



CITY OF ROCKVILLE
ROCKVILLE, MARYLAND

Addendum #1
Invitation for Bid (IFB) No. 03-25
ENTERPRISE ASSET MANAGEMENT (EAM) AND CUSTOMER RELATIONSHIP
MANAGEMENT (CRM) SOFTWARE
October 18, 2024

ATTENTION ALL BIDDERS:

The following addendum is being issued to amend and clarify certain information contained in the above named IFB. All information contained herein is binding on all Bidders who respond to this IFB. Specific parts of the IFB have been amended. Bidders are required to acknowledge receipt of the addendum by signing in the appropriate space at the end of the addendum. Failure to do so may subject your bid to disqualification. No provided answer to a question may in and of itself change any requirement of the IFB. The following revisions /deletions / additions are listed below; new language has been double underlined and marked in red bold (ex: **new language**) and language deleted has been marked with a double strikeout (ex. ~~language deleted~~).

QUESTIONS & ANSWERS

ENTERPRISE ASSET MANAGEMENT (EAM) AND CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE ADDENDUM 1 BIDDER QUESTIONS (*italics*) + CITY RESPONSES (red)

1. *Attachment A, in the Note just below the pricing summary table, you reference "Sub-Section (A) (4)." There is a Sub-Section A, but nothing is labeled "4". Please clarify. This refers to Section A. Please disregard (4).*

2. *Section I, C.5 - Does the Database requirement of Microsoft SQL Server 2022 or higher apply to a SaaS solution?*
The database requirement for Microsoft SQL Server 2022 or higher does not apply to a SaaS solution, as the database infrastructure is managed by the SaaS provider.

Proposals should include the full cost of the SaaS solution, i.e. the full cost to the City to obtain Software as a Service with hosting provided by the vendor.

3. *Section V, Submittal Guidelines (pg 66) indicates that we should include 3 references. Questionnaire A, Section I. References, indicates we should include 5 references. Please advise.*
Please provide 5 references.

4. *Attachment A (pg 70) - Is the City providing an excel format for the preferred price breakdown indicated in Note 1 ["a highly detailed breakdown of cost pre deliverable, which includes at a minimum the data and information requested in Section III, Sub-Section (a)(4)."]*
No, please provide a price breakdown which is clear and easy to understand for each

deliverable identified in Section A, as well as any items identified as "Other" in Section B of Attachment A.

5. *In Section V, Submittal Guidelines (pg 65) - Tab A is to include the acknowledgement of amendments (addenda), as provided in Attachment A. However, Attachment A also contains other information, including pricing. Is Attachment A in its entirety to be included in Tab A?*

Yes, please include Attachment A in its entirety.

6. *In Section V, Submittal Guidelines (pg 64-67) - It appears that several sections outlined in the required Tabs A to H include information requested in the two Proposal Questionnaires (A&B). For example, vendor qualifications, proposed approach, delivery team capabilities, and references. Are we to provide the information twice? Or do the completed Questionnaires serve as the answer for the information requested in the Tabs?*

Information does not need to be provided in duplicate. Please provide the information requested in each corresponding tab.

7. *in Section V, Submittal Guidelines (pg 64) -The checklist indicates that Price Information must be submitted in Microsoft Excel format. But in the Submittal Guidelines, it says the proposal must be one combined PDF document. Please advise.*

Please see **Clarification** on the following page.

8. *in Section V, Submittal Guidelines (pg 64) - The proposal response includes several documents: primary proposal (Tabs A-H), Attachment A, Attachment B, Questionnaire A, Questionnaire B, and the vendor's Proposed Contract. In the Submittal Guidelines, it says the proposal must be one combined PDF document. Does that mean that all of these individual documents must be combined into a single pdf document?*

Yes, please combine all documents into a single pdf document.

9. *"Is the City open to a partial bid, whereby vendors can respond to only the CRM requirements?*

The City will evaluate all proposals meeting the Proposal Submittal Guidelines on Page 64 of the RFP.

10. *Please confirm minimum number of references – 3 and 5 were provided.*

Please provide 5 references.

11. *Has the City been in contact with other vendors prior to the release of this RFP? If so please list.*

This is the first time a Request for Proposal has been issued by the City to engage with EAM and CRM software solution providers.

12. *Has the City identified a budget for this initiative, and if so, is it possible to share?*

Budget information may be found on the City's website located here:

<https://www.rockvillemd.gov/951/Budget>

13. *Does the City have an anticipated Go-Live target date(s)? If phased approach is preferred does the City have a tentative go-live schedule based on module or department?*

A Go-Live date has not yet been determined.

CLARIFICATION

RFP Page 64: A separate Excel document is not required for submittal as indicated on the Proposal Submittal Guidelines page. Please provide a single, combined pdf document containing all of the required documents including price information.

RFP 03-25
EAM and CRM Software

Proposal Submittal Guidelines
Return this Section with your Response

The following checklist has been provided to assist you in submission of your offer. The list should not be considered completed, other information or documents may be necessary as part of your submission. The items listed are the primary documents and information that must be completed and/or included with your submittal. Please include any information or documents that will clarify your submittal.

Description		Included √
1.	One signed and complete original of the proposal response	
	a. Vendor's Offer Proposal – (Attachment A) has been signed and included with response	
2.	Questionnaire A has been completed and included	
3.	Questionnaire B has been completed and included	
4.	Proposal Questionnaire exhibit (s)	
5.	Price Information completed and included. Must be submitted in Microsoft Excel format.	
6.	Provide copy of proposed contract with proposal response.	
7.	Acknowledgement of all addendum(s) have been included	
8.	Signed and completed City of Rockville Affidavit Form	

RFP Page 66:

7. **Tab E - References:** A minimum ~~three (3)~~ **five (5)** professional references with physical addresses, phone numbers, and email addresses (if available) should be provided. They should represent the most significant projects performed, preferably with municipal governments, in the last five years that are similar to the project described in this request for proposal. The references may be both in the private or public sector, with at least two in the public sector.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME IN THE INVITATION FOR BID (IFB).

Additionally, please be sure to submit all required forms with your bid per this addendum and the solicitation instructions.

ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 1 BY SIGNING BELOW AND RETURNING A COPY OF THE ADDENDUM WITH YOUR BID OR ACKNOWLEDGING IN YOUR BID.

ISSUED BY: TJ Ellison, PRINCIPAL BUYER, 10/18/2024

NAME OF BIDDER: _____

BID DUE DATE: 2:00 P.M. (ET), THURSDAY, NOVEMBER 14, 2024