

Responses to Questions: Sustainability Plan Dashboard RFP

(Please note that similar questions have been grouped together)

Budget, Timeline, and Details:

1. Is there a budget or not-to-exceed amount for this RFP? Understanding that the most competitive bids will be prioritized, does the Town of Jackson have a budget range for the dashboard? What is the budget for this work? What is the approved budget allocated for this project? Please specify for both the base year and the optional year. What is the budget range for the dashboard development and, separately, for ongoing maintenance through June 2031?
 - o A budget will be determined based upon the proposals received. Budget proposals should be reasonable and prudent.
2. Technical support is requested through June 30, 2031 (5+ years post-creation), but the fee proposal asks for estimated costs through June 30, 2026 only in the summary (Section 1), while Section 3.e and fee requirements specify through 2031. Would the Town of Jackson please confirm that proposed budgets must reflect the period of performance through June 30, 2031?
 - o Our apologies. The summary (Section 1) should state June 30, 2031.
3. Would the Town of Jackson please confirm that it intends awarding a Firm-Fixed-Price (FFP) type contract for the required services, with fixed, milestone-based payments, and that the detailed budgets (labor rates, hours, other direct costs, etc.) are only required for the purposes of price evaluation?
 - o A Firm-Fixed Price contract is preferred. Detailed budgets are required for price evaluation.
4. Does the town have any deadlines for the initial launch of the dashboard? Could you estimate when project kick-off will be? When would you like the dashboard to go live? What is the anticipated project start date? What is the anticipated dashboard go-live date? Please provide the expected implementation timeline in months.
 - o The Town does not have a specific timeline for the project kickoff and initial launch. We anticipate the review process will take place thru mid-April, and a contract will be signed and the project will kick-off within a few weeks of that. The Town will prioritize proposals with timelines that allow a reasonable amount of time for the work required, but are not excessively long. Ideally, all work will be completed in calendar year 2026.
5. May greater than three individuals be assigned to the project team?
 - o Yes, greater than three individuals may be assigned to the project team. To keep proposals succinct, please include a maximum of three resumes in the proposal.
6. Can you please clarify to whom shall the proposal be addressed to?
 - o Responses must be submitted through the Town Clerk, Riley Hovorka, at clerk@jacksonwy.gov, and can be addressed to Tanya Anderson, Ecosystem Stewardship Administrator.
7. Is there any incumbent vendor currently providing data dashboard services for the town of Jackson?

- No, there is not.

8. Can you please provide No. of users and their roles interacting with the dashboard?
 - The Town of Jackson is small. There will primarily be one staff interacting with the dashboard on the input side of things, potentially with the support of an intern or assistant, or potentially one staff on our external communications team. Most other staff and elected officials will access the dashboard as users, in the same way that the public will access it.
9. Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely?
 - Work can be performed on-site or remotely.
10. Will interviews and/or solution demonstrations be part of the evaluation process?
 - Interviews will be conducted if the evaluation team desires additional information. Interviews are not guaranteed.

Content and Maintenance:

11. Can you help me understand the expectations and use case for the dashboard and data collection plan by clarifying why the dashboard should focus on the goals and strategies in the Sustainability Plan rather than the targets? The targets seem to lend themselves most naturally to progressive, long-term monitoring and seem to reflect the goals, while the strategies seem to lend themselves toward the type of progress reporting the RFP hopes to avoid.
 - A dashboard may track progress towards goals, completion of strategies, AND targets. We aim to have a dashboard that tracks both output and outcome. Tracking output demonstrates progress towards the completion of the strategies within the plan (not started, planning, implementation, complete, etc). Outcome demonstrates progress towards targets, which reflect the goals.
12. What are your expectations for integration, cross-reference, or separation of the Sustainability Plan dashboard in other dashboards like the Comprehensive Plan Indicator Dashboard, Teton Community Wellbeing Dashboard, or Sustainable Destination Indicators?
 - Town Council has not discussed separation from or integration with other dashboards. For now, the assumption is that this dashboard will live on the Town of Jackson's website and will not be combined with other dashboards. Vendors are welcome to propose alternatives.
13. How much iteration of the dashboard design do you anticipate after creation? Do you anticipate mostly data refresh updates or evolving presentations over time?
 - We anticipate mostly data refresh updates rather than evolving presentations over time.
14. Does the Town anticipate that the underlying data used for the Sustainability Plan dashboard would be available for use in other community reporting or analysis efforts, even if the dashboard itself remains a standalone tool? For example, would the data for this Sustainability Plan dashboard be available to use in the TCWD in the way that the data for the Town and County Indicator Dashboard was?

- Underlying data could be available for the community. We are unaware of use-case scenarios at this time.

15. Does the town anticipate the need to report progress on the individual strategies and/or targets identified in the Sustainability Plan? If so, does the town envision the need for separate dashboard elements for associated with the strategy and/or target? or does the town envision narrowing the dashboard down to a few select metrics?

- The Town envisions a dashboard where residents are able to see progress towards all strategies within the Sustainability Plan. Some of the strategies may have associated targets. There are fewer targets than strategies.

16. Is there an existing brand style guide (logos, color palette, typography) for this project?

- Yes, the Town has a brand style guide. The guide will be provided to the selected vendor.

17. Does the town already have data sources identified for each goal and strategy that will be included in the dashboard? Will the selected consultant need to include scope for data source identification, collection, processing, and verification? Can you provide details on the data sources, formats, that will be used for integration into the dashboard?

- The Town is currently conducting a Greenhouse Gas Inventory for municipal operations and community-wide emissions. Data sources for the inventory will be available for the dashboard. Data is currently stored in excel spreadsheets. Targets that are not related to greenhouse gas emissions are being tracked internally in separate systems.

18. Does the county need data to be ingested and analyzed in real-time or near real-time?

- The Town does not need data to be ingested and analyzed in real-time. Staff predict that some things may only be updated annually, while others may be updated as progress is made, but not more frequently than once a month.

19. As part of ongoing dashboard maintenance, does the Town anticipate having the internal capacity, after the first couple of years, to maintain the Dashboard, including managing and updating any user guidance or documentation (for example, how indicators are defined, interpreted, and updated)? Will the town have internal technical support for the selected dashboard platform? E.g., will there be an internal staff member who can make updates to data sources, set refresh intervals, etc.? What level of autonomy is expected for Town staff to update the dashboard? What level of ongoing maintenance and support (specific estimated hours) is expected after the dashboard goes live?

- The Town's preference is that internal staff can be trained to maintain the Dashboard and make updates to data sources in future years. Ideally, staff will be able to do much of this autonomously, but a support person from the vendor team will be available to help troubleshoot should problems arise.

Technical Aspects:

20. Does the Town of Jackson have specific accessibility standards, laws, or other requirements that the dashboard should comply with?

- No.

21. Does the town currently have licenses for or currently use any of the following platforms:
Microsoft PowerBI -Yes.
Tableau – No.
ArcGIS Online – Yes.
Other – The Town has access to Clearpath 2.0 through our ICLEI membership.

22. Does the town have a preference for deploying the dashboard with any of the above platforms or other systems already in use? Do you have any technology preferences in terms of developing the reports/dashboards (PowerBI, Tableau, etc.,)? Does the Town prefer a particular technology stack or third-party dashboard tool (i.e. Power BI, Tableau, etc.)?
o No.

23. What databases, third-party applications, or cloud services are currently in use for data storage and processing?
o Microsoft Dataverse, Microsoft Azure, AWS, Microsoft SQL Server, Microsoft Access, Synology, Pure Storage.

24. Is a centralized database required to support the dashboard?
o No.

25. How many dashboards do you expect to have in the website? Do you expect to have any role-based dashboards internally?
o We do not have any expectations and look forward to seeing proposals.

26. Do you accept off-shore resources?
o Our municipality permits the use of offshore data storage for this project, provided that no data is stored in, routed through, or made accessible to any jurisdiction or entity identified by the U.S. government (including DOJ/CISA rules on ‘countries of concern’) as posing unacceptable national-security risk, such as (presently) China (including Hong Kong and Macau), Cuba, Iran, North Korea, Russia, or Venezuela. The vendor must ensure data paths, sub-processors, and support arrangements exclude these countries and any other subsequently designated countries or covered persons.

27. Will the dashboard need to run on a specific platform or CMS beyond CivicPlus?
o Not at this time. As for the dashboard and its content, however, the end product must run well on any standardized, ubiquitous platform. Responsive design or otherwise mobile-friendly formatting will also be an important element.

28. What existing data sources/systems or APIs need to be used to populate the dashboard?
o Most data sources are currently in excel files.