ADDENDUM NO. 1

RFQ TITLE: Technology Software Applications Support Services

RFQ NO: 2024-08

DATE: July 16, 2024

To All Proposers:

Proposers for the above referenced RFQ shall take note of the following changes, additions, deletions, clarifications, etc., to the RFQ documents, which shall become a part of and have precedence over anything shown or described otherwise.

A. CHANGES IN THE RFQ DOCUMENTS

   None.

B. CLARIFICATIONS

   1.   The $5,000.00 proposal bond required with submittal will be returned to the corresponding PROPOSER upon execution of an agreement with the awarded firm. The $100,000.00 performance and payment bond will be required of the awarded firm and will be held by the CITY for the duration of the contract term.

C. QUESTIONS FROM PROPOSERS

   1.   Q: Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

        A: Yes, this is a new contract with no previous history. Services are currently being provided by way of different means.

   2.   Q: Can you please let us know the previous spending of this contract?

        A: See response to Question No. 1.

   3.   Q: Please confirm if we can get the proposals or pricing of the incumbent(s).

        A: See response for previous question.

   4.   Q: Are there any pain points or issues with the current vendor(s)?

        A: No.

   5.   Q: Please confirm the anticipated number of awards.

        A: We anticipate awarding the contract to a single firm.

6. Q: Will the CITY consider extending the submittal due date?

   A: The current submittal due date will remain. Any future changes will be made via an Addendum.

7. Q: Does previous experience have to be with governmental agencies only?

   A: Most of the software utilized by the CITY is specific for government agencies. However, PROPOSERS will be evaluated based on individual experience.

8. Q: Is it necessary to have experience in all of the software categories listed in the solicitation?

   A: The CITY is looking to contract with a fully comprehensive group that can satisfy all of the CITY's software application support needs.

9. Q: What is the payment and performance bond requirement?

   A: The awarded firm will be required to provide a payment and performance bond in an amount of $100,000.00, prior to execution of an agreement.

10. Q: Are there any specific challenges that the CITY is facing with the current providers or past complications?

    A: None.

11. Q: Are these positions on-site or off-site:

    A: Both may be required. The CITY anticipates that the higher tiered positions be off-site.

12. Q: Would the CITY consider removing the proposal bond requirement?

    A: The current proposal bond requirement will remain. Any future changes will be made via an Addendum.

13. Q: What types of proposal securities are accepted?

    A: Proposal securities may be submitted in the form of a proposal bond or a cashier's check made out to the CITY.

14. Q: Would CITY consider the reduction or removal of the performance bond?

    A: The current performance bond requirement will remain. Any future changes will be made via an Addendum.

15. Q: Are the bonds refundable?

    A: See Section B. CLARIFICATIONS, as noted herein.

16. Q: Will the awarded firm be required to employ staff currently designated to the CITY by other service providers?

A: Yes.

17. Q: What companies are currently providing staff/services to the CITY?

A: There are currently two existing positions being provided by the incumbent service provider, which is Municipal Technologies.

18. Q: Will the awarded firm be allowed to bring in its own team, in addition to acquiring the designated staff currently being provided to the CITY?

A: Yes, the intent is to have access to a larger team and to transition the existing team members.

19. Q: Is there any additional information that can be provided to allow for more insight into the software applications currently utilized by CITY's?

A: Proposers may obtain additional software application information on the corresponding websites.

20. Q: Would the CITY accept references for the PROPOSER, in lieu of designated individuals?

A: Yes, references will be considered for either the firm as a whole or designated individuals/key personnel, as long as the references are related to the service requirements stipulated in the RFQ.

21. Q: Will the CITY provide a copy of the pre-proposal conference attendance log?

A: Please see Mandatory Pre-Bid Attendance Sheet attached herewith.

22. Q: Will the selected firm be required to create a transition process of current staff that will transfer benefits so that the staff will not have any time on benefits that is not employer sponsored? For example, if the selected firm has a waiting period of 60 days for new hires before coverage, will they be required to cover the current staff's cobra cost?

A: The selected firm will be expected to minimize any negative impacts to the current staff who transition.

23. Q: Are benefits part of the ranking to select a firm?

A: Please refer to section 4.7, Evaluation and Form 13, Sample Ranking Sheets, included as part of the solicitation for specific evaluation criteria.

24. Q: How many vendors will be awarded this contract?

A: See response to Question No. 5.

25. Q: Does a company need to provide all services as outline in the RFQ?

A: See response to Question No. 8.

26. Q: Who is the current vendor and are they excluded from bidding on the contract?

    A: Services are currently being provided by various vendors to include: Municipal Technologies, R2 Unified Technologies and Gov Force, Inc. The RFQ does not exclude any vendors from submitting a proposal.

27. Q: If you have a current vendor, why is the solicitation up for bid?

    A: See response to Question No. 8.

28. Q: For other software support services, what type of reporting is the CITY seeking?

    A: Reporting may include SQL reports, Crystal Reports or reporting functionality inherent to each software used.

29. Q: What is the previous year number of tickets?

    A: The CITY does not track, nor has previously tracked support tickets.

30. Q: What are the current tickets available to be supported that are not closed?

    A: See response to Question No. 29.

31. Q: How many resources are currently working from the previous vendor?

    A: See response to Question No. 17.

32. Q: Which positions/resources are being supported currently?

    A: Software Developers

33. Q: Can we have more time to submit our proposal due to limited time to answer questions and get answers back?

    A: See response to Question No. 6.

ATTACHMENTS
1. Mandatory Pre-Bid Attendance Sheet

END OF ADDENDUM NO. 1

All other information remains as originally described in the solicitation.

MANDATORY VIRTUAL PRE-PROPOSAL CONFERENCE
ATTENDANCE LOG
RFQ No. 2024-08
Technology Software Applications Support Services
Date: July 11, 2024 at 3:30 p.m.

	First Name	Last Name	Company	Email Address
1	Isacc	Standard	Gov Force Inc.	issac.standard@govforceinc.com
2	Susan	Haruman	Tech Army	sdharuman@techarmy.com
3	Steven	Murray	Municipal Technologies	smurray@munitech.org
4	Kartik	Seghal	Compunnel Software Group Inc.	kartik.sehgal@compunnel.com
5	Margarita	Fiduccia	Municipal Technologies	mfiduccia@munitech.org
6	Lakshya	Khattar	Infojini Consulting	lakshya.khattar@infojiniconsulting.com
7	Ruben	Guitierrez	Red Mark Technologies	ruben@redmarktech.com
8	Nashant	Prajapati	Compunnel Software Group Inc.	nishant@compunnel.com
9	Tom	Green	NWN Corporation	tom.green@nwncarousel.com
10	Suviga	Singh	Amsin LLC	suvi@amsin.us
11	Ryan	Chavez	Red Mark Technologies	rchavez@redmarktech.com
12	Tony	Hernandez	Gov Force Inc	tony.hernandez@govforceinc.com