



12-26

**Customer Relationship Management (CRM) Solution and
Website Redesign**

Issue Date: 10/1/2025

Questions Deadline: 10/14/2025 05:00 PM (CT)

Response Deadline: 10/23/2025 02:30 PM (CT)

City of Pearland Texas

Contact Information

Contact: Ms. Lisa TerMorshuizen Procurement Manager

Address: City Hall Annex

3523 Liberty Drive

Pearland, TX 77581

Email: ltermorshuizen@pearlandtx.gov

Event Information

Number: 12-26
Title: Customer Relationship Management (CRM) Solution and Website Redesign
Type: RFP-Sealed
Issue Date: 10/1/2025
Question Deadline: 10/14/2025 05:00 PM (CT)
Response Deadline: 10/23/2025 02:30 PM (CT)
Notes: The City of Pearland (City) seeks proposals from qualified vendors to provide an integrated Website Redesign with Content Management System (CMS) and Customer Relationship Management (CRM) solution. The intent is to enhance both the public-facing digital experience and the internal management of customer interactions by procuring systems that are modern, accessible, secure, and capable of seamless integrations.

Questions must be submitted electronically through IonWave at pearland.ionwave.net. No questions will be answered over the phone or through email.

Optional Pre-Bid meeting:
LOCATION: Virtual
DATE: Thursday, October 9, 2025
TIME: 9:00 AM CT

Microsoft Teams

[Join the meeting now](#)

Meeting ID: 246 313 156 535 0

Passcode: yG3Uj77M

Join on a video conferencing device

Tenant key: pearlandtx@m.webex.com

Video ID: 112 842 511 4

The preferred method for proposal submission is electronically through IonWave. If you choose to submit your bid in person, responses are to be delivered in a sealed envelope to:

City of Pearland
Attn. Purchasing
3519 Liberty Drive
Pearland, TX 77581

All responses are due prior to the published closing date and time. No late responses will be accepted.

Billing Information

Address: City Hall Annex
3523 Liberty Drive
Pearland, TX 77581
Phone: 281 (652) 1751
Email: ebids@pearlandtx.gov

Bid Attachments

RFP 12-26 Solicitation FINAL.pdf

Solicitation

[View Online](#)

Conflict of Interest Questionnaire.pdf

Conflict of Interest Questionnaire

[View Online](#)

Insurance Requirements Form 2022.pdf

Insurance Requirements

[View Online](#)

Contractor Questionnaire.pdf

Contractor Questionnaire

[View Online](#)

Non-Collusion Statement.pdf

Non-Collusion Statement

[View Online](#)

House and Senate Bill Forms.pdf

House and Senate Bill Forms

[View Online](#)

Vendor References.pdf

Vendor References

[View Online](#)

Supplier Information

Company Name:

Contact Name:

Address:

Phone:

Fax:

Email:

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature