COLUMBUS CONSOLIDATED GOVERNMENT
Georgia's First Consolidated Government

FINANCE DEPARTMENT

PURCHASING DIVISION

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January 11, 2019

ADDENDUM NO. 2
Constituent Relationship Management (311) System
RFP No. 19-0009

> ## Proposals should include acknowledgement of receipt for all Addenda.

Vendors are informed that the above subject RFP is hereby modified, corrected, or supplemented as specified, described and set forth in this Addendum:

I.   QUESTIONS/RESPONSES

Question 1.   Are the assets (Page 15, Section 8) indicative of all the assets for all the departments? If no, can you specify?
Response: Yes, the assets are indicative of all of the assets for all the departments.

Question 2:   What kind of data is in Lotus Notes?
Response: The City has a lot of data in Lotus Notes and most of the data is primarily plain text data but the Lotus Notes database does allow for formatted data entry and attachments (to include Word documents, PDFs, images, etc.).

The Citizens Service Center currently uses the Citilink work order system that is in LotusNotes. This system is used to process all incoming work orders as well as online work orders. The Citilink system has a *current* work order system and an *archive* system.

The Citizens Service Center also uses a City Manager's Phone directory that is housed in Lotus Notes. This system is used to provide any updated information to call center technicians whether it is a phone number, address or current events. The Citizens Service Center updates the system constantly as things change from day to day.

Question 3:   Which department and subsequent assets are consist of Lotus Notes?
Response: The main concern for this RFP is the Citilink system and not LotusNotes.

Question 4:   Is the period for asking questions extended 5 days before the new RFP due date of January 18?
Response: Yes, questions and requests for clarification must be submitted at least five (5) business days before the due date.

Question 5: If an estimate cannot be provided for the number of expected users in each department, can you provide an employee count for each of the 7 departments?

Response: **Presently there is a total of 345 users for the current system. This is an estimate and can increase or decrease at any given time. These users come primarily from Citizens Service Center, Engineering Department, Planning Department, and Public Works Department.**

Question 6: The [previous] addendum listed 7 departments that need access to create, update, and close out requests. Can you prioritize the departments in terms of which ones need to be brought up first?

Response: **All City departments shall have the ability to update and close out their requests; however, only the City Manager's Department shall have the ability to *create* a work order. Upon award of the contract, the City can prioritize the departments but each department may have several divisions.**

For example, the Public Works Department has the following divisions: Animal Control, Cemeteries, Community Works, Facility Maintenance, Fleet Management, Granite Bluff Landfill, Landscape and Forestry, Pine Grove Landfill, Administration, Recycling, Repairs & Maintenance, Right of Way Maintenance, Sewer Maintenance, Solid Waste Collection.

II.   <u>FORTHCOMING ADDENDUM</u>

Within the next few business days, Columbus Consolidated Government will issue another addendum to provide responses to questions that are currently being researched.

Andrea J. McCorvey,
Purchasing Division Manager