

ADDENDUM No. 1

RFP No. 25-45

Energov and STREAM Configuration Consultant

Due: October 16, 2025 at 2:00 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 two (2) pages.**

The Proposer is to acknowledge receipt of this Addendum No. 1, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum may be considered non-conforming.

The following forms provided within the RFP Document should be included in submitted proposal:

- **Attachment B – City of Ann Arbor Non-Discrimination Declaration of Compliance**
- **Attachment C - City of Ann Arbor Living Wage Declaration of Compliance**
- **Attachment D - Vendor Conflict of Interest Disclosure Form of the RFP Document**

Proposals that fail to provide these completed forms listed above upon proposal opening may be rejected as non-responsive and may not be considered for award.

I. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Question 1: Is this an as-needed consulting engagement? How much consulting services is needed by the city currently? 10 to 30 hours a week or less (part time) or more of 40 hours (full time).

Answer 1: We intentionally left the RFP open-ended in this regard so responders can outline in their proposal how many hours per week they plan to spend on this project, either based on availability or scope of the project. We would also like to see a proposed schedule in your response that outlines what days/times you would plan to work on this project – whether this is during business hours or outside of regular hours. If the consultant plans to work outside of business hours we would ask that they are available for regularly scheduled check-in meetings during business hours with our team.

Question 2: Is this a remote consulting role?

Answer 2: Yes, we are viewing this as a remote engagement. We are open to one or more in-person meetings if the consultant advises that it would be helpful to the process but it is not required.

Question 3: How many anticipated awards is the city considering for this engagement?

Answer 3: We will be granting one award.

Question 4: Does the city currently have a ticketing system of existing issues or is the city only looking for recommendation of improvements?

Answer 4: We are seeking recommendations. We can provide some background information and suggestions regarding where our current pain points lie but we are specifically looking for a consultant to provide a report of what changes should be made in our system to improve configuration.

Question 5: Is there a time frame to start the project and finish rolling out?

Answer 5: We would like to begin toward the end of the 2025 calendar year (during our slow period surrounding holiday season) and be ready to evaluate changes before peak season starting in May 2026.

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