# ADDENDUM No. 1

# RFI No. 20-24

# Contract Lifecycle Management

# Due: June 30, 2020 at 12:00 P.M. (local time)

The information contained herein shall take precedence over the original documents and all previous addenda (if any), and is appended thereto. **This Addendum includes four (4) pages.**

### I. QUESTIONS AND ANSWERS

The following Questions have been received by the City.

Question 1: I am having trouble with the links attached to the documents (i.e, "Which City Template to Use") and was hoping you may be able to provide some of these links so that I can begin putting them together. Do you have the documents we need in order to complete these steps?

Answer 1: The links and linked documents provided in the contract administration step-by-step guide and APP 109 are for informational purposes only to assist potential respondents to this RFI. City templates and other pertinent details may be provided when (and if) a funding-identified Request for Proposals (RFP) is issued after this RFI has concluded.

Question 2: Our team is working on submitting a response to the RFI. Would you have time for a phone call to discuss the background of this project and any anticipated timeline for implementation?

Answer 2: One-on-one meetings with potential providers would not be equitable nor would it be efficient for the City to meet with every potential respondent individually. With that, all of the pertinent information is contained within the RFI Document (and this addenda) and other pertinent details may be provided when (and if) a funding-identified Request for Proposals (RFP) is issued after this RFI has concluded.

Question 3: *"Streamline risk management – will check for correct insurance requirements and assess risks for HIPAA, personally identifiable information, potential liability, credit card information, social security numbers, etc."* Is the City asking for an integration with a HIPAA compliance software or the ability to upload HIPAA compliance document on the contract to track? Must the preferred vendor be HIPAA compliant?

Answer 3: No integration with HIPAA compliant software is necessary. The City does have a form Business Associate Agreement, which may need to be added to a contract template if Protected Health Information is involved. The preferred vendor does not necessarily need to be HIPPA compliance.

Question 4: "*Integrations with Legistar and Logos will be required.* Can you expand on these integration requirements[?] Will a flat file transfer support this integration or do you prefer web services via an API? What is the frequency of this integrations, [is] it real time, or perhaps nightly?

Answer 4: Currently, a link from Legistar to our Electronic Document Management system (OnBase) is provided for viewing contracts and it is input by the Clerk after signing. We would be looking to replace and expand on this integration leveraging Legistar's API. We're open to exploring integration points to provide the most value for the City. Logos, our financial system, currently has no integration with our Contract Routing process, but we do have a direct link into OnBase for our Accounts Payable process. We would need to explore the options for entering contracts into the system automatically for payment (it is currently a duplicate step in the process) or posting the contracts from Logos to the Contract Lifecycle Management software.

Question 5: *Software must create the resolution and other required documents[.]"* Please expand on what a resolution is? Is this a document? If this a contract type?

Answer 5: A resolution is a document through which City Council takes action (for example, for contracts of $25,000 or more, the City Council must approve the specific contract and this approval takes place through a resolution (and the City's Legistar software). And yes, resolutions are documents that City Council considers at its Council Meeting, which must pass by certain vote margins to authorize the execution of a specific contract. Resolutions are not a contract type but authorize a contract.

Question 6: The City's Purchasing Agent, Colin Spencer (cspencer@a2gov.org), will advise you on what procurement method is required. Procurement's A2Central page is here and its A2gov page is here. This instruction implies that there may be additional information needed, perhaps registering as a Vendor with the City?

Answer 6: See Answer 1. The City of Ann Arbor requires no registration as a vendor to provide a response to this RFI.

Question 7: Can The City share the vendors being considered for this RFI?

Answer 7: This is an open and public process so the City welcomes responses to this RFI from anyone who feels they can provide a solution to the information outlined in the published RFI document and addenda. A response to this RFI is in no way a requirement to respond to potential future RFP's related to contract management solutions issued by the City.

Question 8: Referencing 3. Current State (pg. 1) - How many contracts do The City's Contract Administrators send for signature per year?

Answer 8: Approximately 275-400 contracts/year, but this varies.

Question 9: Referencing III. Instructions (pg. 3) - Can [the] City provide further instructions about the "letter of interest" described on page 3? Is this letter to be submitted to The City separately from the RFI response before the RFI deadline?

Answer 9: The "letter of interest" is simply a cover letter that may introduce your entity and provide qualifications of similar projects and information or responses to what is requested in the RFI Document and clarified herein. Digital responses to this RFI ideally should be provided via e-mail attachment in one comprehensive file preferably in .pdf format. Delivery of a printed response to this RFI would also be acceptable as outlined in the RFI Document.

Question 10: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 2) - Can [the] City provide more context for the requirement, "Software must create the resolution and other required documents?"

Answer 10: See answer to Question 5 concerning what a resolution is. Other documentation that may be needed to be generated: a memo to the City Administrator, the specific type of contract (e.g., renewal, amendment, new agreement), any required business associate agreement, etc.

Question 11: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 2) - Can [the] City further describe its integration requirement with Legistar and how Legistar will be used in the CLM process?

Answer 11: Currently, a link from Legistar to our Electronic Document Management system (OnBase) is provided for viewing contracts and it is input by the Clerk after signing. We would be looking to replace and expand on this integration leveraging Legistar's API. We're open to exploring integration points to provide the most value for the City. Legistar is currently the system in which council resolutions are created and where contracts are uploaded for council approval prior to being signed.

Question 12: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 3) - Can [the] City elaborate on the requirement, "Standard operating procedures and defined responsibilities are required?" Is this requirement from the perspective of [the] City's internal CLM process, or is this requirement related to what [the] City expects from the vendor from an account management/professional services perspective?

Answer 12: This requirement relates to the CLM process.

Question 13: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 2) - Can [the] City provide further details for the requirement, "Streamline risk management – will check for correct insurance requirements and assess risks for HIPAA, personally identifiable information, potential liability, credit card information, social security numbers, etc.?"

Answer 13: An ideal solution would help evaluate what type of insurance the City should require, which requires evaluating if these unique risks are present and, if they are, adjusting the insurance requirements accordingly. If the contractor proposes any limitation of liability, it should call attention to that for the attorney's office to review.

Question 14: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 2) - Can we get more clarification on the request regarding "Insurance requirements must be identified at the first stage of procurement using our insurance matrix?"

Answer 14: The solution could ask a series of questions before a formal solicitation or informal solicitation is issued to determine what insurance is appropriate based on the City's insurance matrix and incorporate those into the solicitation. Those insurance requirements would be a part of the RFP/ITB and would also be incorporated (automatically) in any future contract (post-award).

Question 15: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 2) - Can [the] City elaborate on the requirement, "Software must review contracts and notify legal for non-standard terms?"

Answer 15: When the contractor proposes a contract (different from the City template) or makes changes to the City template, the software would identify relevant changes or issues that are of particular concern to the city (e.g., liability limitation/waivers, non-Michigan governing law, indemnification obligations, etc.) and call that out for attorney review.

Question 16: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 2) - Can [the] City further describe its integration requirement with Logos and how Logos will be used in the CLM process?

Answer 16: Logos is the City accounts payable software and key information that would need to be shared would be: how much time is left on the contract, how much can be spent under the contract (and any relevant contractual requirements before payment can be made), any auto-renewals that are upcoming, when a contract/project is closed, etc.

Question 17: Referencing 5. Customer Needs and Project Requirements (Business, User, System, Functional) (pg. 2) - Can The City provide more technical details on the requirement, “Need an option to search council authorizations in Legistar in order to see contracts associated with a specific action?”

Answer 17: If a contract amendment or renewal is proposed, the solution would be able to easily identify the relevant resolution that authorized the contract or previous amendments.

Question 18: Section (4) calls out several expected benefits, including; 1.) Less attorney time spent on risk management and review, and 2.) A reduction in time spent on contracts throughout the City. Can the City provide additional details regarding metrics-based outcomes goals and/or ROI goals tied to any or all of the listed benefits?

Answer 18: The amount of time that the City spends on this is currently not tracked. The ROI would be judged by City user satisfaction.

Question 19: Can the City provide what level of access is required for different user types? Does the City require all users to be able to perform all functions?

Answer 19: All users would not be treated the same. Different access would be required based on the following type of user: Attorney’s Office, Procurement Agent, and General Contract Administrators.

Question 20: Has the City received any demonstrations from vendors regarding the RFI’s scope?

Answer 20: Not yet. The City may request demonstrations after it receives responses to the RFI.

Question 21: In RFI # 20-24 Contract Lifecycle Management, page (2) under section (5), "Customer Needs and Project Requirements" it is mentioned; " Insurance requirements must be identified at the first stage of procurement using our insurance matrix".

Answer 21: See Answer 14.

Respondents are responsible for any conclusions that they may draw from the information contained in the Addendum.