

Department of General Services – City Procurement

Addendum # 4	Staff Augmentation and Recruiting Services RFP 269-2025-080
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To: All Prospective Vendors

Date: August 27, 2025

Subject: Addendum # 4 – RFP# 269-2025-080 - Staff Augmentation and Recruiting Services

Please note the specification changes/modifications below for the RFP.

Item #	Page #	Section #	Specification	Modifications and Questions
1	N/A	N/A	Attachment H Sample Services Contract	<p>Q1: RFP Scope of Services, Section 4.2.3.2 generally; Sample Contract, Service Terms, Section 18: The RFP document and Sample Contract Service Terms indicates the Vendor will be solely responsible for compliance with OSHA/Health and Safety laws and regulations, but this is a joint responsibility of a staffing agency and the end client, as the client has control over the actual worksite and may actually be the first to receive a report of injury or have notice that an injury occurred. Is the City willing to negotiate this requirement and language?</p> <p>A1: Please included any revised language your company would like to propose with your company's redlines of the contract.</p>
2	N/A	N/A	Attachment H Sample Services Contract	<p>Q2: Does the requirement to perform background checks annually apply to both temporary workers and permanent agency employees working on the Contract?</p> <p>A2: If an employee is converted to a permanent City Staff employee, the vendor will no longer have any employer obligations to that employee.</p>
3	N/A	N/A	Attachment H Sample Services Contract	<p>Q3: Sample Contract, Service Terms, Section 14: Does this section apply only to Atrium during its performance of the staffing services, or does it also apply to any City data loss or damage caused by staff augmentation resources working for the City?</p> <p>A3: This section applies to ALL data in ALL circumstances.</p>

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4	N/A	N/A	Attachment H Sample Services Contract	<p>Q4: Sample Contract, Confidentiality Terms: Will a separate Confidentiality and Assignment of Property Rights Agreement as referenced in the Scope of Services, Section 4.2.3.7, be provided for the temporary workers to sign?</p> <p>A4: Yes, this document will be provided as outlined in the RFP.</p>
5	N/A	N/A	Attachment H Sample Services Contract	<p>Q5: Will specific insurance carveouts be required for data/technology roles?</p> <p>A5: Insurance requirements can be found under the General Conditions section 12 of Attachment H – Sample Contract.</p>
6	N/A	N/A	Attachment H Sample Services Contract	<p>Q6: Are vendors required to sign or redline Attachment H (Sample Services Contract) as part of the submission?</p> <p>A6: Attachment H – Sample Contract is provided for your review and to provide any redlines (exceptions) to the contract term vendors wish to submit. Vendor should submit redlines directly to the sample contract document and list them in Attachment B – Exceptions Form.</p>
7	N/A	N/A	Attachment H Sample Services Contract	<p>Q7: Will specific insurance carveouts be required for data/technology roles?</p> <p>A7: Insurance requirements can be found under the General Conditions section 12 of Attachment H – Sample Contract.</p>
8	N/A	N/A	Attachment H Sample Services Contract	<p>Q8: If awarded a contract, your company will be required to provide an insurance certificate(s) that meets or exceeds the requirements set forth in the Sample Contract. Could the City please confirm that the COI is a post-award requirement?</p> <p>A8: Yes. The COI is a post award requirement. Awarded vendors must provide a COI before contract is executed.</p>
9	N/A	N/A	Attachment H Sample Services Contract	<p>Q9: Are vendors required to sign or redline Attachment H (Sample Services Contract) as part of the submission?</p> <p>A9: Attachment H – Sample Contract is provided for your review and to provide any redlines (exceptions) to the contract term vendors wish to submit. Vendor should submit redlines directly to the sample contract document and list them in Attachment B – Exceptions Form.</p>

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10	N/A	N/A	Attachment H Sample Services Contract	<p>Q10: Exceptions to the Remainder of the RFP, including the Sample Contract (Attachment H) and OMNIA Partners Administration Agreement (Attachment I). Could the City kindly confirm whether stating that there are no exceptions is sufficient to satisfy this requirement, in the event that the proposer does not have any exceptions to the Sample Contract or the OMNIA Partners Administration Agreement?</p> <p>A10: If the proposer has no exceptions, they should indicate “No Exceptions” on Attachment B – Exceptions Form and upload the Sample Contract (Attachment H) and the OMNIA Partners Administration Agreement (Attachment I) without any modifications.</p>
11	N/A	N/A	Attachment H Sample Services Contract	<p>Q11: In reviewing the submission requirements, we note that proposers are required to submit Attachment H – Sample Service Contract with our response. Could the City please clarify its expectations regarding the proposer's actions for this form?</p> <p>A11: Attachment H – Sample Contract is provided for your review and to provide any redlines (exceptions) to the contract term vendors wish to submit. Vendor should submit redlines directly to the sample contract document and list them in Attachment B – Exceptions Form.</p>
12	N/A	N/A	Attachment H Sample Services Contract	<p>Q12: Does the “Attachment H Sample Services Contract” have to be submitted as part of the response or can this be filled upon award?</p> <p>A12: Yes, If the vendor has no exceptions, they should indicate “No Exceptions” on Attachment B – Exceptions Form and upload the Sample Contract (Attachment H) without any modifications.</p>
13	N/A	N/A	Attachment H Sample Services Contract	<p>Q13: Can we take exceptions on Attachment H?</p> <p>A13: Yes, vendors should list proposed exceptions in Attachment B – Exceptions form and provide a redlined version of the Attachment H -Sample Contract with exceptions applied directly to the document.</p>

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14	12	4 Scope of Services	4.2. Scope of Services	<p>Q14: Scopes of Services, Section 4.2.3.2.4: Will the City provide the content of the site and duty specific occupational safety and health training and/or allow the staff augmentation personnel to attend the City's permanent staff training?</p> <p>A14: It will be the company's responsibility to deliver all required occupational safety and health training, as well as duty and work specific training, to their employees. The company must ensure that their employees are properly trained, competent, and compliant with all applicable federal, state, and local regulations, as well as the City and our department's standards, prior to beginning work. The company will also be responsible for maintaining training documentation and records and provide any refresher or ongoing training required for their employees throughout the duration of the contract.</p>
15	17	4 Scope of Services	4.6 Required Testing	<p>Q15: Does the City facilitate fingerprinting background screens or allow Agency's to use their fingerprint provider?</p> <p>A15: Please see background check requirement in section 16 of the sample contract.</p>
16	17	4 Scope of Services	4.6 Required Testing	<p>Q16: Should the cost for background testing be embedded in the pricing or included separately in the pricing sheet, given that there is no dedicated cell for this cost?</p> <p>A16: Vendor pricing must be all-inclusive, reflecting the total cost to be incurred by the City and any Participating Agencies.</p>
17	17	4 Scope of Services	4.6 Required Testing	<p>Q17: What type of background checks are required?</p> <p>A17: Please see background check requirement in section 16 of Attachment H- sample contract.</p>
18	17	4 Scope of Services	4.6 Required Testing	<p>Q18: Which roles require fingerprint screening?</p> <p>A18: Please see section 1.6 of the Attachment H – Required Testing.</p>
19	17	4 Scope of Services	4.6 Required Testing	<p>Q19: What background and drug testing are required?</p> <p>A29: Please see background check requirement in section 16 of Attachment H- sample contract.</p>
20	N/A	N/A	Company Background Questionnaire	<p>Q20: Is this referring to the transition of staffing services from the previous vendor to the new vendor, or to the transition of services when a temporary staff member is replaced?</p> <p>A20: Per section 16 of the sample contract, background checks are required for each (and all) employees assigned work under this contract.</p>

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21	N/A	N/A	Company Background Questionnaire Section	<p>Q21: Can the City please confirm what it means by "level of staffing"?</p> <p>A21: Level of staffing refers to the number/role levels that will be assigned to this contract and will assist the City as well as participating agencies with requested services.</p>
22	N/A	N/A	Company Background Questionnaire Section	<p>Q22: Can we provide staffing-specific certifications?</p> <p>A22: This question applies to the approval of resell from a manufacturer. Please any additional certification held by your company with your proposal.</p>
20	N/A	N/A	Company Background Questionnaire Section	<p>Q20: Provide a management organization chart of your company's overall organization, including director and officer positions and names and the reporting structure." Can we insert the Word document/PDF file in the Excel sheet in order to respond to this section?</p> <p>A20: Please ensure this information is included in the supplemental information of your proposal and indicate its location within the proposal in the questionnaire.</p>
21	N/A	N/A	Company Background Questionnaire Section	<p>Q21: Explain how your organization ensures that personnel performing the Services are qualified and proficient."</p> <p>Can you please confirm the term "personnel" refers to our key personnel employees or the candidate we will be deploying for the listed positions to deliver the services?</p> <p>A21: Personnel are defined as any person(s) assigned to work under the contract(s) awarded.</p>
22	N/A	N/A	Company Background Questionnaire Section	<p>Q22: Provide information regarding the level of staffing at your organization's facilities that will be providing the Services, as well as the level of staffing at subcontractors' facilities, if known or applicable." Do we need to provide the details for the types of positions we service?</p> <p>A22: This question applies to the level of staff dedicated to providing the services outlined in section 4 of the RFP.</p>

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23	N/A	N/A	Company Background Questionnaire Section	<p>Q23: Since the Company's Background Response is provided in an Excel format and does not allow for the inclusion of visuals or detailed diagrams, please confirm whether details such as our ownership structure and management organization chart may instead be included under Section 5.1.2 – Proposed Solution, labeled as "Supplemental Information."</p> <p>A23: Please ensure this information is included in the supplemental information of your proposal and indicate its location within the proposal in the questionnaire.</p>
24	N/A	N/A	Company Background Questionnaire Section	<p>Q24: The Company Background in the excel sheet says to submit the "Project plan" do we have to submit it there?</p> <p>A24: Please ensure this information is included in the supplemental information of your proposal and indicate its location within the proposal in the questionnaire.</p>
25	N/A	N/A	Attachment A Price Sheet	<p>Q25: Regarding the 'Delivery After Receipt of Order' requirement, please confirm whether, for staffing categories, this refers to the timeframe within which vendors must submit qualified candidate resumes after receiving an order/requisition, or to the date by which the selected candidate(s) must be available to start work.</p> <p>A25: Please provide a response for both delivery items.</p>
26	N/A	N/A	Attachment A Price Sheet	<p>Q26: While including Benefits our markup gets increased and Bill Rate to City should be calculated at increased markup instead only Markup percentage in Column E. Please confirm if our understanding is correct. If yes, can we update formula accordingly.</p> <p>A26: Yes, your understanding is correct. When Benefits are included, the markup should be applied on the total cost, which includes both Base Pay and Benefits. Therefore, the Bill Rate to City should be calculated using the increased total cost and not just applying the markup percentage from Column E to the Base Pay alone.</p> <p>Please update the formula accordingly to reflect this calculation.</p>

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27	15	5. Proposal Content and Format.	5.1.2. Proposed Solution.	<p>Q27: As per Section 5.1.2 – Proposed Solution, vendors are instructed to state whether and how the Proposed Solution complies “for each component of the Project described in Section 3.” We note that Section 3 (Scope of Work) contains high-level objectives, whereas Section 4 (Scope of Services) outlines the detailed requirements that would typically be addressed in a compliance response. Please confirm whether the intent of Section 5.1.2 is for vendors to respond to the requirements in Section 4, rather than Section 3.?</p> <p>A27: Please propose solutions to the section marked Scope of Services (or Scope of Work). Which in this RFP document is section 4.</p>
28	17	4 Scope of Services	4.6 Required Testing	<p>Q28: What type of background checks are required?</p> <p>A28: Please see background check requirement in section 16 of Attachment H- sample contract.</p>
29	17	4 Scope of Services	4.6 Required Testing	<p>Q29: Which roles require fingerprint screening?</p> <p>A29: Please see section 1.6 of the Attachment H – Required Testing.</p>
30	17	4 Scope of Services	4.6 Required Testing	<p>Q30: What background and drug testing are required?</p> <p>A30: Please see background check requirement in section 16 of Attachment H- sample contract.</p>
31	N/A	N/A	Company Background Response Questionnaire	<p>Q31: Could you please confirm whether we can submit the Environmental Purchasing Responses Questionnaire and the Company Background Response Questionnaire as part of our technical proposal in a Word document, or are we required to use the provided Excel files only?</p> <p>A31: Questionnaires are required to be submitted in excel format. Please be advised that the Environmental Purchasing Responses Questionnaire is not required.</p>
32	N/A	N/A	Company Background Response Questionnaire	<p>Q32: Is it acceptable to submit the Company Background Response Questionnaire in a separate Word document in the designated drop zone, as it is difficult to include all the information in the Excel format?</p> <p>A32: Questionnaires are required to be submitted in excel format. Please include any information not compatible with the excel format in the supplemental information of your company’s proposal and indicate the location in the questionnaire.</p>

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33	N/A	N/A	Clarification	<p>Q33: Can you provide historical spend data for similar or previous contracts?</p> <p>A33: This information is not available. However, the City's estimated budget for this project is \$40 Million.</p>
34	N/A	N/A	Clarification	<p>Q34: Do we need to register on the City's vendor portal to bid on this proposal? If yes, do we need to register on City's current vendor database or as City's CBI certified vendor. Is it applicable for both Prime and Subcontractor?</p> <p>A34: No. You do not need to be a current registered vendor with the City to submit a proposal to this solicitation.</p>
35	N/A	N/A	Clarification	<p>A35: Does benefits on the pricing sheet pertain to insurance, vacation and retirement? Or just insurance coverage?</p> <p>A35: Benefits should be defined as the benefits currently offered by the vendor and should be outline in vendor's proposal.</p>
36	N/A	N/A	Clarification	<p>Q36: Could you please confirm whether the cover letter requirement is solely to sign and return Attachment A, or if vendors are also expected to provide a separately composed cover letter in addition to Attachment A?</p> <p>A36: The cover letter is a mandatory document. It must be signed and submitted for your proposal to be considered complete.</p>
37	N/A	N/A	Attachment A Price Sheet	<p>Q37: As per our understanding, Attachment A Price Sheet Tab 1 (Staffing Services) refers to the roles required by the City, while Tab 2 (Continued 1) refers to the OMNIA Partners nationwide requirement. Can the City please confirm the same?</p> <p>A37: No. Attachment A will apply to all users of the contract, Participating agencies and City departments alike.</p>
38	N/A	N/A	Attachment A Price Sheet	<p>Q38: Attachment A Price Sheet has a section on "Non-executive Recruitment – Percentage of Salary for Successful Candidate" and "Executive Recruitment – Percentage of Salary for Successful Candidate". What does "% of salary" signify here?</p> <p>A38: The percentage of salary applies to the fee due to the vendor for the successful recruitment of a candidate in either an executive or non-executive role.</p>

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39	N/A	N/A	Attachment A Price Sheet	<p>A39: Attachment A Price Sheet has a section on “Non-executive Recruitment – Percentage of Salary for Successful Candidate” and “Executive Recruitment – Percentage of Salary for Successful Candidate”. Please provide the following information: a. What roles should be considered as part of Executive recruitment?</p> <p>A39: Executive roles include high-level leadership and management roles. The designation of role levels should be determined by the requesting department at the time of the recruitment request.</p>
40	N/A	N/A	Attachment A Price Sheet	<p>Q40: Built-in formulas in Attachment A do not take into account the benefits markup percentage. How do we fix that?</p> <p>A40: If you are able to update the formula, please do so. Otherwise, manually enter the final value directly into the cell.</p>
41	N/A	N/A	Attachment A Price Sheet	<p>Q41: Can you explain what should be filled out in this section in the Attachment A Price sheet?</p> <p>A41: Vendors should provide pricing for all services offered by their company using Attachment A – Price Sheet. If the vendor offers additional services not represented on the Price Sheet, they should insert additional lines within the Excel spreadsheet to include those services. Completion of sections that do not apply to the vendor’s offerings is not required. Additionally, vendors are not required to provide services on a national level to respond to this solicitation.</p>
42	N/A	N/A	Attachment A Price Sheet	<p>Q42: Can we choose to bid on the job titles listed in the Attachment A pricing sheet?</p> <p>A42: Vendors should provide pricing for all services offered by their company using Attachment A – Price Sheet. If the vendor offers additional services not represented on the Price Sheet, they should insert additional lines within the Excel spreadsheet to include those services. Completion of sections that do not apply to the vendor’s offerings is not required. Additionally, vendors are not required to provide services on a national level to respond to this solicitation.</p>

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43	N/A	N/A	Attachment A Price Sheet	<p>Q43: Can vendors select the place of performance, or must it align strictly with what is indicated at the bottom of Attachment A – Price Sheet?</p> <p>A43: Vendor proposals should identify the US states their company is prepared to provide services in. There is no requirement to preform services nationally to respond to this solicitation.</p>
44	N/A	N/A	Clarification	<p>Q44: We noticed that the RFP document lists that overtime will be paid at normal rate, but Attachment H states 1.5x. 7.</p> <p>A44: Any hours worked over 40 in a City workweek will be paid according to the City's and Fair Labor Standards Act (FLSA - www.dol.gov)</p>
45	N/A	N/A	Attachment A Price Sheet	<p>Q45: Are we able to include additional positions we've recently seen trending across other clients, such as AI Engineers, that appear to be ramping up in demand?</p> <p>A45: Vendors should provide pricing for all services offered by their company using Attachment A – Price Sheet. If the vendor offers additional services not represented on the Price Sheet, they should insert additional lines within the Excel spreadsheet to include those services. Completion of sections that do not apply to the vendor's offerings is not required. Additionally, vendors are not required to provide services on a national level to respond to this solicitation.</p>
46	N/A	N/A	Attachment H Sample Services Contract	<p>Q46: Are we supposed to fill Attachment H if we have no exceptions to it or the RFP?</p> <p>A46: If the proposer has no exceptions, they should indicate "No Exceptions" on Attachment B – Exceptions Form and upload the Sample Contract (Attachment H) without any modifications.</p>
47	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q47: Additionally, should any redline or exceptions to the OMNIA Administration Agreement (Exhibit B) be submitted directly within Attachment I, or separately?</p> <p>A47: Vendors should list proposed exceptions in Attachment B – Exceptions form and provide a redlined version of the Attachment I - OMNIA Requirements for National Cooperative Contract agreement with exceptions applied directly to the document.</p>

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48	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q48: Is responding to the OMNIA national contract the only way to do business with the City of Charlotte, or can vendors submit a proposal specifically for the City of Charlotte's needs without participating in the national contract?</p> <p>A48: Participation in the OMNIA national cooperative program is NOT a requirement of this solicitation. Vendors who wish to submit a proposal to provide local services only will not be disqualified.</p>
49	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q49: Could the City kindly clarify whether vendors that do not possess an OMNIA Partners contract will be disqualified?</p> <p>A49: Participation in the OMNIA national cooperative program is NOT a requirement of this solicitation. Vendors who wish to submit a proposal to provide local services only will not be disqualified.</p>
50	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q50: Are we required to respond to the questions in Attachment I – OMNIA Requirements for National Cooperative Contract directly within the agreement document, or should the responses be provided separately as part of the proposal submission?</p> <p>A50: Responses should be provided directly to the document.</p>
51	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q51: Could the City kindly clarify whether the "Attachment I – Response for National Cooperative Contract," found within the document titled Attachment I – OMNIA Requirements for National Cooperative Contract, is the same as "Exhibit A – Response for National Cooperative Contract" mentioned on the first page?</p> <p>A51: Yes, these are documents are the same.</p>
52	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q52: If we do not sign the Omnia Master Agreement, will our RFP response for the City of Charlotte still be considered?</p> <p>A52: Yes.</p>
53	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q53: Are there alternative ways for vendors to provide supplemental IT staffing services to the City of Charlotte if not through this RFP and Omnia?</p> <p>A53: Vendors wishing to do business with the City in regards to staffing services must provide a response to this solicitation. Please be aware that participation in the OMNIA national program is not required.</p>

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54	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	Q54: Is it required that a bidder must have an OMNIA Partners contract vehicle to submit a response? A54: No.
55	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	Q55: Can we review the OMNIA Administrative Fee, Reporting & Payment? A55: Please review section 1.2 of Attachment I - OMNIA Requirements for National Cooperative Contract.
56	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	Q56: The RFP and Attachment I appear to indicate that participation in the OMNIA national cooperative program is a required component of the proposal. Can the City please clarify whether it is acceptable for a vendor to submit a proposal solely for providing Staffing Augmentation and Recruiting Services to the City of Charlotte, without participating in the broader OMNIA national contract and cooperative program? A56: Participation in the OMNIA national cooperative program is NOT a requirement of this solicitation. Vendors who wish to submit a proposal to provide local services only will not be disqualified.
57	N/A	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	Q57: Will this RFP involve federal funding through the City of Charlotte or OMNIA Partners? A57: This RFP could involve federal funding depending on the specific projects or programs for which the resulting contract is utilized by the City of Charlotte or Participating Agencies through OMNIA Partners. Vendors should be prepared to comply with all applicable federal requirements if federal funds are used.
58	N/A	N/A	Clarification	Q58: Should the low to high rate range include entry level to senior level pay rate or are all these positions mid level? A58: Per section 4 Of the RFP, low pay rate includes entry to mid-level employees and High pay rate includes management/executive level employees.
59	N/A	N/A	Clarification	Q59: Is the 3% Omnia fee per position that is staffed? A59: The administration fee is based on the overall revenue earned not the individual transactions. Refer to Exhibit B, Administration Agreement, for fees details.

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60	N/A	N/A	Clarification	<p>Q60: Does the 3% Omnia fee apply to Direct Hire/Recruiting Services?</p> <p>A60: Refer to Exhibit B, Administration Agreement, for fees details.</p>
61	N/A	N/A	Clarification	<p>Q61: Is there a 3% Omnia fee for a Temp-to-Perm Conversion.</p> <p>A61: Refer to Exhibit B, Administration Agreement, for fees details.</p>
62	N/A	N/A	Clarification	<p>Q62: Do we only need to fill out the DBE forms if we use DBEs as subcontractors?</p> <p>A62: Correct. If a vendor has no DBE subcontractors to report, please answer N/A.</p>
63	N/A	N/A	Clarification	<p>Q63: We do not add an additional benefits markup, can we put N/A or is the benefits markup mandatory if we offer benefits?</p> <p>A63: The benefits markup column is not mandatory.</p>
64	N/A	N/A	Clarification	<p>Q64: Out of the expected 40 million in spend how much of that is being spent on payroll services?</p> <p>A64: There is currently no designated allocation for payroll services within the projected spend</p>
65	N/A	N/A	Clarification	<p>Q65: For the skill trade positions are there any prevailing wage laws or davis bacon to adhere to?</p> <p>A65: The Davis-Bacon and Related Acts apply to contractors and subcontractors performing on federally funded or assisted contracts in excess of \$2,000 for the construction, alteration, or repair (including painting and decorating) of public buildings or public works. The services requested do not apply.</p>
66	N/A	N/A	Clarification	<p>Q66: Are there any unions that will be involved?</p> <p>A66: No.</p>

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67	N/A	N/A	Clarification	<p>Q67: What benefits are you looking to be included?</p> <p>A67: Vendors should outline the employee benefits included in their proposal.</p>

In the event additional changes or clarifications to this RFP are warranted, all Vendors are responsible for monitoring the Procurement Portal for additional addenda.

We appreciate your interest in doing business with the City and look forward to receiving a proposal from your company.

Sincerely,

Christina Hollonquest
Procurement Officer