

Addendum No. 1 to RFP 21-31



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: All Parties on Record with the City of Somerville as Holding
RFP 21-31 Phone Answering Services for 311

From: Thupten Chukhatsang, Procurement Analyst

Date: December 9, 2020

Re: Questions and Answers

Addendum No. 1 to IFP 21-31

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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Questions and Answers:

1. **Do you anticipate the vendor needing to integrate any of the systems outlined in section F. Technical Requirements?**

There is nothing to "integrate" as they are web-based systems, but all agents must be capable of accessing them from a PC and using them regularly.

2. **Will these systems require credentials like usernames and passwords?**

Yes, they will be provided when needed.

3. **If credentials are required will each agent be required to have their own or will universal credentials be used?**

If credentials are required, unique IDs will be provided in most cases, universal credentials would be provided if possible.

4. **Since financials need to be sent, would you mind signing a Non-Disclosure Agreement (NDA)?**

The Massachusetts Public Records Law strongly discourages a municipality from entering into Non-Disclosure Agreements. In the past, the Supervisor of Public Records has required the City to disclose records that were subject to an NDA. While trade secrets or financial information voluntarily provided to a municipality are normally not considered to be public records, this exemption specifically does not apply when the information is submitted as a condition of receiving a governmental contract. See G.L. c. 4, sec. 7(26)(g).

As potential vendors would be providing the financial information as a contract requirement, the information would not be protected from disclosure even if the City were to agree to enter into an NDA. However, the City would not disclose the information in the absence of a specific request for the information.

5. **Place of Performance clause: It mentions that "All services, delivery, and other required support shall be conducted in Somerville and other locations designated by the Department point of contact. Meetings between the Vendor and City personnel shall be held at the City of Somerville, Massachusetts, unless otherwise specified". Could we deliver from our offices in India?**

While services could potentially be delivered from outside the country, it would be less than ideal. We do not feel that any team based outside the country would be able to optimally and properly manage the vast amount of municipal-related information and support needed to be effective at providing 311 phone answering services for the City of Somerville.