ADDENDUM NO. 1

RFP NUMBER: __190008__

RFP TITLE: ____Tax Billing and Collection System____

DEPARTMENT: ___Finance/Treasury_____

DATE OF ADDENDUM: _____October 14, 2019_____

RFP DUE DATE/TIME: _____October 29, 2019, 4:00 p.m., e.s.t._____

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____(DATE):_____

(COMPANY): _____

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QUESTION: How important is agility / ability to modify and add future functionality down the road?

ANSWER: Not as much as meeting the current needs and requirements and expanding upon those. For example, add new BID areas (business improvement districts), TIF (tax increment financing) areas, PILOTs (payments in lieu of taxes), etc. when required.

QUESTION: Is leveraging a Platform as a Service (PaaS) important to client?

ANSWER: Getting a platform that meets our needs is more important than any particular platform.

QUESTION: Is city considering a low code platform to build solution on (force.com, Mendix, outsystems)?

ANSWER: No. We have a full development team.

QUESTION: Are there any cloud infrastructure restrictions (on premise, AWS, etc)?

ANSWER: No restrictions. Preference is for vendor hosted.

QUESTION: Will client have subject matter experts available to outline critical functionality?

ANSWER: Yes

QUESTION: What systems will the solution need to be integrated with?

ANSWER: Nothing outside what is described in the request for proposal. Data needs to be transferred to general ledger (currently Oracle). Electronic payment files from bank (First Tennessee) and merchant services provider are currently manually uploaded. Files also created for and received from the State of Tennessee per State layout.

QUESTION: Would a company / provider w/ 1-10 employees be equally considered for the bid?

ANSWER: As long as service requirements outlined in the request for proposal could be delivered.

QUESTION: How important is customization in the consideration process?

ANSWER: Required customization is dependent upon functionality of the solution in its current state. The solution must meet the needs to produce files, reports and processes defined in the request for proposal.

END