REQUEST FOR BID NO. B-1511
SOFTWARE, VOLUNTEER MANAGEMENT PROGRAM

REVISED Due Date: 09/11/20, Time: 3:30 PM

AMENDMENT NO. 2
DATED 9/01/20

bid@baltimorecountymd.gov

AMBER BUTCHER, STAFF BUYER
PHONE: 410-887-3887

PLEASE SIGN BELOW ACKNOWLEDGING RECEIPT OF THIS ADDENDUM AND RETURN WITH YOUR BID.

_________________________________  __________________________________
Company Name      Signature
The following information is offered, as the result of correspondence received through August 31, 2020.

1. The bid due date and time has changed from Friday, September 4, 2020 at 3:30 pm to Friday, September 11, 2020 at 3:30 pm.

2. **Question:** How many Parks & Rec council users do you expect?
   **Answer:** The County estimates approximately 100 users with administrator roles, calculated as two (2) members from each of our forty-eight (48) councils. However, every council member is a volunteer and is expected to register as such. Council members are included in the answer to #2 of this Amendment as well. Also, the agency has field staff and program coordinators who would want administrator roles, and there are members of Rec and Parks staff who would want “system operator” access.

3. **Question:** How many volunteer users do you expect?
   **Answer:** Approximately 8,000 +/-.

4. **Question:** Regarding volunteer IDs, should these be printed as a card or sticker?
   **Answer:** Volunteer IDs are being printing as double-sided cards, and placed in plastic sleeves with clips.

5. **Question:** Have specific printers been identified for this purpose?
   **Answer:** Yes, AlphaCard printers.

6. **Question:** How many printers do you expect to use for IDs?
   **Answer:** The agency currently has two (2) AlphaCard printers, as well as two (2) AlphaCard Suite licenses. AlphaCard Suite is the badge design software.

7. **Question:** What are the preferred methods of user training and support?
   **Answer:** For both the volunteer management system and the badge-printing system, the agency prefers to use the “train the trainers” method. This method has enabled us to train our volunteer coordinator, and other users in the community.

8. **Question:** Does the system need to integrate with external systems? If yes, what system(s)?
   **Answer:** The volunteer management system should integrate with the badge printing system. Volgistics and AlphaCard Suite do not work efficiently together, especially with ID photographs.

9. **Question:** How is completed volunteer training verified today?
   **Answer:** The County currently uses a subscription service for volunteer verification.
10. **Question:** How are the results of background checks verified today?

**Answer:** The County has a contract in place with SCCI for this service.

11. **Question:** Will there be a historical data migration? If yes, what data and format?

**Answer:** Yes. The data and format would include first name, last name, date of approval, and community of approved volunteers. NCSI exports data to Rec & Parks as an Excel spreadsheet. The agency would need to import the data into the volunteer management system and badge-printing system.

Volgistics has three methods of importing data: a free “import utility” that users can use to convert data in a database or in Excel to Volgistics-friendly data and import it; this service performed by Volgistics for $500; and integration with VolunteerWorks.

AlphaCard Suite requires a similar conversion. We can download data from Volgistics into an Excel spreadsheet and use AlphaCard Suite to convert and import the data.

12. **Question:** Is there a preference for system notification delivery via email or text?

**Answer:** Recreation and Parks staff prefer email. Volunteers and field staff may prefer text. This may depend on the type of notification. For example, a reminder for a volunteer assignment is better sent over text to volunteer; an alert that a volunteer submitted an application is better sent by email to staff.

13. **Question:** Are you able to provide a budget for this procurement?

**Answer:** No. Funds have been identified for fingerprinting, supplies and operations, but not for the volunteer management system.

14. All other terms and conditions remain the same.