



## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

9/17/2021 | 2:57 PM CDT

Jennifer Hartshorne  
Coastal Cloud Holdings, LLC  
1 Hammock Beach Parkway  
Palm Coast, FL 32137

Re: **RFQ # 6116, Salesforce Implementation, Configuration and Support Services**

Dear Ms. Hartshorne:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 61116 for Salesforce Implementation, Configuration and Support Services. This letter hereby notifies you of Metro's intent to award to Coastal Cloud Holdings, LLC, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Scott Ferguson by email at [scott.ferguson@nashville.gov](mailto:scott.ferguson@nashville.gov) Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

*Michelle A. Hernandez Lane*

Michelle A. Hernandez Lane  
Purchasing Agent

cc: Solicitation File  
Other Offerors

**Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.**

**A. Right to Protest.** Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112  
P.O. Box 196300  
Nashville, Tennessee 37219-6300

[www.Nashville.gov](http://www.Nashville.gov)  
Phone: 615-862-6180  
Fax: 615-862-6179

RFQ# 61116 - Salesforce Implementation and Configuration Services						
Evaluation Criteria	Catylist Consulting Group Inc	Coastal Cloud Holdings, LLC	Incapsulate LLC	PopcornApp Inc	Sapient Corporation	Sirius Computer Solutions, Inc
<b>Round 1</b>						
<b>Contract Acceptance</b>	Yes	Yes	Yes	Yes	Exceptions	Exceptions
<b>Solicitation Acceptance</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>ISA Questionnaire Completed and Terms Accepted</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>Project Experience (40 Points)</b>	40	38	35	20	32	15
<b>Methodology and Approach (60 Points)</b>	55	43	44	38	43	32
<b>Totals</b>	<b>95</b>	<b>81</b>	<b>79</b>	<b>58</b>	<b>75</b>	<b>47</b>

### Strengths & Weaknesses

#### Catylist Consulting Group Inc

**Strengths:** Firm provided a complete list of locations or projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance for the following type projects listed including details as to the type of equipment, specifications used, and if the solution was stored on-premise or cloud based for the submitted project. Firm provided a detailed explanation as to how the project experience solution is directly linked to scope details. Firm described their use of the agile process for development.

**Weaknesses:** Firm did not provide an adequate Risk Strategy. Firm did not provide your Implementation Team Structure/Plan clearly showing the firm's and any subcontractor resources dedicated to this project, their roles and responsibilities and past related customer experience.

#### Coastal Cloud Holdings, LLC

**Strengths:** Firm received an award from Salesforce on an implemented project. Firm described an innovate process for forms assembly.

**Weaknesses:** Firm did not provide any public sector projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance for the following type projects listed including details as to the type of equipment, specifications used, and if the solution was stored on-premise or cloud based for the submitted project. Firm did not adequately describe the project management methodology that will be utilized. Firm did not provide enough specific detail on their customer support process and contacts.

### **Incapsulate LLC**

**Strengths:** Firm provided a complete list of locations or projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance for the following type projects listed including details as to the type of equipment, specifications used, and if the solution was stored on-premise or cloud based for the submitted project. Firm's position description/rates were competitive. Firm adequately described the project management methodology that would be utilized.

**Weaknesses:** Firm did not adequately describe their Risk Management Strategy. Firm did not provide a detailed approach to how their company will handle any unexpected or unknown issues. The firm's process for customer data retrieval at end of relationship was not acceptable. Firm's description of their approach to training lacked detail.

### **PopcornApp Inc**

**Strengths:** Firm's position description/rates were competitive.

**Weaknesses:** Firm did not provide a complete list of locations or projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance for the following type projects listed including details as to the type of equipment, specifications used, and if the solution was stored on-premise or cloud based for the submitted project. Firm did not provide specific project experience with one mobile application and two Tableau projects. Firm did not provide a detailed explanation as to how the project experience solution is directly linked to scope details. Firm's description of project management methodology lacked details. Firm's Risk Management Plan strategy was not adequate. The firm's process for customer data retrieval at end of relationship was not acceptable. Firm's overall proposal lacked details.

### **Sapient Corporation**

**Strengths:** Firm demonstrated past experience where the proposed team showed commitment to providing adequate communication during technology upgrades. Firm adequately described the project management methodology that will be utilized. Firm provided a comprehensive description of their implementation and installation strategy, including the description of subcontractors.

**Weaknesses:** Firm did not provide a complete list of locations or projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance for the following type projects listed including details as to the type of equipment, specifications used, and if the solution was stored on-premise or cloud based for the submitted project.

## **Sirius Computer Solutions, Inc**

**Strengths:** Firm provided an overview of the proposed team.

**Weaknesses:** Firm did not provide a complete list of locations or projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance for the following type projects listed including details as to the type of equipment, specifications used, and if the solution was stored on-premise or cloud based for the submitted project. Firm did not provide specific project experience with these projects on the Salesforce Platform, one mobile application and two Tableau projects. Firm's teams lacked experience providing all the required services. Firm did not provide a detailed explanation as to how the project experience solution is directly linked to scope details. Firm's description of project management methodology lacked details. The firm's description of their implementation and installation strategy was inadequate. The firm's process for customer data retrieval at end of relationship was not acceptable. Firm's overall proposal lacked details.