



citytech collaborative

REQUEST FOR QUALIFICATIONS

FOR REVISIONS, UPDATES AND CONSULTATION FOR THE CHICAGO HEALTH ATLAS

www.chicagohealthatlas.org

Issued by City Tech Collaborative
March 5, 2018

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1. Overview Of The Requirement

The [City Tech Collaborative \(“City Tech”\)](#) is issuing this Request for Qualifications (RFQ) in order to select and contract with a company (“**Vendor**”) to provide revisions, updates and design consultation for the current [Chicago Health Atlas \(the “Atlas”\)](#), including support and consultation for the integration of four (4) additional data sets (TBD) to the Atlas. The selected partner will engage in vision and strategy sharing activities with the City Tech Collaborative to support the growth and sustainability of the Health Atlas.

Background

The Atlas is the public facing repository of health data for the City of Chicago Department of Public Health (“**CDPH**”). It allows residents and public health stakeholders to easily search, analyze and download health data for the city of Chicago. The current version of the Atlas was developed in collaboration with the CDPH, the Smart Chicago Collaborative (“**SCC**”), and the Dom & Tom Web Development agency (“**Dom & Tom**”) with generous support from the Otho S.A. Sprague Memorial Foundation. The Atlas was recently redesigned and launched in October 2017.

City Tech

City Tech is an Institute of UI LABS that transforms cities into testbeds for new technology. To increase the odds of technology adoption and impact, City Tech involves residents in the design and delivery of new solutions. City Tech executes projects with funders as well as academics, community groups and startups.

Additional Atlas Participants

[The Chicago Department of Public Health](#) promotes and improves health by engaging residents, communities and partners in establishing and implementing policies and services that prioritize residents and communities with the greatest need. CDPH’s vision is a city of thriving communities where all residents are able to live healthy lives.

[Smart Chicago Collaborative](#) (now City Tech) was formerly a civic organization devoted to improving lives in Chicago through technology. SCC worked on increasing access to, and improving skills for using, the Internet and developing

meaningful products from data that measurably contribute to the quality of life of residents in Chicago and beyond.

[The Otho S. A. Sprague Memorial Institute](#) was founded in 1911 as a non-profit foundation with a mandate to pursue "the investigation of the cause of disease and the prevention and relief of human suffering in the City of Chicago, County of Cook, State of Illinois." Today this philanthropy is managed by a Board of volunteers dedicated to carrying out this same philanthropic goal.

1.1 Overview of the Work

City Tech is seeking to partner with highly qualified, experienced website development companies or individuals to complete work in two categories:

1. Site-wide issues and non-working features, and
2. Improvements to content management system (back end) to aid display of data and data integration from multiple organizations (together the "**Primary Work.**")

The vendor's proposal will also address potential consultation services supporting the addition of four (4) new data sets, contingent upon the successful completion of the Primary Work and additional funding availability.

The preferred vendor will have experience working with local government website design projects, and expertise with best practice regarding:

- Successful website redesign
- User experience and user testing
- Information architecture
- Website development and deployment
- Website hosting
- Content strategy
- Social media integration
- Responsive design

1.2 RFQ Submission and Selection Timeline

RFQ Release Date	March 5, 2018
Response to RFQ Deadline	March 19, 2018
Panel Review of Submissions	March 21-23, 2018
Meetings with Selected Vendors	April 9-13, 2018
Vendor Proposals Due	April 20, 2018
Final Vendor Selection	April 30, 2018

1.3 City Tech Collaborative Contact Information

This RFQ is issued by City Tech Collaborative 1415 North Cherry Avenue, Chicago, Illinois 60642.

City Tech Technical Contact:
Leslie Durr
Community Programs &
Product Design
1415 North Cherry
Chicago, Illinois 60642
<mailto:leslie.durr@UILabs.org>

City Tech Contracting Contact:
Colleen Garlington
Assistant General Counsel
1415 North Cherry Ave.
Chicago, Illinois 60642, Illinois 60642
<mailto:colleen.garlington@UILabs.org>

2. Request for Qualifications

2.1 Project Objectives and Goals

City Tech has identified certain necessary revisions to be made to the Atlas. In addition, City Tech desires to put in place a contract for additional services, including but not limited to, supporting the addition of four (4) new data sets. The scope of this project includes all design, development, coding and licensing necessary to produce a web application that is easy to use and responsive to the

needs of identified stakeholders. (See Appendix A for example changes envisioned needing improvement) This list is not inclusive.

2.2 Target Audience

Audiences served by the Chicago Health Atlas includes:

- 2.21 Residents and potential resident of varying backgrounds, reading and language ability.
- 2.2.2 Community-based and non-profit organizations looking for data for research and/or potential funding opportunities around health outcomes.
- 2.2.3 Businesses operating in the community
- 2.2.4 Elected and appointed officials
- 2.2.5 Local school districts and students

2.3 Our Current Environment

This is a summary of the existing website environment for the Chicago Health Atlas. The existing website was launched in October 2017. The Atlas was developed with Ruby on Rails and is hosted by City Tech and U-Turn data on AWS.

3.0 Scope of Work

3.1 Vendor Experience

Preference will be given to vendors with experience developing local government websites with special attention given to vendors breadth of experience, references, expertise of staff as it relates to data visualization and communication. Experience or a background in public health data and epidemiological standards is a plus. City Tech Collaborative encourages all experienced vendors to apply, small to large firms, individuals, women/minority owned business with a preference toward Chicago or Chicagoland based organizations.

Additional criteria include:

- 3.1.1 Collaborative Effort-The development and updates will be completed through collaboration with CDPH, other data partners and the vendor, and

facilitated under the supervision of a dedicated project management professional in the direct employ of City Tech Collaborative.

- 3.1.2 Skilled Team-Vendor shall supply a team of user experience, design and development professionals to supplement the development process led by the project manager. This team should include staff members skilled in local government website design, data visualization, accessibility, and support and training of the content management system.
- 3.1.3 Proven Development Process-Vendor should have a proven development process and flexible timeline structure that favors the availability and time commitment of City Tech Collaborative and its partners.
- 3.1.4 Internal Development Staff-City Tech Collaborative prefers a vendor utilizing its own development staff rather than subcontracting pieces of the project development to additional vendors.

3.2 Additional Services

We are also interested in the selected vendor providing quotes for the addition of up to four additional data sets on the Chicago Health Atlas from new data partners. This work is contingent on availability of funding and quality of services performed.

3.3 Support

- 3.3.1 Support – The Vendor shall provide access to live support available via e-mail or phone during vendor’s normal business hours.
- 3.3.2 Support Service Level Agreement – In all submitted proposals, vendors shall be able to produce a Service Level Agreement that details guarantee of customer support as well as a service escalation process.

3.4 Timeline

The respondents should propose a realistic, appropriate timeline with specific deliverable dates for work or phases of work as identified in the RFQ.

4. Proposal Evaluation Criteria

4.1 Evaluation of Submitted Proposals

City Tech intends to conduct a comprehensive, fair and impartial evaluation of proposals received in response to this RFQ. All proposals submitted in compliance with the RFQ requirements herein will be evaluated by City Tech. Proposals received after the deadline for

submission will be returned to the sender. All proposals must be signed by an official agent or representative of the entity submitting the proposal.

If the entity submitting a proposal must outsource or contract any work to meet the requirements herein, this must be clearly stated in the proposal. All price quotations must be all-inclusive and include any outsourced or contracted work. Any proposals which contemplate outsourced or subcontracted work must include the name and description of the organizations being contracted.

Contract terms and conditions will be negotiated with the selected Vendor.

4.2 Evaluation Criteria

This set of criteria will be used to evaluate each vendor's proposal. A contract will be awarded to the vendor that best satisfies the overall needs of City Tech, the Atlas participants and the requirements of this RFQ. Proposals will be evaluated based on the level of creativity, differentiation and measurability. Additionally, consideration will be given regarding the extent to which the organization understands, can inform, support and align with the long-term strategy for the Chicago Health Atlas with current and future partners. Evaluation criteria include:

4.2.1 Local Government Experience and Capacity

4.2.2 Technical Expertise

4.2.3 Client List and References

4.2.4 Pricing / Cost Information as described

4.3 Interviews and Discussion Workshops

The respondents whose submittals meet the criteria for consideration will be invited to participate in an onsite interview at the City Tech offices located at 1415 N. Cherry Avenue, Chicago, IL. The interview schedule will be determined by City Tech in its sole discretion. The interview process will provide an opportunity for the vendor to ask questions and propose innovative solutions and approaches to the work. Failure to participate in the interview will disqualify the bidder from consideration for selection.

4.3.1. The interview will be conducted with the City Tech project staff and leadership. The following persons from the bidder organization should expect to participate at a minimum:

- a. The Principle of the company/business
- b. Staff that will be conducting technical work
- c. Project Management Staff
- d. Additional staff at the request of City Tech Collaborative.

4.4 Recommendation for Award

After the interviews have been conducted, the Evaluation Committee shall recommend the successful bidder to the Executive Director based on the outcome of the interview process. The Executive Director reserves the right to make an award or not to make an award or to cancel this RFQ either before or after the date of the RFQ response deadline.

4.5 Contract Discussions

Upon approval by the Evaluation Committee, City Tech shall enter into contract discussions with the successful bidder. If the terms and conditions of a contract cannot be successfully established within a reasonable amount of time (as determined by City Tech in its sole discretion), then contract discussions will be terminated and contract discussions with the next highest-ranking bidder will commence. Negotiations shall continue at the sole option of the City Tech Collaborative until a contract is signed and approved or all proposals are rejected and the RFQ is withdrawn.

4.6 Notice of Award

All bidders submitting a response to this RFQ will be notified in writing of the award of a contract if and when an award is made. If no award is made, all bidders will be notified accordingly. For the purposes of this RFQ, an award shall be deemed to have been made upon execution of a contract between City Tech and chosen bidder (the “**Vendor**”).

5. Vendor Qualifications and Obligations

All questions contained in this RFQ must be answered. Failure to answer all questions may result in the proposal being rejected.

5.1 Documents to Be Submitted

bidder must submit the following information to be considered (include the corresponding item number with each response):

5.1.1 Executive Summary

5.1.1.1

Summarize your overall strategy and approach for building, managing and maintaining a web application.

5.1.2 Corporate Profile

5.1.2.1

Provide a brief overview of your firm's history, methodology and philosophy. Please describe your ability to work in/with cloud based services including but not limited to AWS and AZURE.

5.1.2.2

State the year you started in business or web design and solutions.

5.1.2.3

Where are your headquarters.

5.1.2.4

Describe the process of how your company works with remote customers.

5.1.2.5

Provide the total number of employees and the number of years in web design/user experience/technical ability.

5.1.2.6

Specify the number of public sector and private sector clients.

5.1.2.7

Indicate whether this business is a parent or a subsidiary.

5.1.2.8

What percentage of your organizations revenue does this contract represent to your company versus other product or services?

5.1.2.9

Indicate if your organization incurred an annual operating loss in the last 5 years.

5.1.2.10

Has the company had a reduction in force during the last 5 years?

5.1.3 Services and Implementation

5.1.3.1

Identify what uniquely distinguishes your offering from your competitors.

5.1.3.2

Describe your experience in implementing public sector and local government market solutions. Include any experience working with web-based public health data applications.

5.1.3.3

Describe your approach to project management including the types of tools and methodologies. (i.e. Basecamp or similar) Additionally, please describe your methodology for stakeholder and community engagement in the development, implementation and testing process.

5.1.4 Client Examples

5.1.4.1

Provide three client references in your proposal, including a current contact name, organization name, phone number and email.

5.1.5 Project Team

5.1.5.1

The success of the design and implementation depends on including experienced project management and a planned approach. The selected Vendor must provide an experienced project manager.

5.1.5.2

Define and describe the team members that would execute a project for the City Tech Collaborative. Identify their experience, roles and length of time with your organization. Specify the primary point of contact.

5.1.5.3

Define how your process manages or mitigates client changes throughout the life of a project.

5.1.6 Support and Maintenance

5.1.6.1

Describe the support programs available.

5.1.6.2

Describe the hours of support you provide? Where is it located? Is it staffed by your own employees or is it a third-party facility? Briefly discuss technical support staffing numbers, staff experience, etc.

5.1.6.3

Describe your service call escalation policy.

5.1.7 Costs

5.1.7.1

Hourly billing rates for each job classification that will or could be utilized during the project and/or post "go-live". (Rate Card)

5.1.7.2

Other Services and Costs (Specify)

5.1.7.3 Hourly Rates for custom development
5.1.7.4 Other ongoing costs

6. Submission Format and Delivery Requirements

6.1 Proposal Response Delivery

Each respondent shall submit one electronic copy of the proposal to leslie.durr@UILabs.org and one original hard copy via FedEx by the submission deadline. See Section 1.3

6.2 Date and Hour of Submission

Responses must be received on or before March 19, 2018 at 4:00pm CST. Any response that has not been received at the above address by 4:00pm CST on March 19, 2018 shall be disqualified from further consideration.

6.3 Acceptance or Rejection of Submissions

The City Tech Collaborative reserves the right to reject any or all proposals, to waive technicalities or irregularities and to accept any proposal it determines to be in the City Tech Collaborative's best interest. The acceptance of any proposal submission shall not in any way cause the City Tech Collaborative to incur any liability or obligation to bidder, financial or otherwise. The City Tech Collaborative may cancel the RFQ in whole or part without making any award at its sole discretion, without any liability being incurred by the City Tech Collaborative to any bidder for any expense, cost, loss or damage incurred or suffered by the vendor as a result of such withdrawal.

6.4 Costs for Document Development

Costs for developing the response to this RFQ are entirely the responsibility of the proposing party and shall not be chargeable in any manner to the {City Tech Collaborative}. All bidders agree to provide all such additional information as, and when, requested at their own expense. No bidder in supplying such information shall be allowed to change the pricing or other cost quotations originally submitted.

6.5 Proposal Validity

A proposal submitted in response to this RFQ is irrevocable for 90 days from the date of submission. The City Tech Collaborative reserves the right to withdraw a bid acceptance at any time if in the opinion of the City Tech Collaborative the Vendor is unwilling or unable to enter into a form of contract satisfactory to the City Tech Collaborative. Acceptance will be defined as the City Tech Collaborative selecting you as our provider of service for the intent of negotiating a contract for services.

6.6 Contract Evaluation and Award

The City Tech Collaborative reserves the right to execute any of the following options:

- Issue no contract award for any of the services described within this RFQ.
- Award all services to one vendor.
- Issue contract awards for any combination of services and vendor, either all of part of the business as the City Tech Collaborative sees fit.
- The City Tech Collaborative is not obligated to accept the lowest price or most technologically advanced proposal.

7.0 Terms and Conditions

It is the intent of the City Tech Collaborative that after the successful Vendor has been selected, the City Tech Collaborative and the selected Vendor will enter into contract negotiations to execute an agreement containing the terms and conditions of the proposed service.

Any acceptance of a proposal is contingent upon the execution of a written contract and City Tech is not and shall not be contractually bound to any bidder prior to the execution of such written contractual agreement. The contents of the bid submitted shall become part of the contractual obligation and incorporated by reference into the ensuing contract. The contract with a successful bidder will include penalties for non-performance and failure to meet the proposal implementation schedule.

Contract execution is contingent upon selection and approval by City Tech. City Tech reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, and to accept any part of a bid/proposal as deemed to be in the best interests of the Atlas and City Tech.

7.1 Proposal Submission Certification

By submitting a proposal, bidder certifies that he or she has carefully examined all the documents for the project and has carefully and thoroughly reviewed this RFQ, and understands the nature and scope of the work to be done and the terms and conditions thereof. The bidder further agrees that the performance time specified is a reasonable time.

7.2 Applicable Law and Compliance

The contract under which the work will be performed shall be governed under the laws of the State of Illinois. The successful bidder will, at all times, comply with and observe all federal and state laws, local laws, ordinances, and regulations.

7.3 Nondiscrimination

By submitting a response to this RFQ, the successful bidder agrees not to discriminate against any employee or applicant for employment based on age, race, religion, color, handicap, sex, physical condition, or developmental disability in connection with the work performed.

7.4 Representations and Warranties

By submitting a bid, bidder represents and warrants that the services and deliverables contemplated will be provided and/or produced in accordance with applicable federal law, and will not infringe the intellectual property rights of another. The contract to be executed between the Parties will include indemnification by bidder of UI LABS against claims for alleged infringement.

The successful Vendor will, by contract, indemnify and hold harmless UI LABS, its officers, agents and employees from all suits, actions or claims of any character brought for or on account of any injuries or damages resulting from the operations of Vendor, or of any of its contractors, in performing work under this agreement.

7.5 Insurance

For the duration of the contract, the Vendor shall:

Maintain worker's compensation insurance as required by law for all employees engaged in the work.

Maintain commercial liability insurance against any claim(s) which might occur in carrying out the work contemplated herein in an amount not less than \$1,000,000 combined single limit, per occurrence, and \$2,000,000 aggregate.

7.6 Cancellation

City Tech and UI LABS reserve the right to cancel any contract in whole or in part without penalty due to non-appropriation of funds or for failure of the Vendor to comply with the terms, conditions, and specifications of the contract under which work is performed. City Tech reserves the right to cancel for convenience with two weeks' notice.

7.7 Confidential or Proprietary Information Generally Not Allowed

Any restrictions on the use of data contained within material submitted in response to this RFQ must be clearly stated in the submittal itself. Proprietary restrictions are normally not accepted. Bidders seeking to submit information with restrictions must first request permission via RFI to submit such information.

7.8 Conflicts of Interest

Bidders represent and warrant that they have no conflict, actual or perceived, that would prevent it from performing their duties and responsibilities described in this RFQ. Bidders shall disclose the relationships it has had with any entity affiliated with UI LABS and City Tech Collaborative. During the term of the awarded contract, Vendor shall disclose any relationships it proposes to enter into with any entity affiliated with UI LABS and City Tech Collaborative. These disclosures must contain all facts material to any actual or potential conflict of interest.

7.9 Additional Terms

The City Tech Collaborative has no obligation to reveal the basis for contract award or to provide any information to bidders relative to the evaluation or decision-making process. All participating vendors will be notified promptly of bid acceptance or rejection.

Note: In submitting its proposal, Vendor understands and agrees that this RFQ does not obligate City Tech Collaborative to award a contract or complete the project and City Tech Collaborative reserves the right to cancel the solicitation at any time for its convenience.

Appendix A

Site-wide issues and non-working features

- a) Page caching is required: page loading is not consistently seamless; 404 page encountered
- b) Text formatting should be consistent for similar elements across the site. Currently there is use of serif/san serif fonts and a mix of capitalization on chart titles, axis titles, etc.
- c) Mobile optimization: improve viewing on mobile devices
- d) Google Analytics is not correctly tracking page views
- e) Need to be able to edit text and images/links on About page to add/remove partners, etc.
- f) Montclare shows up as a zip code on the Indicator Summary Tab Community Area tables
- g) Race-ethnicity pie charts on the Community Area Summary Pages do not always have the correct percentage assigned to the correct pie piece.
- h) The site needs instructions or FAQs to explain features that are clunky/how to provide feedback
 - i) How to find Community Area data for aggregated years
 - ii) Healthy Chicago 2.0 email on About page should be a clickable link so that people don't have to cut and paste it into an email
- i) Hardship/COI data should not be stop light colors
- j) Flagging system for data
 - i) Inconsistently applied on Indicator Summary Tab tables
 - ii) Not displaying on Indicator Time Trend Tab charts or Maps Tab maps
 - iii) Needs a better explanation: not jumping to text buried within About the Data on the About page

k) On Indicator Summary Tab, if Community Area table data are displayed from aggregated year, e.g. 2010-2014, then Disparities Tab is grayed out (not clickable)

l) Zero values are not displaying, they display as “-“. If there is a 0 in the template, we want a 0 in the table or chart.

m) “Understanding the Measure” on the Indicator Summary Tab is not displaying for all indicators (e.g. Lung cancer deaths)

n) Incorrect template columns are being displayed in tables and graphs, e.g.:

i) In the Teen birth rate Indicator Summary Tab Community Area table, values in the Number column are not displaying.

ii) Life expectancy Indicator Summary Tab table is supposed to have decimals in the Number column, but it does not. For Community Areas tables, the same value is displayed in the Number and Rate columns and it should only show up in the Number column.

iii) Several Time Trend Tab graphs do not display because the wrong columns are being pulled (e.g., Early Childhood Education, Food access, Per capita income, etc.)

o) The display of rows in tables is sometimes out of order on Indicator Summary Tab (e.g. Youth smoking grade levels are out of order even though they are in the correct order in the template)

p) The display of Child Opportunity Index levels is sometime out of order on the Indicator Disparity Tab charts

q) Tables in the Indicator Summary Tab are out of order (e.g., Race-ethnicity should always be first)

r) Zip code maps are not displaying on the Indicator Map Tab

s) On the Zip Code Summary Pages, at the top it says “Corresponding zip codes include.” The text should instead read: “Corresponding Community Areas include.”

t) Front Page

i) Should have Chicago Health Atlas logo, not CDPH logo, in upper left corner

- ii) Update Hero image-it is muddy and muddled (e.g., Chicago Tech Plan or overcomeopioids.org)
- u) Incorporate information and links-need to be able to update links and add new ones
 - i) Feedback section (Contact us page or similar)
- v) HC2.0 Dashboard
 - i) Need to be able to change column headers
 - ii) Page should be dynamic to capture data updates
 - iii) Want to be able to add information and updates on work being done
- w) Data organization
 - i) Indicators are difficult to find, need to rethink ordering on the Indicator List and side bar menu
 - ii) Specific Community Areas are difficult to locate from the lists and should not be grouped into regions
 - iii) Chicago total being under Race-ethnicity and called “All race-ethnicities” should be reconsidered
- x) Zip code Summary Pages
 - i) Cumbersome to have to expand pull downs only to find there is no data—only have pull downs for data that exist
 - ii) Indicate year(s) for Zip code and Chicago data for each indicator
 - iii) Want option to print entire page with demographics and tables for a Zip code overview. Currently must print the demographics section and each table individually.
- y) Community Area Summary Pages
 - i) Should be able to hover or click on Hardship/COI for more info
 - ii) Add count (number) to gender and race graphs, similar to age graph
 - iii) Indicate year(s) for Community Area and Chicago data for each indicator

- iv) Want option to print entire page with demographics and tables for a CA overview. Currently must print the demographics section and each table individually.
- z) Indicator pages
 - i) Summary Tab
 - i. How Community Areas are displayed. It is not clear that the aggregate years in the drop down are for Community Area data. We like the Citywide/Community Area button.
 - ii. Community Area name should link to the Community Area's Summary Page. This works vice versa—clicking on an indicator on the Community Area Summary Page goes to that indicator's page.
 - iii. Ability to specify units of measure in column headers (rate per 1,000, percent, etc.)
 - iv. Needs a date last updated note
 - ii) Disparity Tab
 - i. There should not be a disparity graph if there is no disparity (e.g. School attendance homeless graph)
 - ii. Confidence interval bars and numbers obscure bar values
 - iii. Graph bars should all be one color
 - iv. Confidence interval bars and numbers should not be red
 - v. Automate scaling of y-axis and/or be able to control the axis values of graphs (e.g. change from all having the same scale to a mix)
 - vi. Automatically assign the axis titles of graphs to our specifications. We want to be able to specify what the titles are (e.g., "Rate per 1,000 births"), but not have to manually update each indicator.
 - iii) Time Trends Tab
 - i. Placement of hover box on time-trends graph covers data

- ii. There needs to be a space between some text in hover box
 - iii. Display of trend data for non-contiguous years
 - 1. Youth smoking lines should connect even though data are for every other year
 - 2. How to display BRFSS vs. HCS data
 - iv. Automate scaling of y-axis and/or be able to control the axis values of graphs (e.g. change from all having the same scale to a mix)
 - v. Automatically assign the axis titles of graphs to our specifications. We want to be able to specify what the titles are (e.g., “Rate per 1,000 births), but not have to manually update each indicator.
 - vi. Legend is chaos
 - vii. “Max” shows up on several graphs-we want this removed
- iv) Maps Tab
- i. Suppressed values show up the same color as the lowest range, which distorts interpretation of the map.

aa) Improve deliverables

- i) Print output-fix so it looks more clean, currently graphs print with the titles on a separate page from the graph, etc.; include date stamp
- ii) Demonstrate/Test API - include guidance
- iii) Downloads should date stamp so people know when the document was downloaded

Content Management System (CMS) (back end) Display Improvements.

- a) Add ability to upload a new “Description Template”
- b) System should indicate the date the file was uploaded

c) Add ability need to fix errors, such as:

i) Demography-Male Population is in the Indicator List, but is incorrect. If we change it to Sex-Male Population, male does not show up on the Community Area Summary Pages

ii) Very low birthweight is duplicated in the Indicator List and neither Indicator Page loads.

iii) YPLL is duplicated in the Indicator List and a 404 page shows up when either one is clicked.