REQUEST FOR INFORMATION

RFI# 19-57

<u>**SomerStat Daily Data Dashboard**</u>

City of Somerville, MA
SomerStat Department

Background and Intent

The City's SomerStat Department seeks to overhaul their set of data dashboards located at somervillema.gov/dashboard/daily.html. The set of dashboards are used by residents, the Mayor, and City staff to stay up to date on trends and issues throughout the City and includes information regarding 311 call trends, public safety, quality of life issues, and more. The goal of this RFI is to ascertain and ultimately contract with an individual or firm that has the necessary experience in building online dashboards that seamlessly connect cloud-hosted data to engaging, dynamic, interactive, and legible visualizations.

SomerStat is a small team within the Mayor's office that uses evidence-based insights to analyze issues and improve City service delivery and effectiveness. SomerStat also assists in the program management of interdepartmental projects and leads the operating budget development process.

This project is intended to have two phases. First, the developer will meet with SomerStat to review existing data sources, hosting methods, priorities, and vision for the final product. Following this process the developer will work closely with the City's team to develop automated processes for data management, create workflows for daily updates, and build out multiple dashboards to visualize key trends within the City's data. Following development, user guides and ongoing support will be critical as ownership transfers to City staff.

Questions

Interested parties should email questions to mmastrobuoni@somervillema.gov.

Specifications and Scope of Services

- **Build a resident-facing dashboard.** Help us build one or more online dashboards that use data from City, state, and federal databases, automatically updating on a daily basis (or as appropriate).
- **Use non-proprietary & open source products.** The dashboard code should use open source products if possible. In the case of a proposal that includes an open data hosting solution, the connection between data and dashboard should be as seamless as possible.

- **Meet accessibility standards.** The final product should be accessible to all Somerville residents.
- **Develop a user guide & training manual.** The final product must include a user guide and update manual for ongoing maintenance of the dashboard.
- **Advise on data hosting & open data portal options.** During dashboard development, vendor will review data hosting & open data portal options to advise the city on the best file storage solutions.
- **Advise on data standards as necessary.** Collaborate with SomerStat to outline data standards for internal use.
- **Ongoing support.** Provide ongoing support on an as-needed basis to resolve any issues with the product.

Preferred Skill Set and Proposal Requirements

- **Coding.** The developer should be familiar with one or more of the most common languages used in online dashboarding (R, Python, D3, etc.).
- **Security.** Vendor should be familiar with best practices and legal requirements regarding data anonymization and encryption, and propose solutions that ensure the privacy and protection of the City's constituents and staff.
- **Front-end user experience & user design.** The developer should have experience making accessible, intuitive, and good-looking products.
- **Automated workflow management.** The developer must set up an automated pipeline that integrates with our existing systems (Examples include QAlert, CitizenServe, Google Analytics, REST and ODBC connections).
- **Graphic design.** The developer should be familiar with common data visualization techniques and help us create an engaging and understandable portal for residents.
- **Knowledge of data hosting & open data portal options.** Vendor should be familiar with the current hosting options for open data and recommend services (either open source or proprietary) which can be used to support the dashboard.

Responses

Interested and qualified parties are requested to respond to this RFI by submitting their response/proposal to develop a daily data dashboard for the SomerStat Department. Any additional material or information should be attached separately.

All responses are due by 2:00 pm, Tuesday, January 22nd, 2019. Interested parties are encouraged to offer suggestions, ask questions or submit a proposal for the City's consideration. A decision is intended to be made prior to February 1, 2018. Responses must be submitted via e-mail to mmastrobuoni@somervillema.gov. Please be advised that all submissions become City property and will not be returned.

The response shall provide administrative information, and shall include the following as a minimum:
- Name, mailing address, phone number and e-mail of designated point of contact.
- Brief background on the respondee along with experience on similar projects.
- A link or file containing similar work done by the respondee or an online portfolio.
- An estimated cost, timeline, and fee structure (flat fee, hourly, etc.).