



GLWA Procurement Solicitation

Advertisement Date:
Tuesday, June 16, 2026

Requisition No.:
REQ-0009732

Issuing Buyer and E-Mail Address:
Eric.zuckero@glwater.org

Project/Contract Title:
Request for Information- Notice to Vendors

Request for Information – Notice to Vendors

This Request for Information (RFI) issued by the Great Lakes Water Authority (GLWA) is seeking information from experienced vendors for a contact / customer relationship management software-as-a-service (SaaS) solution. This RFI is for GLWA's informational and planning purposes only and does not constitute a solicitation or a commitment to procure. Responses to this RFI will help GLWA understand available market solutions, identify best practices and pricing structures, assess vendor capabilities, and inform a potential future solicitation. Costs for preparing a response are the sole responsibility of the vendor. The full scope and requirements of this RFI are found in Attachment No. 1, *Instructions to Vendors*. Vendors are invited to submit a non-binding response by the due date stated below.

Question Due Date	Question Due Date/Time: Tuesday, June 23, 2026, 12:00 PM EST All questions must be sent through https://glwater.bonfirehub.com/portal
RFI Due Date	RFI Due Date/Time: Tuesday, July 14, 2026, 12:00 PM EST Late submittals will not be accepted

Section 1. Background

GLWA is seeking information regarding available cloud-based contact management solutions. GLWA is investigating the implementation of a software-as-a-service (SaaS) platform that will support effective management of GLWA's wholesale customer contact data (including their respective retail customer contact data) while also enabling the organization to organize, track, and report on customer events, activities, issues, and communications. Because this information is used across multiple internal teams and business areas, the solution must be flexible, user friendly, and capable of supporting a collaborative operating environment.

GLWA has developed high level requirements for a standard, configurable contact / customer relationship management system. However, GLWA is interested in learning about emerging capabilities, industry best practices, and innovative features that may enhance or expand how we manage and engage with our customers. In this RFI, vendors are asked to provide details on their available functionality, configuration options, integration capabilities, security features, pricing information, and any newer or advanced features that may support our objectives. To better understand the value and usability of available solutions, GLWA may request a product demonstration from selected vendors.

Section 2. Attachments

The following attachments are found in Euna Procurement and should be reviewed, completed, and included when responding to this RFI.

Attachments	Description	Required Submittal
Attachment No. 1	<i>RFI - Instructions to Vendors</i>	Yes