9%) Current **In**: 3056.0 B/s (1.6%)  
Max **Out**: 42.1 kB/s (21.9%) Average **Out**: 5358.0 B/s (2.8%) Current **Out**: 3618.0 B/s (1.9%)

**`Monthly' Graph (2 Hour Average)**



Max **In**: 87.2 kB/s (45.4%) Average **In**: 8715.0 B/s (4.5%) Current **In**: 20.4 kB/s (10.6%)  
Max **Out**: 17.9 kB/s (9.3%) Average **Out**: 4795.0 B/s (2.5%) Current **Out**: 8849.0 B/s (4.6%)

**Major City Applications with Revenue Collection Processes**  
*(provided as a supplement to the response for Q.130)*

System	Amounts by Category
<b>Parking Violations</b>	
Timeframe - Fiscal Year 1999	
<i>* no credit card transactions currently accepted</i>	
Number of Tickets < \$50	137,337
Number of Tickets > \$100	557
<b>Yearly Total</b>	<b>137,894</b>
<b>Total Annual Revenue Parking Violations</b>	<b>\$ 2,549,933</b>
<b>Business Tax System</b>	
Timeframe - Fiscal Year 2000	
<i>* no credit card transactions currently accepted</i>	
<i>** Peak Periods - August</i>	
Number of Licenses under \$50	8,933
Number of Licenses under \$100	2,317
Number of Licenses under \$150	7,389
Number of Licenses under \$200	3,272
Number of Licenses under \$1000	10,826
Number of Licenses under \$2000	644
Number of Licenses over \$2000	489
<b>Yearly Total Business Licenses</b>	<b>33,870</b>
<b>Total Annual Revenue Business Licenses</b>	<b>\$ 8,938,048</b>
<b>Utility Services System</b>	
Timeframe - Year-to-date	
<i>* no credit card transactions currently accepted</i>	
<i>**Peak periods - beginning of month</i>	
Number of transactions under \$50	210,600
Number of transactions \$50-\$75	1,123,200
Number of transactions over \$75	70,200
<b>Total Annual Utility Transactions</b>	<b>1,404,000</b>
<b>Total Annual Utility Revenue</b>	<b>\$ 151,000,000</b>
<b>Permitting &amp; Inspectional Systems</b>	
Timeframe - Year-to-date	
<i>* Annual credit card transactions avg. 6,600</i>	
<i>** Peak Periods Summer</i>	
Number of transactions under \$50	26,212
Number of transactions \$50-\$100	4,616
Number of transactions over \$100-200	4,868
Number of transactions over \$200-\$1,000	3,523
Number of transactions over \$1,000-\$10,000	463
Number of transactions over \$10,000-\$80,000	37
<b>Total Annual Permitting/Inspections Transactions</b>	<b>39,719</b>
<b>Approx. Total Annual Permitting/Inspections Revenue</b>	<b>\$ 5,370,829</b>