



# 192-2008 ADDENDUM 1

## PROVISION OF A CONSOLIDATED 311 SERVICE

### URGENT

**PLEASE FORWARD THIS DOCUMENT TO  
WHOEVER IS IN POSSESSION OF THE  
REQUEST FOR PROPOSAL**

ISSUED: March 5, 2008  
BY: Catherine Green  
TELEPHONE NO. (204) 986-4097

**THIS ADDENDUM SHALL BE INCORPORATED  
INTO THE REQUEST FOR PROPOSAL AND  
SHALL FORM A PART OF THE CONTRACT  
DOCUMENTS**

Template Version: Ar20070420

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Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

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### PART A – PROPOSAL SUBMISSION

Replace: 192-2008 Proposal Submission with 192-2008 Addendum 1 - Proposal Submission. The following is a summary of changes incorporated in the replacement Proposal Submission:

Form A(R1): Revise Paragraph 10.

### PART B – BIDDING PROCEDURES

Revise: B2.1 to read: The Submission Deadline is 4:00 p.m. Winnipeg time, March 27, 2008.

### PART E - SPECIFICATIONS

Clarification of E6.3

Where E6.3 states, “the Contractor shall integrate its IT solution with other systems that are currently in place, in the City” **the City requires the Contractor to lead this effort with their accumulated expertise while the City provides “development staff to assist with configuration and interfacing efforts” as described in E6.9.**

Clarification of E6.6

Where E6.6 states, “With respect to our need of having “front ends” developed within the CRM for intake it will be necessary to scope this effort after the Contractor begins work” **the City recognizes that some interface effort related to our In-house developed applications will need to be determined after award.**

### ATTACHMENT B – 311 CONTACT CENTRE REQUIREMENTS QUESTIONNAIRE

Clarification of question #62

Where Attachment B, question 62 states, “The Bidder shall provide vendor training for developers on the new CRM application. In addition to vendor training, knowledge transfer to City technical staff from the Bidder relating to CRM configuration and interface building to key City legacy applications, will be necessary. Please outline how this will be achieved” **the City is suggesting only that we are seeking training and knowledge transfer for the duration of the contract to ensure future integration work can be completed by the City.**