

ADDENDUM NO. 1

RFP NUMBER: __182277__

RFP TITLE: ____CRM for 311 Call Center____

DEPARTMENT: __311 Call Center and Information Technology____

DATE OF ADDENDUM: ____March 12, 2019____

RFP DUE DATE/TIME: ____March 27, 2019, 4:00 p.m., e.s.t.____

REASON: ADDITION TO SPECIFICATIONS - VENDOR INFORMATION

(SIGNED): _____(DATE):_____

(COMPANY): _____

Sign one (1) copy of this page and return it with your proposal.

Retain a copy for your file.

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Note: On page 27 of the main RFP solicitation document, there is a requirement for Vendor Information to be provided under Tab 4. The Vendor Information list was omitted from the main document. Below is the list of requested Vendor Information.

Vendor Information

Prospective vendors should provide the following information pertaining to their organization and this project:

- Size of the organization
- Public financial records from the past two years
- Client list including those using products recommended by the prospective vendor
- Number of years in business providing similar services
- Number of service and support personnel in the organization
- Frequency of software updates (if applicable)
- A reference list including clients who have used the vendor's services. References may be contacted.
- A reference list of all government clients who have used the vendor's services. References may be contacted.
- A plan on what the average upgrade and implementation would take
- A project start date commitment
- A resource availability date commitment
- Complete references for the prospective vendor's Project Manager for this project. References may be contacted.
- A required roles list for initial implementation and for future sustainability.
- A sample project plan
- Detailed information on prospective vendor's "discovery" methodology

Prospective vendors, regardless of previous experience, should demonstrate a thorough knowledge of the differences associated with municipal government as opposed to those of the private sector with regard to security, open records, data availability, and public safety considerations.

Prospective vendors should understand that adherence to all vendor-proposed dates and timelines will become part of said vendor's contractual obligation should their proposal be selected by The City to be the IT Professional Services provider.