ADDENDUM NO. V

DATE: July 29, 2020

TO: All Potential Proposers

FROM: James McKeehan, Assistant Purchasing Agent, City of Knoxville

SUBJECT: Addendum No. V to RFP #70862 Front-end wizard style gateway for permit
                              selection to integrate with Accela Citizen Access

PROPOSALS TO BE OPENED: August 6, 2020 at 11:00 AM (Eastern Time)

This addendum is being published to provide clarification regarding the above referenced RFP. This
addendum becomes a part of the contract documents and modifies the original specifications as follows:

Items for Clarification:

1. Was the successful vendor expected to do the UI design, does Knoxville have a design team, or
    was it expected to be initiated and conducted collectively?

    **Yes the vendor is expected to design a UI that conforms to the look & feel of the City of
    Knoxville branding. Use www.knoxvilletn.gov as a reference point.**

2. Was there a desire to closely match the style of the Lancaster CA example or was that simply an
    example for reference of what a wizard looks and might operate like?

    This was included as an example for reference.

3. Is there a preferred technology stack for this solution?

    **The City desires a secure and stable platform for the solution. If the City hosts the database,
    the preference would be SQL Server/SQL Express. City users rely on standard browsers.**

4. Does Knoxville already have the questions and answers mapped out as to process flow?

    **The City does not have all of the questions/answers/flow developed. This will depend on the
    capability of the tool, but should be customizable by the City's IS department.**

5. What is the most desired/best case project and implementation time frame for Knoxville and its
    business cycles?

    This solution is in support of an active migration of permitting to Accela.

6. Does Knoxville have a defined or allocated budget for this project and can that be shared?

   The City does not provide budget numbers during an active procurement.

7. What is anticipated to be the project's on-site contractor staffing expectations and commitments?

   The City does not anticipate the need for an on-site contractor presence

8. Is Knoxville at all interested in full ownership of the end product, including the ability to self-support and enhance as time moves forward?

   The City will consider all proposals that meet the scope of service listed in the RFP. The completed product should allow easy configuration, operation and maintenance by City personnel, without requiring vendor interaction or significant custom development including the addition, modification and deletion of custom fields

END OF ADDENDUM V