



City of Mobile
Request for Proposals
Addendum 2

RFP 5797

Citizen Online Police Reporting System

The following updates, clarifications, and amendments are made to the City's Request for Proposals (RFP) 5797 for Citizen Online Police Reporting Systems.

1. The City is providing the below additional information in response to questions received:

a. Specification 1.1. Service call volumes provided in the RFP are approximate and are not broken down by further detail by "emergency" and "non-emergency" calls. If that information is helpful for your proposal, you may estimate a breakdown similar to what you have seen in other jurisdictions you have supported with your products.

b. Specification 1.2. The City's does not have an opinion whether the requested software solution's improvement of citizen access and police response efficiency will also result in more overall citizen service requests.

c. Specification 1.3. The City expects its current call-center and in-person reporting options will steer some citizen live reports to the selected online reporting system, but does not know how many reports may be handled that way.

d Specification 2.4. The City is asking for a solution that provides a "wide range of incident reporting types." The City is not providing any more detail regarding this specification, and has not determined how many or the specific types of incident reports it will eventually adopt with the selected product. Proposals should indicate the range of pre-formatted reports it offers, and the ability to increase or customize other pre-formatted report types, or the ability to use artificial intelligence or chat to direct citizens towards a tailored, customized reporting experience.

e. Specification 2.10. The City is looking for a commercial off-the-shelf solution with a performance track record, and is not interested in a custom software build.

2. Proposals are due to the City not later than 5:00 pm, Thursday, April 27, 2023.

3. The initial RFP and all addenda may be found online at <https://www.cityofmobile.org/bids>.