

**CHATHAM COUNTY PURCHASING DEPARTMENT**  
**ADDENDUM NO. 1 TO RFP NO. 14-0121-6**  
**CITIZEN REQUEST MANAGEMENT SYSTEM FOR CHATHAM**  
**COUNTY**

**PLEASE SEE THE FOLLOWING FOR QUESTIONS & ANSWERS:**

1. How many users? **Undetermined at this time.**
2. What GIS system is the county using? **Not applicable. The system needs its own GIS capabilities.**
3. You have a custom Branded iOS & Android App listed, can this instead be a responsive website design that will work on any device? **No.**
4. Do you want a standalone website for citizens or integrated into an existing? If integrated, what site and language is being used? **It needs to have an API so we can integrate it with numerous existing web site.**
5. Would you consider an extension on the due date for submission? **No. We are looking for a COTS (Canned Off The Shelf) packaged solution that is already being used by other customers. We are not interested in a custom developed system.**
6. Number of Users (Administration) **Unkown at this time. Number of Users (Citizen) US Census estimates we have 280,000 citizens in Chathm County.**
7. Project Timeline - When do you want to start the project? Any go-live dependency? **We hope to be live in Q1 of 2015. There are no dependencies.**
8. Is the County looking for all services to be delivered on site? Or could some of the development work can be offshore/remote? **This must be a United States based company.**
9. Would off-shore model (Non US Citizen) be acceptable? **This must be a United States based company.**
10. Would on-shore/remote model (US Citizen/ Green Card holder) is acceptable? **This must be a United States based company.**
11. What is your ERP system (Accounting/ HR)? **N/A**
12. Does County has any existing systems that Vendors need to consider for integration? **Not at this time. We do need API capabilities.**

13. Please explain the end-to-end scenario from citizen submit the request, to the admin processing the request. This will help us determine process flow. **We are looking for a COTS (Canned Off The Shelf) packaged solution that is already being used by other customers. We are not interested in a custom developed system.**
14. What are the data element need to be submit from the website (i.e. name, phone, email)? **We are looking for a COTS (Canned Off The Shelf) packaged solution that is already being used by other customers. We are not interested in a custom developed system.**
15. Beside the website, is there other channel that you want to track citizen interaction? **We are looking for a COTS (Canned Off The Shelf) packaged solution that is already being used by other customers. We are not interested in a custom developed system.**
16. Do you already have GIS system in place? If so, please provide technical detail. **We are looking for a COTS (Canned Off The Shelf) packaged solution that is already being used by other customers. We are not interested in a custom developed system.**
17. What kind of report? Data element. Please provide sample of reports if possible **We are looking for a COTS (Canned Off The Shelf) packaged solution that is already being used by other customers. We are not interested in a custom developed system.**
18. Is the county is looking to provide the project management services or is the vendor is expected to staff a full time PM? **We will have an on-site PM.**
19. Has the county purchased licences for any of the software installation or is it still in evaluation to finalize the software? **Still evaluating.**
20. Is the expectation of the vendor to provide their interpretation of the team required based on the high level requirement in the RFP? Or the county has more detailed requirement document that they can share? **There is no further detail. We are looking for an existing solution that meets the requirements stated in the RFP.**
21. Is there any data migration expected? **No.**
22. Are the responders allowed to ask the details about the requirements at this time or do we leave this to the blueprint phase and base estimation on the high level requirements? **Base estimation on the high level requirements.**
23. Is the expection to propose the software/product or County has made any finalization of the software/product? **No.**
24. Are all the basis/networking/security activities the responsibility of the vendor or County? **Vendor.**
25. Does County have any technical/functional people for this project? **Yes.**
26. Does the County anticipate sharing the CRM system with municipalities within the County? **Yes – we have not decided how much though.**

27. Specifically, we know that Savannah currently has a system in place, will this replace theirs? **Not at this time.**
28. Will there be a call center? **Call center will be handled separately.**
29. Did the County receive assistance creating the RFP from a vendor? **No**
30. Has the County seen demonstrations of any systems prior to the release of the RFP? **Yes**

**NOTE: RFP OPENING DATE AND TIME WILL REMAIN THE SAME - 5:00 P.M. DECEMBER 18, 2014**

DEC. 15, 2014  
DATE

  
MARGARET H. JOYNER  
PURCHASING AGENT  
CHATHAM COUNTY, GEORGIA