

ADDENDUM NO. I

DATE: July 17, 2020

TO: All Potential Proposers

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

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

PROPOSALS TO BE OPENED: July 30, 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:

ITEM 1: Will this Gateway incorporate only the Wizard function of directing an applicant to the correct application page that already exists in your Accela integration? Or should our proposal incorporate the entire application process including payment handling?

This RFP is for the selection wizard only. Payment handling is outside of the scope of this RFP.

ITEM 2: If the proposal should include a payment gateway, does the City currently utilize a specific payment gateway provider, or do you have a preference?

This RFP is for the selection wizard only. Payment handling is outside of the scope of this RFP.

ITEM 3: May the Gateway application exist on a separate server than the City web site as long as it retains the look and feel of the City web site and/or can be embedded within the existing City web site?

The vendor may host the gateway piece so long as the solution maintains the look, feel, wording, wizard options, etc. and integrates with the City's on-site Accela piece. In the event that the gateway/wizard is down or inaccessible all functions within Accela Citizen Access must remain available.

END OF ADDENDUM I