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Finance & Administration

Division of Financial Services

February 1, 2017

Notice of Project Rejection: RFP 16-275 CRM Software Solution

Dear Bidder,

Thank you very much for your participation in our CRM RFP process for RFP 16-275.

Your demonstrations were incredibly helpful and showed the breadth of possibilities that the thoughtful implementation of a robust CRM technology solution could unlock. Through this process, we learned that we must be better prepared, not only with a stronger budget, but also with prepared knowledge libraries and more importantly, with a plan for more robust staffing. At this time, we have elected to close this RFP without making an award. We are very dedicated to our Citizens and the success of this project and we had to admit to ourselves that we are not ready for an implementation at this time. Over the next several months, the City will reevaluate CRM, develop a more realistic plan and then rebid this project. We want you to know that we appreciate all the time and resources that you have provided to the City and we encourage you to stay tuned for our next RFP.

Thank you for your interest in meeting the needs of the City of Boise. We are sincerely grateful for your participation and hope you will consider bidding again.

Colin Millar

Colin Millar
Purchasing Manager
Boise City Purchasing
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cc: RFP 16-275 File