



*Fayette*  
COUNTY

"WHERE QUALITY  
IS A LIFESTYLE"

PURCHASING DEPARTMENT  
140 STONEWALL AVENUE WEST, STE 204  
FAYETTEVILLE, GEORGIA 30214  
PHONE: 770-305-5420  
[www.fayettecountyga.gov](http://www.fayettecountyga.gov)

September 8, 2014

**Subject: Addendum #1 - RFP #P914 Work Order Management System for  
Public Works**

Gentlemen/Ladies:

Included herein is additional information and clarification for the above referenced request for proposals. Please consider all of this information when preparing your proposal.

1. **Is there any preference for the Work Order software to be an On-premise or SaaS model?** Fayette County will consider both options. In either case responders are encouraged to describe the benefits of the model proposed in their proposal. The advantages of the various proposals will be weighed against the criteria listed in the RFP.
2. **Our proposed product is based on Concurrent Licenses. How many maximum concurrent users the county anticipates to be logged in to the Application at any given time?** The maximum number of concurrent users will be a function of the capabilities provided by the software and the modules purchases. For example, the number of concurrent users may increase if the Fleet Maintenance and Building and Ground are utilized. For proposal purposes assume the maximum number of concurrent users is 10.
3. **How many end users or staff will have access to the system?** 23 (as noted in the above question, this number may change based on the final product purchased by Fayette County).
4. **Is there any allocated budget for this project?** Yes; but Fayette County does not release this information.
5. **How many technicians (1st, 2nd, 3rd Level Support, anyone who works on tickets) do you anticipate using this tool concurrently?** Assume up to 10 concurrent users.
6. **What is the current facilities management software in use?** The Building & Grounds Maintenance Department uses the on-line Facility Dude software system.

7. **Is there any Asset Management tool in place currently and does the project involve any integration with any asset management systems?** The Road Department tracks assets using Microsoft Excel. The Environmental Management Department uses ArcGIS for storm water inventory. Proposals should explain how these data formats can be incorporated into the proposed system and provide an optional task for doing so. Provide cost for this task, if considered an extra feature.
8. **What current channels are used to perform a Customer Service Request (internet, phone, email, app, walk-in)?** Fayette County receives CSRs via walk-in to one of several Departments, phone calls, emails, and field meetings. We do not have an "app" option.
9. **Will refundable cash payments be acceptable in lieu of the bid bond?** Fayette County will accept Cashier's Check or Certified Bank Check equal to 5% of the total proposed price in lieu of the bid bond.
10. **Will the county accept any additional option(s) in lieu of the payment and performance bonds?** Fayette County will accept an Irrevocable Letter of Credit, Cashier's Check or Certified Bank Check equal to 100% of the proposed amount in lieu of the Payment Bond. All software (deliverables) shall be installed, completed data conversion, set-up and personnel trained prior to submission of invoice with net 30 days payment term in lieu of Performance bond.
11. **Due to some types of software companies not preparing audited financial reports each year, can this requirement be revisited?** It has been decided that audited financial statements will not be required for this Request for Proposals.

Received by \_\_\_\_\_ Company \_\_\_\_\_

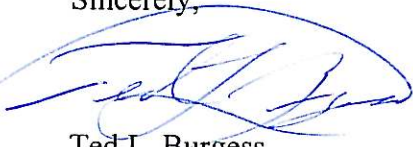
**Note: If this addendum is not returned to the Fayette County Purchasing Department or if it is returned not signed, all responders shall still be responsible for the requirements of this addendum and the specifications or changes herein.**

**The opening date for this request for proposal has not changed.** The opening date will be 3:00 p.m. Tuesday, September 23, 2014. Proposal must be received in the Purchasing Department at the address listed above in Suite 204 on or before the opening date.

If you have already submitted a proposal, it **will** be opened and read on the opening date. If you would not like your proposal opened at all or should you desire to submit a new proposal, your original proposal must be picked up, or you must notify the Fayette County Purchasing Department **in writing** at the address above of your desire to not have your proposal opened.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ted L. Burgess", is written over the word "Sincerely,". The signature is fluid and cursive, with a large loop at the end.

Ted L. Burgess  
Director of Purchasing

TLB/tcb