



**ADDENDUM  
PURCHASING OFFICE  
CITY OF AUSTIN, TEXAS**

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**Solicitation: RFP 8100 ELF3004**

**Addendum No: 2**

**Date of Addendum: 09/12/19**

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This addendum is to incorporate the following changes, questions and answers to the above referenced solicitation.

**I. Questions and Answers:**

**I.1 Question:**

How many participants are there for this bid?

**Answer:**

The City of Austin does not know how many vendors will submit a proposal.

**I.2 Question:**

Are the costs of the monthly cloud and database setup/running for 5-7 years included in the bid offered amount or excluded?

**Answer:**

It is the intention of the City of Austin to award a two-year contract with an option for three, one-year renewals. As such, pricing for years six and seven is not required.

**I.3 Question:**

Some of the requirements might be slightly differently implemented, is the DOA open for suggestions?

**Answer:**

Respondents are asked to clearly indicate in the Requirements Matrix the Level of Compliance for each requirement (Fully, Partially or Not Compliant). Please fully explain in the Comments section of the Requirements Matrix what is "slightly different".

**I.4 Question:**

Technical Question. References 213 and 214 are not clear for me. Is it meant that after 14 days should there be notifications of that specific item?

**Answer:**

Item 214 is the requirement that the "Date of Disposition" default value – which is initially 14 days as per Item 213 - can be changed by the System Administrator

**I.5 Question:**

Technical Question. Shouldn't 219 be listed in the Customer Portal?

**Answer:**

Yes, Item 219 could be listed in the Customer Portal section.

**I.6 Question:**

Technical Question. 305 and 306 were not clear (automated record?)

Answer:

Item 305 is the requirement that the system includes standard work flow procedures “*out of the box*” which can be used as is, with no customization.

Item 306 is the requirement that when the description of a Lost item is entered, the system can automatically search the description of Found items to find and display potential matching items.

I.7

Question:

Technical Question. 312 is asking for database cost for up to 7 years. Is that money coming out from the bid money that the contractor getting?

Answer:

Item 312 is the requirement that the active system database is able to store all entered information for the current year plus 7 more.

I.8

Question:

Technical Question. 313 not clear.

Answer:

Item 313 is the requirement that the system is able to accommodate the scenario where the owner of a Found item reports it Lost – and the item is returned to them - before the item is entered into the system.

I.9

Question:

Technical Question. Need more information on 315, 406, 503, 504, 505, 701 and 704

Answer:

Item 315 is the requirement that the system is able to accommodate a data upload from an Excel file.

Item 406 is the requirement that the system is able to integrate with the City of Austin Active Directory service for security policy enforcement and user information.

Item 503 is the requirement that Knowledge Base articles can be rated by staff for the quality of information contained. This is often referred to as “*Was this helpful?*” evaluation functionality.

Item 504 is the requirement that the system allows Customers to provide feedback on any issues encountered while using the Knowledge Base.

Item 505 is the requirement that the system allow all users to propose content or modifications for Knowledge Base articles. However, all changes must be approved before they are published.

Item 701 is the requirement that the system allow System Administrators to add custom fields to the screens of the system.

Item 704 is the requirement that the system possess the ability for other software applications to integrate with it utilizing a predefined set of routines, protocols and tools.

I.10

Question:

The language in the RFP states that Austin Bergstrom airport will own any custom deliverables we develop for your organization. This is a non-starter for us. We do not assign ownership of our IP in any circumstance. Over the course of the last 10 years, we have worked side by side with our partners to develop the features and functionality that make () the proven leader in the space of cloud based lost and found software.

Answer:

Per Section 0600: Proposal Preparation Instructions and Evaluation Factors, Section 4, if your organization would like to submit an exception to the City of Austin's terms and conditions, you must submit Section 0615, Exception Form, with your proposal.

I.11 Question:

The language states that Austin-Bergstrom wants us on-site working with your project management team to configure and manage all hardware, conduct testing, train your staff and integrate the software. Since our software is very easy to implement, the above-mentioned activities are not necessary.

- We will build your custom lost item reporting form and provide your web team with a simple string of code to link this page to your web site. We will work with your marketing/branding team to ensure all assets properly reflect your branding standards.
- Part of learning the software from a management perspective is to test all facets of the system, so for this reason it is up to your team to conduct all testing within your account.. Should any issues arise, we will work with your team to rectify. This approach has worked very well with all of our other partners including DFW, United, American, Air Canada, and MANY other aviation partners with whom we do business.
- For training, we provide up to 8 hours of on-site training at no charge if this is the direction you choose. Anything over 8 hours is at a rate of () per hour. We have other training options available as well.
- Regular printers (8 ½ by 11) and 4x6 label printers are compatible with our software. It is up to your staff to configure these printers.
- We do not maintain hardware

We want to confirm the above is acceptable before we continue our efforts responding to your RFP. If you could please let me know today, that would be great.

Answer:

Proposals submitted will be evaluated based on the Evaluation Factors outlined in Section 0600: Proposal Preparation Instructions and Evaluation Factors, Section 7.B.

I.12 Question:

Could you tell me if the Lost & Found Solution will cover both the Barbara Jordan terminal and the South terminal?

Answer:

Barbara Jordan only.

II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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09/12/19  
Date