



Fulton County, GA

# Department of Purchasing & Contract Compliance

*Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P*  
**Director**

Date: February 16, 2011

## **Re: 12CT82373YA Utility Locate Ticket Management System**

Dear Quoter(s):

Attached is one (1) copy of Addendum 2, hereby made a part of the above referenced **12CT82373YA Utility Locate Ticket Management System**. Except as provided herein, all terms and conditions in quote referenced above remains unchanged and in full force and effect.

Sincerely,

*Carolyn Towns*

Carolyn Towns  
Procurement Officer

Winner 2000 - 2009 Achievement of Excellence in  
Procurement Award • National Purchasing Institute



## 12CT82373YA Utility Locate Ticket Management System

Addendum No. 2

Page Two

This Addendum forms a part of the contract documents and modifies the original quote documents as noted below:

- **The RFQ due date and time had changed from February 17, 2012 at 2:00P.M. legal local prevailing time to February 20, 2012 at 2:00P.M. legal local prevailing time.**
- **Responses to questions submitted for clarification are listed below:**

**Questions:** The training requirements clarification. Are you requesting a total of 16 hours for onsite and 16 hours for mobile? Are Webinar/Audio training acceptable or are you looking for on premise training? Additionally, how many users are looking to have in total?

Training Session (4 Ea. 4  
hours) at each of  
four locations on  
Work Station  
System Operation

Training Session(4 Ea. 4  
(4 hours)  
at each of four  
locations on  
Mobile Laptop System Operation

**Response:** Training shall consist of 4 hour training sessions at (each) one of 4 locations within Fulton County.

Separate 4 hour training sessions shall be provided for the mobile laptop users at the same 4 locations

Vendor shall furnish, install and set up all software and licenses required to make the system functional through internet connectivity on 8 computer workstations in 4 different locations and on 16 mobile laptops

**Questions:** Do you all have a ticket management system in place now? If so, who? (I know that The Georgia One Call utilizes IRTH)

**Response:** Yes, One Vision Utility

**Questions:** Is there something that you current provider is not offering as a feature that you are interested in having with this system?

**Response:** NO

**Questions:** Are you happy with your current provider and just sending this to bid annually because it is the company policy?

**Response:** Yes

**Questions:** How should we provide one time setup fees for products such as mapping setup?  
Typically we would not include this in a per ticket charge since it is a one-time setup fee.

**Response:** Any set up or other fees shall be included in the monthly flat fee.

**Questions:** Is there an option to access facility data from an exported shape file instead of a live connection to the ESRI server? An exported shape file would not only lower the ESRI license costs per seat, but also provide much needed speed improvements. Is base map data part of the data interchange or is it just facility map data only. How many layers are involved in these files? Is a view into the ESRI database possible before the entire system is quoted?

**Response:** As long as the data stay with us. We are not going to pass it out because of security and data continuity reasons. Fyi we have an esri enterprise license.

**Questions:** How are the 184 Work Types listed in the RFP related specifically to the ticket management system?

**Response:** The Work Types listed are the Work Types that are used by the GA811 Call Center to notify utilities of the requirement for a locate to be performed.

**Questions:** 60 Days of on-site support during implementation - is this an absolute requirement? We have found that development and support are best (most speedily) completed off-site, where development is normally completed.

**Response:** On-site support will be required only to the extent necessary to achieve full functionality of the system as specified.

**Questions:** Testing requirements. This section describes a sign-off before testing is begun. My question is not with a sign off, rather it is with the timing. We never sign off on anything before the customer tells us that they are satisfied. We also never sign off before thorough testing is complete. Can you expand on the timing requirements of the sign off and the proximity to testing?

**Response:** Upon receipt of the letter of certification FROM THE PROPOSER by Fulton County, a sixty (60) day period of user acceptance testing will commence. The sign off is by the vendor.

**For additional information regarded this addendum, contact Carolyn Towns, Procurement Officer (404) 612 4208.**

**Except as provided herein, all terms and conditions in the bid referenced above remain unchanged and in full force and effect.**

**Failure to return a signed copy of this addendum could render you quote non-responsive.**

**ACKNOWLEDGEMENT OF ADDENDUM NO. 1**

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the quote due date and time **Monday, February 20, 2012 2:00 P.M. legal local prevailing time.**

This is to acknowledge receipt of Addendum No. 2, \_\_\_\_\_ day of \_\_\_\_\_, 2012.

\_\_\_\_\_  
Legal Name of Bidder

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title