COLUMBUS CONSOLIDATED GOVERNMENT
Georgia's First Consolidated Government

FINANCE DEPARTMENT
PURCHASING DIVISION

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December 20, 2018

ADDENDUM NO. 1
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:

QUESTIONS/RESPONSES:

Question 1. We would like to request an extension to the submission date, given the complexity of the requirements and the upcoming holidays.

Response: **The proposal due date is extended to _5:00 PM on Friday, January 18, 2019_.**

Question 2: Do you have requests to integrate with other systems? If so, which ones, and what version of that system.

Response: **Yes. Minimally, the CRM (311) and AMS system will be required to integrate with Microsoft Azure Active Directory (for application security and ticket assignment management), Esri ArcGIS (for location data), and CISCO phones (for call recording). This is not an exhaustive list and may need further investigation once a vendor is selected.**

Data flow would be mainly unidirectional but the system should also allow for bi-directional data flow.

Question 3: Is it a requirement to have "Real time data transfer vs batch"? Do you have a RestAPI (open api) for Cartegraph to communicate with if we are doing real time?

Response: **The City would prefer real-time data over batch updating. The City does not have Cartegraph; however the City would be open to a demonstration of a product that takes advantage of Cartegraph.**

Question 4: Data Source – Where is the database that we are integrating with? (Hosted or On-Premise)?

Response: **Microsoft Azure Active Director is hosted; Esri ArcGIS is 50% hosted and 50% on-premise; and it is believed that CISCO phones are not a hosted solution.**

There may be future needs to integrate with an on-premise system. Any historical data that will be imported into the new system will come from a Lotus Notes database. The Lotus Notes database is on a virtual server. The Lotus Notes data will be exported to a CSV or TXT file format.

Question 5: Can you provide a list of Fields (Field Mapping)?
Response: Yes, the City can provide the selected vendor with a list of fields from the existing Lotus Notes database for field mapping.

Question 6: Will Columbus have an issue with an Asset Management software company spearheading the RFP project with an integrated 311 solution? Rather than vice versa.
Response: The main goal of this project is to procure a 311 work order tracking solution that has an option of an Asset Management System.

Question 7: Can you share your intended budget for this launch?
Response: There is not an estimated budget for this project.

Question 8: Can you break down how many of each type of license you will need so we can accurately give a license price quote?
Response: The City is unable to give a definite answer because there are several departments/divisions that will use the system.

Question 9: Can you break down the amount of internal City users, field users, and community users?
Response: Refer to the response to Question 8.

Question 10: Can you give an overview of the departments [that] need to be given access to create requests and access the system?
Response: There will be several departments that need access to create requests, update requests, and close out requests. Some of the departments, to name a few, will be the following:

- **Public Works**
- **Inspections and Code**
- **Parks and Recreation**
- **Metra Transit System**
- **Engineering**
- **Planning**
- **City Manager's Office**

Please note some departments have several divisions.

Question 11: Are you committed to using any particular software?
Response: No, the City is not committed to using a particular software.

Andrea J. McCorvey,
Purchasing Division Manager