



**CITY OF O'FALLON, MISSOURI**  
***PURCHASING DEPARTMENT***

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<b>RFP NUMBER:</b>	<b>25-053</b>	<b>RFP ISSUE DATE:</b>	<b>07/11/2025</b>
<b>RFP DESCRIPTION:</b>	<b>ONLINE FORM CREATION PLATFORM</b>		
<b>RFP OPENING DATE:</b>	<b>07/30/2025</b>	<b>RFP OPENING TIME:</b>	<b>12:00PM CDT</b>

July 22, 2025

**ADDENDUM #1**

The purpose of this addendum is to address all questions received on or before 07/17/2025 at 12:00 PM. The time period for questions is closed.

**Questions:**

1. Do you expect this to be a product offering (COTS), or can it be a custom solution that we build specifically for the City of O'Fallon requirements?

*Answer:* COTS is the expectation for this project.

2. If proposing a custom-built solution, are there any preferred or existing technologies the City expects to be incorporated ?

*Answer:* Custom-built solutions will not be considered.

3. Is the incumbent vendor allowed to bid for this engagement?

*Answer:* All vendors that meet the criteria will be considered.

4. Can you share more about the current tools or platforms used for form creation and submission (if any)?

*Answer:* The current system is a mismatch of Word or fillable PDF documents that are filled out, digitally signed or printed out and signed manually and then emailed for approval.

5. What are the biggest challenges or pain points the City currently experiences with the current process?

*Answer:* Manual process is unnecessarily long and required printing all to often.

6. How many users will be concurrently accessing the system? Also, please specify the total number of internal and external users.

*Answer:* The number of concurrent users is unknown at this time; we don't expect more than 15 licensed users to access the system at any given time. There are currently 550 FTE that may need to fill out a form in the same timeframe.

7. What specific user roles and permissions are required for the system?

*Answer:* The system will require an Administrator role, a Creator role, and a few Approval roles. The total number will start small and then may increase as more departments find needs for the system.

8. How many dashboards are expected to be developed as part of the solution?

*Answer:* The default dashboards are what is expected, there is no plan on having a custom dashboard created.

9. What are the most common types of forms the City anticipates creating with this system (e.g., HR requests, permits, public feedback, internal approvals, citizen services)

*Answer:* IT will use the system first to create paperless forms from computer and other department asset transfers, Acceptable Use Policy acknowledgment forms, and training forms. From there, we are discussing HR forms, travel request forms, and internal approval forms.

10. Is there an expectation for the system and its forms to support multiple languages for public users or internal staff? If yes, what are the languages needed to be integrated?

*Answer:* English is the only language being discussed at this time.

11. What is your preferred hosting service provider (AWS or Azure)?

*Answer:* If SAML can be used then we would want Azure, USA based storage is mandatory.

12. What is the anticipated project go-live date and tenure?

*Answer:* The project is still in the planning phase, and the timeline will be determined after further scoping and resource alignment.

13. What are the expectations and timeline for ongoing support and maintenance after the system is implemented?

*Answer:* Continued support and maintenance for the platform is expected through the contract timeframe.

14. Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely?

*Answer:* Remote work only.

15. Do you accept offshore resources?

*Answer:* No.

16. What is the approved budget or range allocated for this project?

*Answer:* \$10,000 to \$15,000.

17. Is it mandatory to be E verify compliant or can it be done after contract award?

*Answer:* Vendors that operate from states that are required to be E-Verified, must be E-Verified when submitting a proposal.

**Reminder:**

The due date and time remain the same for this project. This is to remind all bidders that sealed proposals for RFP #25-053 ONLINE FORM CREATION PLATFORM must be submitted by 12:00 P.M. CDT, July 30, 2025, to:

Christine Grabin, Purchasing Agent  
City of O'Fallon, Missouri  
100 North Main Street  
O'Fallon, Missouri 63366

Addendum information will be available over the Internet at [www.ofallonmo.gov](http://www.ofallonmo.gov) Adobe Acrobat® Reader may be required to view this document. We strongly suggest that you check for any addenda a minimum forty-eight hours (48) in advance of the bid deadline. Due to revisions, the bidders must acknowledge the Addendum(s) on the bid form.