



WASHINGTON COUNTY, ARKANSAS

Purchasing Department

2/17/2021

ADDENDUM 1

RFP 2021-01 SOFTWARE FOR CARES RENTAL ASSISTANCE

Question #1:

1. Would the County consider SaaS Subscription-based price quotes from vendors such as WSD Digital, who only offer their product in a SaaS subscription-licensed format? Yes
2. If yes, then would it be permissible for the monthly subscription rate to exceed 20% of the initial implementation price (otherwise, we would not be able to offer our product using the SaaS model and the savings to be gained by using the SaaS model would not be able to be realized)?

The County will consider at SaaS model – we don't necessarily need to purchase the software, but would like the ability to continue to subscribe as long as we choose. If the company is offering a subscription, the County would only need to know the total yearly subscription fee (inclusive of all support and maintenance).

Question #2:

Will the County consider a standard SaaS pricing model with implementation, configuration and training costs paid upon delivery and the rest of the payments organized as monthly subscription installments?
Yes

Question #3:

Would it be acceptable for our pricing to provide a different set of user fee breakdowns instead of 500 users, 1,000 users, 5,000 users, and unlimited users? If so, may we use the following more realistic breakdown: 15 users, 30 users, 50 users?

Yes

Question #4:

How many staff users of each of the following categories does the County expect to be using the system?:

Approximately 10 case workers, 5 financial staff, and 5 system admins.

Question #5:

Are hard copies required?

Online bids may be submitted at <https://www.centralauctionhouse.com/rfp86456294-rfp-2021-01-software-for-cares-rental-assistance.html>

Up to date bid information is listed at

<https://www.washingtoncountyar.gov/Home/Components/RFP/RFP/192/4260>

Question #6:

We would like to respectfully request a week's extension (to March 1, 2021) to provide a thorough response that incorporates answers to the above.

Due to the urgency of the rental assistance program, the County will not give an extension.