



CITY OF ROUND ROCK, TEXAS

Request For Proposal (RFP) for Utility and Customer Engagement Software Solution

RFP No. 17-008

Addendum No. 1

Date of Addendum: April 10, 2017

Please note the clarification and/or additional information for the solicitation referenced above.

- 1. Q: Does the City have a preference for an off the shelf turnkey solution vs. a customized solution made specifically for the City of Round Rock?**

A: The City of Round Rock would prefer an existing product meant to meet the needs of this space for many clients. This will be more affordable and be more sustainable for future product development. Going with a custom solution would mean we would be a lone client completely dependent on the original developer of the product.
- 2. Q: Can companies from outside USA apply for this? (Like from India or Canada?)**


A: No. Per the RFP, Section II, Number 5.6, RESPONDENT QUALIFICATIONS, Respondents domiciled outside the United States will not be included for consideration in this procurement process. Only companies with a home office in the United States will be considered.
- 3. Q: Will we need to come over there for meetings?**

A: The City will coordinate and schedule with the vendor(s) any meetings if they are deemed necessary.
- 4. Q: Can we perform the tasks (related to the RFP) outside USA? (Like from India or Canada?)**

A: No. Per the RFP, Section II, Number 5.6, RESPONDENT QUALIFICATIONS: Respondents domiciled outside the United States will not be included for consideration in this procurement process. Only companies with a home office in the United States will be considered.
- 5. Q: Can we submit the proposals via email?**

A: No. Per the RFP, Section III, Number 2.7, DELIVERY OF PROPOSAL:
Signed and sealed proposal response shall be submitted no later than April 18, 2017, 3:00PM, (CST), to the City by one of the following methods:

U.S. Postal Service	Overnight/Express Mail	Hand Deliver
City of Round Rock 221 East Main Street Round Rock, TX 78664-5299 Attention: Yvonne Hopkins Purchaser	City of Round Rock 221 East Main Street Round Rock, TX 78664-5299 Attention: Yvonne Hopkins Purchaser Hours – 8:00 AM to 5:00 PM Monday - Friday	City of Round Rock City Hall – Reception Desk 221 East Main Street Round Rock, TX 78664-5299 Attention: Yvonne Hopkins Purchaser Hours – 8:00 AM to 5:00 PM Monday - Friday

Approved by 
 Yvonne Hopkins, Purchaser, CTPM

By the signatures affixed below, Addendum No. 1 is hereby incorporated into and made a part of the above referenced solicitation.

ACKNOWLEDGED:

 Vendor Name

 Authorized Name (print)

 Authorized Signature

 Date

RETURN ONE COPY SIGNED COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE WITH YOUR SEALED PROPOSAL. FAILURE TO DO SO MAY AUTOMATICALLY DISQUALIFY YOUR RESPONSE FROM CONSIDERATION FOR AWARD.