

February 22, 2023

PROPOSAL NO. P1775.23

CRM System and Grants Management System

The City of Hagerstown Department of Community & Economic Development (DCED) is pleased to invite the submission of proposals to modernize its Customer Relationship Management (CRM) system, and establish a portal for applicants to submit their digital Grant applications versus traditional paper and PDF applications.

All inquiries should be directed, in writing to Tyler French (Procurement Administrator) at [tfrench@hagerstownmd.org](mailto:tfrench@hagerstownmd.org). Specifications and instructions can be found via electronic format on the City of Hagerstown's website at <http://www.hagerstownmd.org/bids.aspx>. Prospective vendors are responsible for making copies as required to satisfy their needs. The City is the sole entity authorized to provide this Request for Proposal ("RFP") package to interested companies or individuals. Firms who are working with an RFP package from another source may have an incomplete set of documents. The City assumes no responsibility for any error, omission, or misinterpretation resulting from a company's use of an incomplete RFP package. Addendums will be posted to the City's website. Check the webpage for the particular proposal solicitation for any posted addendum(s).

Proposals will be received via the City of Hagerstown's Dropbox using the following link: <https://www.dropbox.com/request/cZdPF0qe3fVZzrKd8oEg> by no later than Thursday, March 16, 2023 at 2:00 PM. All proposals must be named "P1775.23 (Name of Firm) – CRM System." The City of Hagerstown will not assume responsibility for any proposals that are submitted late or incorrectly.

The City of Hagerstown shall make positive efforts to utilize Disadvantaged Business Enterprises for its supplies and services and shall allow these sources the maximum feasible opportunity to compete for contracts. The City of Hagerstown does not discriminate on the basis of race, color, national origin, sex, religion, age and disability in employment or provision of services.

The City of Hagerstown reserves the right to accept proposals individually or collectively, to accept or reject any or all proposals, waive any informalities, and take whatever action is to the best interest of the City of Hagerstown.

Tyler French  
Procurement Administrator  
CITY OF HAGERSTOWN