



El Paso Downtown Management District
Request for Proposals: Operations Management & Tracking Software/Platform
Issued: August 10, 2026

Questions & Answers
August 26, 2026

Reference: Section B, Scope of Work, page 3.

Could you describe what business and tenant information is held today, and in what form, so we can plan the initial data load correctly?

Business and tenant information is held as an excel spreadsheet that was obtained through the purchase of a mailing list. Additional information is collected and maintained by individual employees.

Reference: Section B, Scope of Work, page 3.

Could you confirm whether any integration is expected during the initial term, for example with city 311 or work-order systems, payroll, accounting or GIS?

We do not expect integration with any external systems.

Reference: Section B, Scope of Work, page 3.

The project has several different features that may not be available in an off-the-shelf product. Will DMD consider a custom-developed platform hosted and supported by the vendor, with DMD retaining full ownership of its data, or is this RFP limited to existing off-the-shelf products?

The DMD will consider all proposals that address the RFP.

Reference: Section B, Scope of Work, page 3.

Could you clarify whether outreach is delivered by DMD staff, a partner agency, or a combination of both?

Stakeholder outreach is performed by DMD staff members.

Reference: Section B, Bid Opportunities, page 3.

We would welcome guidance on the DMD's expected support hours, response targets and escalation path, and on whether after-hours coverage is expected across all issues or for critical incidents only.

The DMD would expect support be available at a minimum of M-F, 8am-5pm (MST), but would appreciate that support align with DMD Operations schedule – 6am-10pm, Five days a week and 6am-2pm, Two days a week.

Reference: Section B, Service Requests and Work Order Management, page 4.

Alongside entry from the office and the mobile application, would the DMD like the platform to capture requests arriving by telephone, text message or email?

External access from outside of the organization is not necessary.

Reference: Section B, CRM, page 4.

We would welcome confirmation of whether volunteer and donor records exist today, where they are held, and their approximate volume.

Volunteer and donor records are maintained in an excel file by the DMD Special Event Coordinator. Total records would be less than 100.

Reference: Section B, Asset Management, page 4.

Could you let us know what asset records the DMD holds today and roughly what they cover, and whether establishing the initial inventory is something the DMD would like the vendor to take on?

The DMD maintains a listing of internal and public assets. Internal assets includes vehicles and equipment. Public assets include benches, trash cans, and light poles. The vendor is not asked to establish any type of inventory.

Reference: Section B, Case Management, page 4.

Please provide guidance on whether the DMD participates in, or expects to join, a Homeless Management Information System or Continuum of Care data-sharing arrangement, and whether any privacy or consent requirements would apply.

The DMD does not participate or expects to participate in any MIS data-sharing arrangement. The DMD currently collects information on individuals needing services and forwards the information on to service providers by email. The DMD tracks the number of referrals made and individuals encountered.

Reference: Section B, Mobile Application Functionality, page 4.

Could you confirm whether Spanish-language support is required for field staff, and if so whether it is needed at launch or could follow later?

DMD Operations staff speak and understand both English and Spanish. No accommodation is required at the launch.

Reference: Section B, Mobile Application Functionality, page 4.

Is full offline operation a hard requirement, or is it acceptable for field work captured during connectivity gaps to sync automatically when signal returns?

Continuous operation is preferred, but systems should be in place to address any disruptions.

Reference: Section B, Reporting and Data Requirements, page 4.

An indication of the anticipated number of users by group would help us size the platform: office and administrative staff, field staff using the mobile application, and any read-only or Board access. We would also welcome confirmation of whether welcome ambassadors would use DMD-issued or personal devices.

Office and administrative staff = 3. Field Staff = 4.

Operations staff currently utilize DMD-issued devices. Welcome ambassadors currently use personal devices.

Reference: Section B, Staff Scheduling and Time Tracking, page 4.

Could you confirm whether the platform is expected to serve as the timekeeping system or record for payroll, or to provide hours to an existing payroll system? An indication of the number of staff to be scheduled and tracked would also be helpful.

The system would be used as a timekeeping system for eight Operations staff and possibly 4 Welcome Ambassador staff. Integration with external systems is not required at this point.

Reference: Section B, Information and Materials Available to Respondents, page 4.

It would help to understand the approximate record volume, the record types included and the export format available. We would also welcome the DMD's view on how many years of history it would like carried across.

The DMD maintains excel spreadsheet records of every property within the DMD district, business lists, asset lists. Historical information is not critical to current operations.

Reference: Section B, Scope of Work / Reporting and Data Requirements, pages 3-5.

To help respondents design reporting workflows, approximately how many staff hours per month are currently spent manually compiling operational data, board reports, or program metrics outside the existing system? This will help us to determine the Return on Investment (ROI) for product development.

Field staff: 30 minutes per shift. Office staff: 2 hours per week.

Reference: Section D, Schedule of Events, pages 5 to 6, and Attachment A, Completion Timeframe, page 15.

Could you confirm whether discovery, configuration and training may begin ahead of April 1, 2027, so the platform is operational at contract start, or whether all activity should fall within the contract period?

The implementation schedule can be negotiated and agreed upon. No payments will be issued before April 1, 2027.

Reference: Attachment A, Estimated Cost/Budget, pages 14-15.

Can DMD share its current annual cost for TrackTik or a budget range for this contract?

DMD pays \$796.28 a month for TrackTik.

Can you provide the following information and materials for respondents:

- A boundary/geofence map of the DMD's jurisdictional area

Attached.

- An export of relevant historical data currently maintained in the DMD's existing operations tracking system (TrackTik), to support data migration by the awarded vendor.

Will be provided upon awarding of the contract.

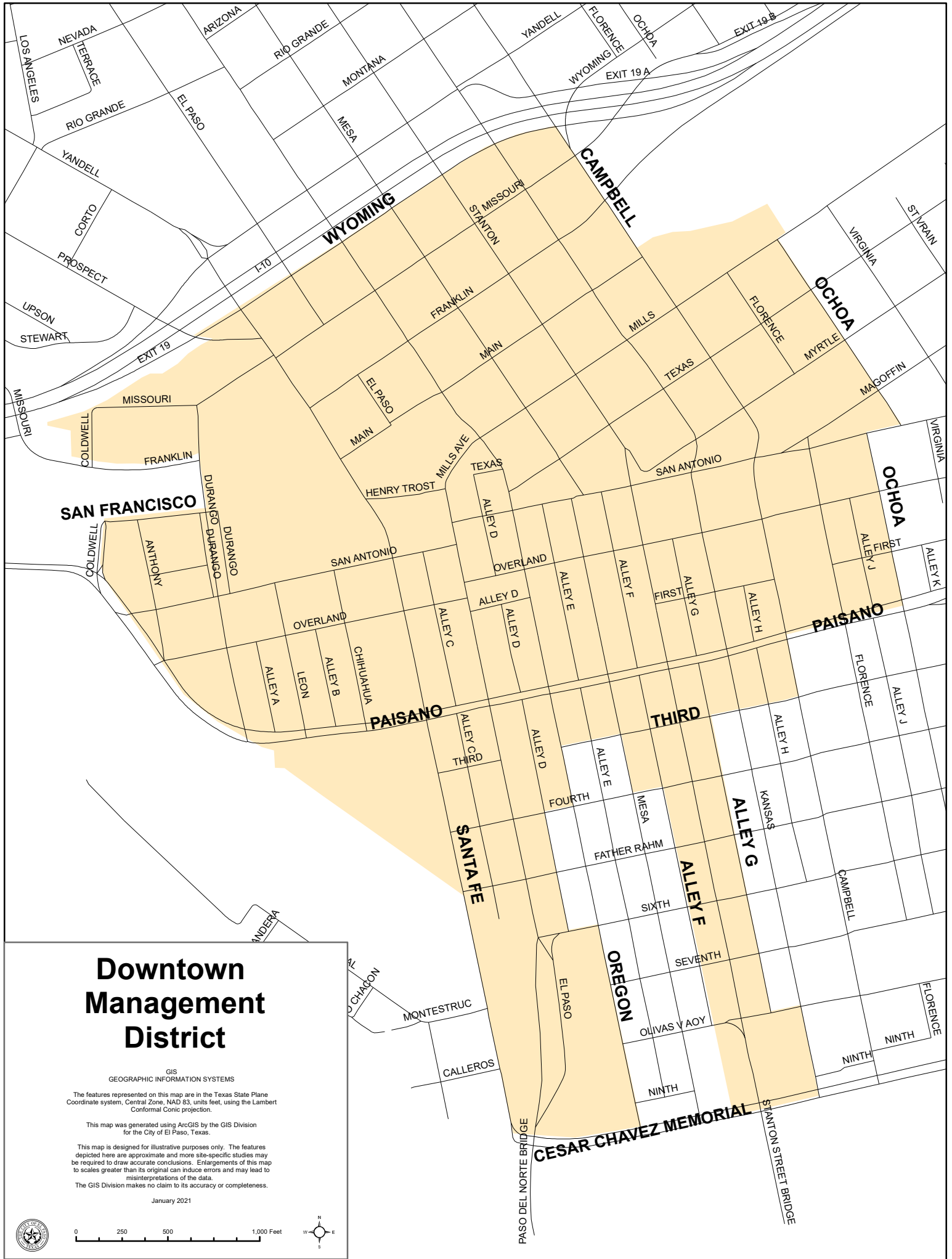
- A list of current DMD staff, roles, and service categories tracked (e.g., sweeps, graffiti abatement, weed abatement, illegal dumping, incidents, trash removal)

Staff: <https://downtownpaso.com/staff/>

Service categories tracked: Small graffiti/sticker removal; Large graffiti paint over; Large graffiti removal; Illegal dumping; Litter abatement by block; Alleys cleaned; Camping Sites/Individuals in need of service; Powerwashing by block.

- *Work areas will be provided by the DMD to facilitate discovery, configuration, and training sessions*

Yes.



Downtown Management District

GIS
GEOGRAPHIC INFORMATION SYSTEMS

The features represented on this map are in the Texas State Plane Coordinate system, Central Zone, NAD 83, units feet, using the Lambert Conformal Conic projection.

This map was generated using ArcGIS by the GIS Division for the City of El Paso, Texas.

This map is designed for illustrative purposes only. The features depicted here are approximate and more site-specific studies may be required to draw accurate conclusions. Enlargements of this map to scales greater than its original can induce errors and may lead to misinterpretations of the data.

The GIS Division makes no claim to its accuracy or completeness.

January 2021



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