REQUEST FOR INFORMATION
RFI # 20-30

Enterprise Calendaring

I.   BACKGROUND:

The City of Ann Arbor is seeking information from qualified companies interested in providing a software solution for Enterprise Calendaring.

The City is requesting detailed information on the services offered by your company that may assist the City in the procurement of an Enterprise Calendar software solution. The City's goal is to acquire a software solution that meets the project needs outlined below.

Interested companies are encouraged to provide a detailed project plan outlining the approach and services that may be offered to the City for this endeavor along with associated fees/costs.

The submittal of information to this RFI does not guarantee any award of a contract.

1. Description
Research and implement a new Enterprise Calendaring solution.

2. Current Business Problems and Opportunities
- The City's current calendar software solution is not actively developed – the City needs a solution that is continually enhanced and patched.
- Calendar user interface on both the front-end and back-end is difficult to use, dated, and not mobile-friendly.
- Adding new events is cumbersome and time-consuming.
- Event registration fields are not customizable and are lacking critical features
- Calendar only has a private/public calendar and we are not able to create additional calendars.
- Current system does not have an API.

3. Current State
- The City currently uses the on-premises version of ActiveData Calendar (acquired by Dude Solutions).
- The calendar interface is clunky and difficult to use.
- The technology for the calendar is dated.
- The calendar is not being actively updated by the vendor.
- The calendar is used to provide a global list of events to the general public.
- The calendar is branded to look like the City website.
- The calendar is integrated with digital signage via event syndication.
- Web pages throughout the City website have event syndication for their particular location or department.
- The calendar imports data from our Legistar system to populate Council meetings, boards, and commissions.
- City events are exported from the calendar in an XML file and imported to end-user computers via a custom-built tool
- The City has 40 users with the ability to add and edit calendar events

4. **Expected Benefits**
   - Modern look and feel with mobile-friendly design
   - Easier to add/update integrations
   - Up-to-date platform with frequent patching for security concerns and feature updates
   - Adding and modifying events will be easier and more intuitive
   - Event registration will be useful and allow customization

5. **Customer Needs and Project Requirements (Business, User, System, Functional)**
   - Technology
     - The ability to integrate with Active Directory.
     - API for integrations to retrieve/add/update/delete events.
     - The ability to setup security groups for users.
     - Calendar must offer a wide variety of visual customization options.
     - Calendar should allow the City to modify the CSS.
     - (optional) Microsoft Power Automate integration.
     - (optional) The ability to reserve a room via the software (the City uses Microsoft Exchange).
   - Syndication
     - Syndication must allow the customization of the output to ensure that the end-result matches the branding on the City website.
     - Syndication should not use iframes.
     - Ability to embed a calendar on a web page (both a multi-location view and an individual location or category).
     - Syndication for event sharing on web pages and social media.
   - Features
     - Must have the ability to brand the calendar.
     - Needs the ability to create multiple calendars.
     - Event registration, preferably with a workflow management system.
     - Reminders for events.
     - The ability to put an event on a personal calendar.
     - Location management is required, such as for buildings and rooms.
     - Location mapping for end users – including the ability to manually enter a location if no valid entries exist.
     - Events must be searchable via Google or the City website.
     - The ability to restrict who can view a calendar based on security group (City staff only).
   - Events
     - Adding and updating events must be simple and intuitive.
     - The ability to schedule events to publish at a future date/time is required.
     - Recurring events with custom schedule options.
     - Categorization of events, including sub-categories
     - End-user search feature allowing for keyword search and search by category/sub-category.
     - The ability to add images and attachments.
     - Must allow imports/exports of events for bulk entry.
     - The ability to download multiple events at once into a personal calendar.
     - Must be able to share easily on social media.

II. <u>**DISCLAIMER**</u>:

The City shall not in any way be liable or responsible for cost incurred in responding to this RFI. All information received in response to this RFI becomes the exclusive property of the City. All responses to this RFI become matter of public record and shall be regarded as public records. The

City shall not in any way be liable or responsible for the disclosure of such records, including, with limitation, those so marked, if disclosure is required by law, or by any order of a court of competent jurisdiction.

III.   <u>**INSTRUCTIONS**</u>**:**

Respondents shall include a letter of interest and qualifications of similar projects and information on the items identified in the Background section above.   If possible, include any reference sites that might be contacted about the services provided.

IV.   <u>**NOTICES**</u>**:**

This is not a Request for Proposal. The purpose of this RFI is to gather information to potentially solicit a Request for Proposal. No award will be made based on the results of this process. Any procurement by the City will be the subject of a separate process and subject to budget approval.

V.   <u>**DEADLINE TO SUBMIT RESPONSES:**</u>

Responses to this RFI are due by **<u>12:00 p.m (local time) on October 5, 2020</u>**. Responses shall be sent via email to: cspencer@a2gov.org or by delivery to:

City of Ann Arbor Purchasing Department
Attn: Colin Spencer, Purchasing Manager, RFI# 20-30
301 East Huron Street
Ann Arbor, MI 48107

Any questions should be sent in writing before **<u>close of business on September 17, 2020</u>** to Colin Spencer, Purchasing Manager via email to cspencer@a2gov.org.