![City of Vancouver logo]

REQUEST FOR PROPOSALS "RFP" PS20201024

PROVISION OF AN ENTERPRISE ARCHITECTURE MANAGEMENT TOOL

<u>QUESTIONS & ANSWERS NO. 3</u>

ISSUED ON OCTOBER 23, 2020

Q1	What is the City's rough estimate of the City's Application count (where an application is defined
A1	**The City has more than 300 business applications.**
Q2	How does the City define 'downtime'?
A2	**Downtime is unscheduled unavailability of the service due to technical issues with the solution (i.e. server down). Refer to the 99.99% shown.**
Q3	What EA framework is the City currently using, and what is the City's current toolset?
A3	**The City is in the early stages of adopting aspects of TOGAF. Current toolset includes MS products (Visio, Work Excel, Powerpoint), bespoke application inventory solutions, and ServiceNow CMDB.**

For the table below, refer to PS20201024 – Detailed Requirements excel spreadsheet:

Item	Vendor's Question on requirement	City's Answer
100	what information is the City looking to capture? Is it Business, Technology, Data current/future states? How does the City currently do this?	**Ideally for all of the information that can be held in the EA tool's repository, business, technology, data if applicable. For example if a business capability is to be demised, what is the future state impact. Today this is a manual process, using either diagrams, spreadsheets, etc.**
101	please define disruptive technology? E.g. end users purchasing/implementing shadow IT? potential industry disrupting technologies? Or something else?	**Industry disrupting technologies that may impact the City's current technical landscape.**
102	What information are people uploading/using today? In addition to architects, who else is involved?	**Previous Q&A provided details on anticipated users.**

City of Vancouver, Financial Services Group
Supply Management
453 West 12th Avenue
Vancouver, British Columbia V5Y 1V4 Canada
tel: 604.871.6818 *fax:* 604.873.7057
website: vancouver.ca

103	What type of KPIs does the City want to track?	**An example could be cost of running an application component. The City is interested in understanding what the solution supports.**
104	What type of automated decisions does the City mean?	**An example could be leveraging model data to recommend upgrade path/timeline for a project. The City is interested in understanding if such capabilities exist and how they could be used.**
105	how does the City define technical debt? this is defined differently by different organizations.	**This would be to highlight when architecture decisions don't align with the preferred strategic option, due to project or other constraints. An example of Technical Debt for the City would be selecting a non-SSO authentication option for an internal facing application (as the strategic choice would be an SSO-enabled option.)**
107	who makes the decision on what should be modeled, how that decision is made, and how is it passed onto the diagramming team? Once the diagram is designed, where does it go from there?	**The architecture team will provide governance around modelling. Currently diagrams are added to design documentation, one of the City's goals is to have as much of this within the EA Tool as feasible/possible.**

108	how are these designs, activities, and analyses to be used? i.e. proponents need context for the outcome the City is looking for	**The City uses separate tools such as Azure DevOps for full requirement definition, but is interested if capabilities exist within the EA tool. The outcome could either be for mocking up ideas, or broader if the tool supports.**
110	Is this referring to auto-creation of diagrams, or the modeling framework of the tool? In what way does the City envision needing extensionability?	**It relates to the architecture models such as those created using the TOGAF framework. The City may need to add/remove attributes or relationship-types, among others depending upon what the solution provides.**
111	please give an example of what the City is looking for	**It would be ideal if the solution can support consistency across models being created by different users - ie enforce application model has data-base definition.**
112	please define digitisation of solution designs, and/or give an example. Please define/give an example of system sequence diagrams	**Currently designs are created in static diagrams, and then copied into word documents. By digitising them, the City is referring to having the same content being represented directly in the EA tool. A system sequence diagram would show the integration design between multiple systems to deliver an overall business service.**
113	Is this for an initial upload, or ongoing integrations? What Roles would want this? What would be the desired outcome achieved with this?	**This could be for initial upload and/or for ongoing integrations. It would be expected that only users with more prividleged access (admin/creator) would be able to do this, but the City is interested in how this functionality may be supported and commonly implemented. A desired outcome is to enable harvesting of information that was defined outside of the system, or to also support bulk-upload (including relationships)**

114	What Roles would benefit from this, and what would be the desired outcome achieved for the business?	**All roles should be able to benefit. An example outcome would be to be able to extract information from the EA tool in the user's chosen format (ie a diagram for a word document).**
117	What kinds of updates/reads via API is the City expecting the tool to manage?	**At a minimum, the City expects the solution to be able to leverage an API to perform reads/writes with the City's ServiceNow platform. It will be crucial to keep the data aligned between the solution and ServiceNow.** **Alternative use-cases may support similar read/write with other City systems in the future.**
119	What is the outcome of pulling data into MS products? How are they used, stored, and maintainted?	**The City is looking to understand what the solution may provide. The output could be a simple static diagram that could be used for display in Word or Powerpoint, a list of data and relationships within an xlsx format, or an editable Visio file.**
120	provide an example of what the City is looking for	**For example, if viewing a set of business capabilities, it would be ideal to select a desired capability and view a supplemental diagram that may show the supporting business applications. Further digging deeper into the business application (through clicking, or tool specific navigation options) may show underlying technical components (servers, dbs).**
121	please define requestor. How would the dashboard be built? How is a request made?	**The requestor refers to the user that is viewing a dashboard within the solution, assuming they exist. A dashboard could show a summary of relevant data/statistics/etc. The City is interested to understand how such role-specific dashboards may be built / configured within the solution.**

125	please define "easy to maintain"	**If the question is "easily search", then it is around a navigation or search interface that is user friendly and is able to return results based on focus areas (ie business architecture) or search details (ie show me all applications performing capability X). It should also require limited user training.**
126	How does the City envision this working?	**The City is looking for a solution that can be the master repository of all architecture resources. As such, it is envisioned that distinct users would make updates/comments to the same architecture resource (ie technical stack, solution design) within the EA tool. The solution should support this collaboration across users either located in a City office, or working remotely.**
127	What frameworks are required? Is there an immediate need to modify the framework, or is this requirement meant to address unidentified needs that might arise in the future?	**TOGAF is the framework that the City is currently incorporating into its design process, but it will customize and select only the key artefacts/etc that provide value to the City. The requirement is to understand the solution's ability to support future architecture frameworks.**
129	What are the outcomes the City is looking for? Can proponents suggest a different, but potentially better way to fulfill this requirement?	**The City is looking to standardize on a commonly used modelling language. The target benefit is availability of industry knowledge (for new staff), and supporting interopability with other architecture tools.** **The City would be interested in understanding other options, but would be keen to understand training and interopability implications.**

130	What does end-to-end mean in this requirement? Does it mean: Strategy to IT component impacts? Or does it mean starting point to end point in the process? What is the outcome the City is looking to achieve with this requirement?	**End to End means the complete start to finish view of a business process as part of the Business Architecture views.**
132	Are these models related to business capabilities, or is this referring to diagrams? What is meant by default model?	**The City is looking to understand if the solution provides any default business capability models as defined by other municipalities or government bodies.**
135	How should this configuration look like based on the City's organizational setup?	**The City would look to define roles that have the ability to make/request changes, and roles that would have the ability to accept/approve the changes. The simple workflow would have a single change request being approved by an architect. A more complex workflow could have a mediary approval/review step performed by a project lead, or business lead.**