

REQUEST FOR PROPOSALS “RFP” PS20220523

PROVISION OF AN ONLINE SURVEY PANEL MANAGEMENT TOOL

QUESTIONS & ANSWERS NO. 3

ISSUED ON JUNE 10, 2022

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| Q1 | Is the current membership database prepared for migration, or is data-cleansing & refining a requirement for this project? |
| A1 | The membership database is available in CSV or Excel format for migration. Depending on the successful vendor, and their migration process/set-up, additional work could be required. |
| Q2 | Does the City want to transform the current survey questionnaire to better target engagement and key KPIs, or is the City planning to continue with the current questionnaire on a new/different platform? |
| A2 | See RFP requirements - this is a public engagement tool. Vendor is welcome to suggest new value-add features. |
| Q3 | Are there reports and visualizations of key metrics and analysis that the City would like to further transform? If so, please describe. |
| A3 | See RFP requirements. For instance, visually-appealing graphs and tables are desirable. Vendor is welcome to suggest any value-add feature such as visualization, analytical tools, etc. |
| Q4 | For additional languages, is the City planning to provide full translations? If not, is the City interested in the proposed solution providing automated translations? |
| A4 | The City requires professional translation services for surveys (City to provide). We are not interested in automated translation of surveys at this time. Vendor should clarify if standard elements of survey pages and questions are automatically translated by the proposed solution. For example, are instructions for questions such as “Select one response” or the “Next” button on a page - automatically translated by the system? |