

**June 24, 2019**  
**NOTE TO PROPONENTS**  
**ADDENDA #4 to PROPOSAL # 19/52/P**

**Information Technology Service Management (ITSM)**  
**Software and Professional Services**

Please be advised of the following information update #4:

**Question1:** We are requesting a slightly longer extension of 3 days on the submission deadline from July 16<sup>th</sup> to July 19<sup>th</sup>.

**City Response 1:** The City agrees to extend the submission deadline dead line by 3 days from July 16<sup>th</sup> to July 19<sup>th</sup>.

**Question 2:** The City has provided an addendum for electronic submission of questions regarding the RFP. Can you please confirm what the deadline is for those questions now. The first paragraph in Section 3 states questions may be asked up to the submission deadline while paragraph directly below it states the deadline is 5 days prior to the submission deadline.

**City Response 2:** Deadline to submit questions is **5** days prior to the submission deadline.

**Question 3:** The City of Santa Fe contract is attached to the RFP for vendor review however I do not see any guidance regarding this contract?

- a. Many RFP's state that you must accept the terms and conditions or redline those that you would like to reserve for negotiation later but I don't see any language to that effect.
- b. Is the City open to collaboration on your contract or the vendor's generals Terms and Conditions.
- c. If the City chooses to select a SaaS solution, there are no provisions in the City's contract for those provisions (uptime, SLA's, etc.). Does this support the idea that the City is willing to evaluate the vendor's agreements that do include these provisions.
- d. Is the City's contract intended to just be a Master Services agreement because even if the City chooses to go with an on premise solution there are no provisions in the contract for your protections there that we can see.

**City Response 3:** The sample PSA provided in the RFP is a starting point for professional implementation services and not intended to be a Master Service Agreement. The ITT department understands it will be using the vendor's Master Service Agreement.

**Question: 4.** Question KD-11 – Not familiar with “automatic operator assistance”. Can you please explain what that functionality is?

**City Response 4:** KD-11 Refers to issues that can be fixed by a self-service feature. For instance, a service pack update or security patch.

**Question: 5.** Question AF-18 – Support secure transaction capabilities? Not sure exactly what your requirement is. Are you specifically referring to data-in-motion encryption or something else? If so, I would have expected this in the security section.

**City Response 5:** Per the EUS Manager, Delete AF-18 it is not applicable and should be deleted from the RFP. Responses will not be evaluated.

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#### RECEIPT ACKNOWLEDGE BY PROPONENT

This addendum will be part of the proposal documents and shall be included with proposal submittal. Non-receipt of addenda by proponent in no way relieves proponent of obligation of compliance with any terms and conditions stated in the addenda.

All other pertinent information for RFP # 19/52/P will remain the same.