June 28, 2019
NOTE TO PROPONENTS
ADDENDA #8 to PROPOSAL # 19/52/P

Information Technology Service Management (ITSM)
Software and Professional Services

Please be advised of the following information update #8:

Question1: 1.Do we need project assistance for implementation?

City Response 1: Yes

Question2: 2. On-site or Cloud hosted?

City Response 2: Hosted

Question 3: They offer 1 free upgrade with cloud hosted solution.

City Response 3: Yes we want all upgrades included

Question: 4: Do we want a demo of product before installation?

City Response 4**: Yes**

Question 5: Any points of frustration with current software?

City Response 5: This is not a valid question for the RFP.

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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.