Addendum 1: Citizen Reporting Software FAQ

Below is a list of frequently-asked questions about Lac La Biche County's Citizen Reporting Software Request for Proposals. Please use this information to prepare your proposal.

1. **What is Lac La Biche County's budget for this project?**
   The County has budgeted up to $20,000 to implement citizen reporting software in 2019. Ongoing maintenance and support costs will be considered when the County evaluates proposals. If your solution requires ongoing maintenance, please include a description of the fee structure in your proposal. We anticipate that most proponents will offer continued support and updates to the citizen reporting software solution to ensure that it works on future smartphones, operating systems, and web browsers.

2. **What system does the County use for their financial system? Does the County have existing mapping software?**
   The County currently uses software called Serenic for budgeting and tracking expenses. The County uses MuniSight for its mapping needs. The citizen reporting software does not necessarily need to integrate with either.

3. **What type of identity management system (IDM) does the County have in place to authenticate users? Does the software have to integrate with this IDM?**
   The County currently uses Microsoft Active Directory/Office 365 integration to authenticate users. The software does not necessarily have to integrate with the County's IDM, though integration may be considered a plus depending on how it is implemented.

4. **Does Lac La Biche County wish to stop using iWorQs, or should the new citizen reporting software integrate with iWorQs?**
   The County wishes to continue using iWorQs to track citizen correspondence, among other tasks. The new citizen reporting software does not necessarily have to integrate with iWorQs.

5. **What is the anticipated user count of the citizen reporting system?**
   The County has approximately 175 full-time employees. Of that number, we anticipate 35 to 50 staff will have an active account. As for external audiences, we anticipate that any member of the public will be able to access and upload content in the system (though an individual account system for members of the public is not strictly necessary). Lac La Biche County currently has about 8,500 residents.

6. **Is the County looking for an on-site or cloud-hosted solution?**
   We do not have a preference. It will depend on the cost, security, and other factors that influence either solution.

7. **The RFP indicates a preference for a mobile device app, but would a solution offering a responsive web portal (a portal that responds to the user's device and re-orients as necessary) be acceptable?**
   Yes, this would be an acceptable solution. However, smartphone apps tend to be more easily accessible to the public, compared to a web portal that they would have to bookmark.

8. **The RFP mentions voice input—does the County have voice software that would be used?**
   Accepting voice input from residents who call a 3-1-1 number is optional. Though its implementation would be a plus, the County will take other factors into consideration when considering proponents (see the Evaluation Criteria on page five of the RFP). We do not have a preference for how this is implemented, if at all.

9. **Does the County have a particular preference on the technology stack for the solution?**
   We do not have a preferred technology stack for the solution.

10. **Are companies from outside of Canada able to apply for this? Can tasks related to the RFP be completed outside of Canada?**
    Yes, companies from outside of Canada are welcome to apply. Tasks can be completed outside of Canada.

11. **Do proponents need to hold face-to-face meetings with County staff?**
    Face-to-face meetings are not required.

12. **Can proposals be submitted via email?**
    Yes, all proposals must, in fact, be submitted via email to the following address:
    COM-12-2019-01@laclabichecounty.com.

13. **Is the County looking for a more full-featured CRM solution?**
    The citizen reporting software solution should meet all requirements outlined in the RFP.