Questions and Response to Ordinance No. 2017-171

During the meeting several members raised questions about the provisions of the contract and requested written responses prior to the September Finance Committee Meeting. These questions include:

1. Which party (AvePoint or City of Richmond) initiated the discussion about this proposal?
   AvePoint initiated the discussion by offering a "Citizen Services solution" software to enhance City operations. They made a presentation on 9/8/2016 at the Economic Development offices. City invitees were: Betty-Ann Teter, John Buturla, Charles Todd, Mark Kronenthal, Lee Downey, Bob Steidel.

   There were communications in September and October 2016 in which City learned more about AvePoint's offerings and how they might supplement the existing CRM software.

   During November and December 2016, City RVAOne leadership was dedicated to a significant "reset" of the City's existing RVAOne project.

   City returned to conversations with AvePoint in Q1 of 2017. This culminated in March 2017 with a gift letter and proposed Statement of Work from AvePoint

2. Considering the term of service is just over three years, what is the city's long-term plan to either maintain or replace this system to avoid it become obsolete?
   The City will need to complete a competitive bid process (RFP) in time to have a successor system in place by the time this agreement expires. It is not our understanding that this gift would exclude AvePoint from responding to an RFP as offeror.

3. What is the estimated cost of maintaining the system upon the termination of the service agreement?
   This is a cloud solution -- software as a service (Saas) and hosting as a service (HaaS). We cannot continue to use the software after expiration of agreement. The same is true of the current software.

4. To what extent has Administration assessed the risk of accepting this donation which may be construed as a circumvention of public procurement requirements? In essence, are public computer software contracts required to allow competitive bids?
   We have had significant input from the City Attorney's Office since the gift was offered to make certain we are moving ahead in accordance with law and policy.

5. What is the rationale behind AvePoint maintaining hosting responsibilities?
   We are not sure what this question means. The current solution is a cloud solution (see #3). AvePoint uses Microsoft hosting services.

6. How will the system integrate with the city's current systems that manage service request data?
   RVAOne should continue to operate as it does today, only better and more reliably. Service requests are captured in RVAOne. RVAOne then triggers the creation of records in work/workflow management systems, such as Cityworks. As work is completed in those systems, updates are passed back to RVAOne to reflect the status of the service request. DIT intends to leverage our existing middleware configurations to handle the interface between the systems.