



CHARLOTTE

Department of General Services – City Procurement

Addendum # 2	CCPA Technology Products and Related Services RFP 269-2024-109
--------------	---

To: All Prospective Vendors

Date: August 30, 2024

Subject: Addendum # 2 – RFP# 269-2024-109 - CCPA Technology Products and Related Services

Please note the specification changes/modifications below for the RFP.

NOTE: The proposals due date has been extended until September 26, 2024, on or before but no later than 2:00 p.m.

Item #	Page #	Section #	Specification	Modifications and Questions
1	14	2.1	Schedule and Process	Would the City be open to extending the submission deadline by one week since the final response is due two days after questions are submitted? <i>Proposal Submission. Proposals are due has been extended to September 26, 2024, 2:00 p.m. via the Procurement Portal.</i>
2	N/A	N/A	Questions	For "Company's Background Response & Additional Questions (Q-79IL)," would the City be amenable to allowing 1) more than one document to be uploaded and 2) PDF files to be uploaded? Currently, the portal only allows 1 Excel document to be uploaded. However, some of the City's questions within the document require organizational charts that are better suited for viewing in a PDF format. <i>No, due to the current limitations of the platform, the portal only supports the upload of a single Excel document.</i> <i>Companies should add additional supporting documents to the Proposed Solution.</i>

Item #	Page #	Section #	Specification	Modifications and Questions
3	N/A	N/A	BB. Pricing Worksheet	<p>Shipping and Handling Charges: There is no mention of Shipping or Handling charges in this RFP. How should these expenses be accounted for in the RFP Response?</p> <p>If there are additional costs associated with the Services, please add to this chart. Companies should provide their shipping and handling fee structure. Your Price Proposal must reflect all costs for which the City and Participating Agencies will be responsible for.</p>
4	N/A	N/A	Question	<p>Does your request include software that is a mental health self-help tool for employees?</p> <p>Police and Fire departments could procure this type of software via this contract. This software would need to fit HIPAA requirements.</p>
5	N/A	N/A	Question	<p>Can the City provide any insight into historical spend on this contract across CCPA Participating Public Agencies?</p> <p>This information is unavailable.</p>
6	N/A	N/A	Question	<p>Can the City provide any insight into the top 5 manufacturers based on contract spend?</p> <p>Sierra Wireless, HP, Panasonic, Axis Hardware, Oracle, Adobe. Note that the contracts established through this solicitation will be utilized nationwide.</p>
7	N/A	N/A	Question	<p>Can you provide the annual sales off of the current agreement desktop printers, and scanners?</p> <p>This information is unavailable.</p>
8	N/A	N/A	E. CBI Form 3	<p>Is there an MBE/WBE/SBE goal for this RFP that must be met?</p> <p>There is no specific goal associated with this solicitation. However, vendors are encouraged to offer any available participation or contributions they can provide.</p>
9	N/A	N/A	E. CBI Form 3	<p>Is the CBI Form 3 required if a bidder is not using a subcontractor with this contract?</p> <p>Yes, all forms, including CBI Form 3, must be submitted regardless of whether a subcontractor is being used for this contract. Compliance with the submission of all required forms is mandatory.</p>
10	N/A	N/A	Question	<p>Can we submit line card with the OEM names that shows our capability of selling specific brands? Please clarify.</p> <p>Yes, you can submit a line card that includes the original equipment manufacturer (OEM) names to demonstrate your capability of selling specific brands. This documentation can help illustrate your range of products and partnerships with various manufacturers.</p>

Item #	Page #	Section #	Specification	Modifications and Questions
11	N/A	N/A	I. Cloud Security Questionnaire	<p>It is vendor's responsibility to complete all 49 cloud security questions? If yes, when it needs to be submitted, with the proposal submission due date or after award? Please guide.</p> <p>Please complete the cloud security questions to the best of your ability and include them with your proposal. Any unanswered questions may be addressed during the evaluation stage.</p> <p>Can we submit SIGLite report and supporting documents in lieu of the cloud security questions? Please confirm.</p> <p>No, the Cloud Security Questionnaire is a mandatory form that must be included with your proposal.</p>
12	N/A	N/A	Question	<p>Is this RFP limited to only pass-through entities, or can direct providers submit bids as well?</p> <p>All entities qualified to provide the services and products outlined in Section 3 of this RFP are encouraged to submit a proposal.</p>
13	N/A	N/A	Question	<p>Can we add a rate card to your hardware pricing sheet? Or do you prefer us to attach a Rate Card document?</p> <p>Yes, you can add you rate card to the Pricing Worksheet.</p>
14	N/A	N/A	F. DBE Program Form	<p>Is the DBE Program Form to be used only to add DBE sub-contractors and not required for prime bidder to complete if not using any DBE partner? Please clarify.</p> <p>If your company is certified as an DBE, please list yourself accordingly.</p>
15	N/A	N/A	E. CBI Form 3	<p>Is the CBI FORM 3: Subcontractor / Supplier Utilization Commitment to be used only to add sub-contractors and not required for prime bidder to complete, even if the prime bidder is a qualified MBE/WBE national certificate holder? Please clarify.</p> <p>If your company is certified as an MBE/WBE, please list yourself accordingly.</p>

Item #	Page #	Section #	Specification	Modifications and Questions
16	N/A	N/A	I. Cloud Security Questionnaire	<p>Cloud Security Questionnaire - 10-I - Is the vendor expected to answer Q 1-14 for this document? Is this for the City of Charlotte to answer or the vendor? See the City of Charlotte Security Questionnaire first paragraph "This questionnaire is intended to capture security information regarding cloud services utilized by the City of Charlotte. The form should be filled out by a City employee along with the provider of this cloud solution (vendor). Completed forms may be submitted for review by a City employee via the Cloud Security Review form on the City's self-service portal.</p> <p>Please complete the cloud security questions to the best of your ability and include them with your proposal. Any unanswered questions may be addressed during the evaluation stage.</p>
17	N/A	N/A	Question	<p>Company Background Response "User Conference" - Please advise if User is defined as Employee or Client?</p> <p>Does your Company currently facilitate or coordinate national and/or regional user groups? If so, provide a list and overview of the purpose and function of the user groups.</p> <p>Please provide the requested information for both options or for whichever is applicable.</p>
18	N/A	N/A	E. CBI Form 3	<p>On the CBI Form 3 what is meant by the term "Bid Opening" in this document?</p> <p>This is an error. There will not be a bid opening for this solicitation.</p>
19	N/A	N/A	Question	<p>Is a reseller like CDW allowed to participate?</p> <p>All entities qualified to provide the services and products outlined in Section 3 of this RFP are encouraged to submit a proposal.</p>
20	N/A	N/A	Question	<p>Provide a list or a link to the vendors your Company is certified to do business with and/or to sell their products and services:</p> <p>Question: Can we submit line card with the OEM names that shows our capability of selling specific brands? Please clarify.</p> <p>Yes, you can submit a line card that includes the OEM names to demonstrate your capability of selling specific brands. This documentation can help illustrate your range of products and partnerships with various manufacturers.</p>

Item #	Page #	Section #	Specification	Modifications and Questions
21	N/A	N/A	E. CBI Form 3	<p>Is this form to be used only to add sub-contractors and not required for prime bidder to complete, even if the prime bidder is a qualified MBE/WBE national certificate holder? Please clarify.</p> <p>If your company is certified as an MBE/WBE, please list yourself accordingly.</p>
22	N/A	N/A	F. DBE Program Form	<p>F. DBE Program Form: Is this form to be used only to add DBE sub-contractors and not required for prime bidder to complete if not using any DBE partner? Please clarify.</p> <p>However, if your company is certified as an DBE, please list yourself accordingly.</p>
23	N/A	N/A	Question	<p>Provide a list or a link to the vendors your Company is certified to do business with and/or to sell their products and services:</p> <p>Question: Can we submit line card with the OEM names that shows our capability of selling specific brands? Please clarify.</p> <p>Yes, you can submit a line card that includes the OEM names to demonstrate your capability of selling specific brands. This documentation can help illustrate your range of products and partnerships with various manufacturers.</p>
24	N/A	N/A	E. CBI Form 3	<p>Question 23: E. CBI FORM 3: Subcontractor / Supplier Utilization Commitment:</p> <p>Question: Is this form to be used only to add sub-contractors and not required for prime bidder to complete, even if the prime bidder is a qualified MBE/WBE national certificate holder? Please clarify.</p> <p>If your company is certified as an MBE/WBE, please list yourself accordingly.</p>
25	N/A	Bonfire Portal	Pricing Worksheet	<p>Are we able to add additional rows in “BB. Pricing Worksheet” or supplemental attachments for pricing offering?</p> <p>Yes, please add additional rows for equipment and services as you see fit.</p>
26	6	1.2	Definitions	<p>Our interpretation of the pass-through contract is that we would allow another vendor to act as the prime. Is this interpretation accurate?</p> <p>The company awarded the contract will be prime. “Pass through” refers to allowing other vendors to sell products and services under the contract.</p>

Item #	Page #	Section #	Specification	Modifications and Questions
27	6	1.2	Definitions	<p>Can you define "vendor" for pass-through contract utilization? Who is an eligible vendor? Can you please provide examples?</p> <p>Vendor refers to companies who would sell their products and services through the Company awarded a contract from this solicitation.</p> <p>An example would be Penta Corp offering support services through another vendor who was awarded a contract from this solicitation.</p>
28	12	1.7	Charlotte Cooperative Purchasing Alliance	<p>Are the entities limited to or required to buy off of this contract, or are they free to use other vehicles, such as other GPO's like Sourcewell and Omnia Region 4, without the required 3 quotes?</p> <p>Departments and Participating Agencies are not required to use these contracts.</p>
29	12	1.7	Charlotte Cooperative Purchasing Alliance	<p>Project and implementation costs would vary depending on the scope and can vary from State to State due to differences in labor, travel costs, and other variables. How is that addressed in the current agreement?</p> <p>Quotes that require a Schedule of Work to include labor, travel and other variables should be addressed in the Schedule of Work attached to the quote.</p>
30	14	2.1	Schedule and Process	<p>Based on the level of detail required to respond and the Labor Day holiday week, would the city extend the deadline by 2-weeks after the addendum with questions and answers is posted? This extension will allow vendors the necessary time needed to put together the most thorough, compliant, and competitive response possible.</p> <p><i>Proposal Submission.</i> Proposals are due has been extended to September 26, 2024, 2:00 p.m. via the Procurement Portal.</p>
31	16	3.1	General Scope	<p>Does the City require the respondents to identify which of the categories of "services" we want to receive Scope of work requests for?</p> <p>Vendors are encouraged to submit proposals either in part or in full. Please ensure that your Proposal's Price Worksheet includes only the services that your company can provide.</p>
32	16	3.1	General Scope	<p>Are vendors allowed to bid partially, or does each vendor need to be able to provide all of the products, services and solutions listed on the bid to be considered?</p> <p>Vendors are encouraged to submit proposals in part or in whole for the specified products and are also invited to propose additional relevant products or services beyond.</p>

Item #	Page #	Section #	Specification	Modifications and Questions
33	16	3.2	Technology Products	<p>“The City and Participating Public Agencies are interested in the purchasing the following items listed below:” Cabling (e.g., fiber optic, Ethernet, coax, various electronic and power supplies) Is identified, but in the next Section 3 calls out Cabling Services as a “not included” item. Clarification that we will be selling the cabling material, but not the installation services.</p> <p>Yes, at times we need to purchase materials that will be installed by in-house staff or supplied to a support vendor for various scenarios.</p>
34	17	3.4	Ordering Portal	<p>Regarding the Ordering Portal in section 3.4, is this portal to be provided by the bidder? Or is this portal to be provided by the City?</p> <p>The Portal is vendor provided and shall have the capabilities outlined in section 3.4.</p>
35	17	3.4	Ordering Portal	<p>Is the addition/offering of an ordering portal a requirement?</p> <p>Yes, we consider the Ordering Portal to be essential. If you do not currently have an Ordering Portal, please provide us with your roadmap or timeline for when you anticipate having it completed.</p> <p>If so, is there a grace period to establish one?</p> <p>If one is not currently available, please provide your roadmap to implementing one.</p>
36	24	3.11	Reporting Requirements	<p>Question regarding RFP Section 3.11.2. Environmental Reporting Requirements: Can the City please elaborate on the Environmental Reporting requirements that you require? What in particular do you require to be reported?</p> <p>Under RFP Section 3.11.2, Environmental Reporting Requirements, the City requires the vendor to submit a detailed report on contract utilization. This report must include information on all entities that have accessed the CCPA contract. Specifically, it should provide a description and total quantity of each item ordered during the reporting period, along with the total dollars spent by each agency.</p>
37	26	4	Proposal Content and Format	<p>What is the proposal form we need to upload? I do not see a downloadable form for this document.</p> <p>The Proposal Submission Form is Form C in the Bonfire Portal. The Proposed Solution should be compiled and submitted as a separate file in Bonfire.</p>

Item #	Page #	Section #	Specification	Modifications and Questions
38	28	5.1-5.4	Proposal Evaluation Criteria	Can the City please provide more insight into the evaluation criteria? Is each category equal in weight? If not, what are the weights for each category? The City's evaluation criteria is detailed in Section 5. Vendor's proposals should address each category.
39	28	5	Proposal Evaluation Criteria	Is this weighed into the award determination? Detailed information about the evaluation criteria can be found in section 5.
40	Sheet	Bonfire Portal	Background Response Additional Questions	Can the City please elaborate on what you mean by "user groups" in the Company's Background Response Additional Questions (Q-791L) document? Can you please provide an example of a user group according to your definition? "User groups" typically refer to distinct categories or segments of people who utilize or interact with a particular product, service, or system. These groups are often defined by their specific needs, roles, or characteristics.

In the event additional changes or clarifications to this RFP are warranted, all Vendors are responsible for monitoring the Procurement Portal for additional addenda.

We appreciate your interest in doing business with the City and look forward to receiving a proposal from your company.

Sincerely,

Christina Hollonquest

Christina Hollonquest
Procurement Officer