



NEW WESTMINSTER

July 17, 2020

**ADDENDUM #1
NWRFP-20-17
eGovernment CRM
New Westminster, BC**

This addendum modifies the Request for Proposal only as noted:

TITLE PAGE

Closing Time:

<CHANGE TO READ> **“Thursday, August 6, 2020”**

ANSWER AND CLARIFICATION TO SUBMITTED QUESTIONS

- Q1 In the Submission requirements, you state that the proposal shall not exceed ten pages, however your page count from b)-h) is 11 pages. You also don't account for the page limits on 1),k), and k). Can we assume we are able to use appendices where our page count maxes? For Example you are missing a page count for Project Team and Experience and have asked for one-page resumes, are we to assume we can put this section b) in an appendix? Can you clarify?
- A1 The total number of pages should be 11 for Questions c) to h), additional pages for Questions b) and i) is expected. Additional pages for resumes and other requirements are assumed to be above the total noted.
- Q2 Can you explain the level of integration you'd like between the portal and Dynamics with these legacy applications? One way, two way, batch or real time? If every system needs a real time integration with full data migration, the effort may be significant.
- A2 Some real-time integration work is critical to the web portal for these functionalities: Active Directory, Outlook, Telephony, Single sign on/Identity Management. For customer queries, the City will need one way “near” real time access to our main business systems where it is possible: Tempest, CityWorks, NorthStar, Perfect Mind, eDocs, Camino, ESRI. As for other corporate systems, like JDE (e.g. HR), we can define that requirement for real-time functionality later, and depending on budget costs.
- Q3 There are a number of functional requirements that are rated as high and notably a number of those are integrations with various other software. We suggest that we can propose a project approach and pricing that fits your timelines that will include as many of the high priority requirements that the City chooses that will fit into that time line, with

the remaining requirements to be considered for (a) future phase(s), is that an acceptable process for the City to consider?

- A3 The City has a set budget and is expecting all major requirements to be met under the budgeted amount and the timelines. No additional phases are being evaluated at this time. The City will not provide the budget amount at this time so when providing pricing be as detailed as possible on what the costs are for each requirement.

Please acknowledge this addendum in your Proposal.

END OF ADDENDUM #1

Yours truly,

A handwritten signature in blue ink, appearing to read 'Patrick Shannon', with a stylized flourish extending to the right.

Patrick Shannon, SCMP
Purchasing Manager