



SOLICITATION ADDENDUM

Solicitation Number: RFP 22-124 (DH) Addendum #1 Page 1 of 2

Solicitation Due Date: July 15, 2022, 2:00 p.m. Local AZ Time

CITY OF PHOENIX
Purchasing Division
251 W. Washington Street
8th Floor
Phoenix, AZ 85003
Phone: (602) 262-7181

RFP 22-124 SAFETY DATA SHEET (SDS) DATABASE MANAGEMENT SERVICES

CHANGES:

Note: changes are in red font

Page 49, Section VI – Submittals, Item 2. Offer Submittal Format, Tab 1, is revised and replaced as follows:

Tab 1 Submittal Section (Pages **49 – 62**)

- Costs and Payments
- Bid Price Schedule
- Emergency 24-Hour Service Contact
- ~~Contractor Licensing Requirements~~
- Certification regarding Department Suspension, and other Ineligibility and Voluntary Exclusion.
- **Years in Business and References**
- **Conflict of Interest and Solicitation Transparency Form (Pages 59-62)**

Page 52. Section VI – Submittals, Item 7 Questionnaire, 7.7, is revised and replaced as follows:

Describe your approach and process for maintenance and support that will be utilized throughout the contract duration, including, but not limited to the following (Section V – SOW, **8**):

- How the proposed solution will be supported and maintained
- How the User can request system and help desk support

Page 52. Section VI – Submittals, Item 7 Questionnaire 7.8, is revised and replaced as follows:

Offeror must provide a numeric value regarding their Service Level Expectations. (Section V – SOW, **9**):

- Provide a numeric value to indicate the timeframe to resolve all Level 1 incidents from initial client notification during business hours. Offeror shall utilize Table 2 in the Exhibit to provide the numeric value.
- Provide a numeric value to indicate the timeframe to resolve all Level 1 incidents from



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initial client notification during non-business hours. Please reference Table 2 in Exhibit A.

- Provide a numeric value to indicate the timeframe to resolve Level 2 incidents. Please reference Table 2 in Exhibit A.

Page 53. Section VI – Submittals, Item 7 Questionnaire 7.9, the first and second bullet point is revised and replaced as follows:

- Data migration process (Section V – SOW, **10**).
- User acceptance testing process. (Section V – SOW, **11**).

The balance of the specifications and instructions remains the same. Bidder must acknowledge receipt and acceptance of this addendum by signing below and returning the **entire** addendum with the bid or proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____