



REQUEST FOR PROPOSAL: Civic Data Infrastructure Plan Development & Project Management

Qualified parties should submit all inquiries and RFP materials to Jessica Lotz (jlotz@innovatememphis.com) by January 13 to be prioritized for review. However, this RFQ will remain open until a highly qualified contractor is identified, and candidates are encouraged to notify Innovate of their intent to apply as soon as possible.

Organization Overview: Innovate Memphis is a 501(c)(3) nonprofit that develops and delivers bold solutions to some of the most pressing urban challenges in Memphis. Our organization advances programs that enhance the lives of Memphians and elevate the public good. We also serve as a civic data intermediary by providing research and data services for other public/civic organizations and by developing infrastructure that make data access more comprehensive and equitable for the public good.

Project Objective: To assist Innovate Memphis staff in gathering information and writing a data infrastructure plan that outlines data reporting requirements, data source access needs, technology and capacity needs, data governance processes and corresponding budget for the [More for Memphis](#) (MFM) initiative. The final data infrastructure plan is due April 15, 2023.

Project Details:

High-level reporting requirements to address in the data infrastructure plan include:

- A MFM Dashboard that provides a snapshot of key indicators that relate to social and economic mobility measures across 6 key focus areas: Key focus areas are Economic Mobility, Community Development, Education & Youth Development, Safety & Justice, Culture & the Arts, Health & Wellbeing. There may also be a need for Environment/Climate indicators. The indicators should be reflective of where we are currently and measure progress over intervals of time within and between these focus areas.
- Quality of Life index: Consistent with the dashboard there is a need to provide a quality of life index that goes beyond typical economic indicators such as GDP, inflation, or wages. The index will focus on measures that provide upward economic mobility, such as access to high quality schools, low-crime neighborhoods, proximity to highspeed transit, and access to high quality food options among other measures.
- Dashboard reporting and data warehouse storage technology for quantitative and qualitative measures (i.e., survey and focus group data) for prioritized strategies
- A publicly accessible web portal with interactive features and filters such as geographic areas and demographic designations of focus

In addition to the features above, the plan shall address how to systematize these processes:

- Privacy and legal standards to protect personally identifiable information consistent with FERPA and other relevant generally accepted data privacy standards.
- Data Sharing Agreements: Outline policy and legal constructs that define how governmental and community agencies will share data

Key Roles and Deliverables: Innovate Memphis seeks a contractor who will contribute to the development and finalization of the MFM data infrastructure plan in the following ways:

- In collaboration with Innovate staff and MFM leads, maintain a detailed project plan to complete the data infrastructure plan by April 15, 2023 that factors in contingencies and interdependencies



- Inventory reporting requirements that have been gathered to date from the six MFM Anchor Collaborative teams developing goals and strategic plans for the six focus areas and assess gaps in technical requirements that need to be addressed
- Design and implement user input/UX methods to complete requirement gathering including facilitating input and review meetings with Anchor Collaborative representatives
- Research, evaluate and recommend technology options to develop and maintain MFM dashboards aligned to the business requirements including cost analysis, BI features/limitations, data integration and database storage/management architecture
- Inventory data sources needed for reporting requirements in terms of current vs. needed data-sharing agreements and quality/completeness of sources (where accessible); identify major information gaps and data provider technology or capacity barriers to address in data infrastructure plan
- Research data sharing and privacy policy templates/constructs as directed by Innovate staff and MFM leads
- Advise Innovate staff and MFM leads on budget and capacity resources needed to develop and maintain MFM dashboard reporting that takes the above outputs into account
- Provide written summaries of findings and recommendations from the above activities that can be readily incorporated into draft and final versions of the data infrastructure plan

Desired Qualifications and Experience

- Expert project management experience working with a variety of stakeholders and collaborators in a dynamic environment; strong ability to work through barriers and contingencies independently to deliver high-quality products on time
- Extensive direct experience supporting enterprise-level data reporting systems in large, complex organizations/environments
- Strong understanding and direct experience with end-to-end data pipeline development and maintenance, preferably including cloud-based database management and BI/dashboard development for end users
- Strong understanding of data standardization and governance principles
- Strong communication and facilitation skills to elicit clear, detailed requirements from different stakeholder groups and build trust and collaboration structures with data providers
- Technical expertise and research skills regarding data analytics industry best practices
- Ability to collect, organize and synthesize information into clear, cohesive findings and recommendations in written and verbal formats

Budget and Timeline: The total budget for this service shall not exceed \$60,000, and all deliverables must be completed and incorporated into a final data infrastructure plan by April 15, 2023.

RFP Submission Materials: To be considered for this request, applicants must submit:

- Resume(s) of key personnel and summary of qualifications
- A draft work plan that outlines estimated timelines and key activities to meet the deliverables outlined above
- A detailed budget that includes costs by component, fee structure, and expenses, including for key personnel, subcontractors and overhead costs.
- At least two past work artifacts and references who can speak to your/your team's skills and work quality on similar projects