



## **City of Norwich**

Department of Finance – Purchasing Agent  
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### **ADDENDUM**

**RFP No.: 20-10**

**Addendum No.: 1**

**Issued: December 20, 2019**

**Opening Date and Time: January 8, 2020 at 2:00 P.M.**

**Title: Program and Facilities Software**

#### **Bidders Note**

This Addendum is issued to provide all bidders with responses to the requests for information.

All other terms and conditions remain the same.



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RFP No.: 20-10  
Project: Program and Facilities Software

### Responses to Requests for Information

**Question 1:** The text below is from page 18 of the RFP. As it's written, there does not seem to be a "section 4" or any Excel sheet that we can see (we've looked on the website and the State link also provided). Was there something additional that was to come with the RFP?

*Functional System Requirements*

*Responses to the requirements referenced in section 4 of this RFP must be provided in this section of the firm's response. Use the Microsoft Excel specification spreadsheet provided and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel pricing spreadsheet.*

*Response 1:* This section should have been removed. Please ignore the text quoted above on page 18 of the RFP.

**Question 2:** For Credit Card Processing, the city uses two services firms (People's United Merchant Services and Municipay). Is the city restricting credit card processing to be used through one of these two service firms (only) for this RFP, or would the city consider another service firm to be used for credit card processing for this solution (as our company's solution platform integrates to quite a few other service processors)???

*Response 2:* The City would prefer to use either People's United Merchant Services or Municipay. However, if a proposer isn't able to use these service firms, they should include all pricing, security, and PCI DSS compliance information for their preferred service firm. The pricing should include all one-time and ongoing costs for hardware, installation, maintenance, as well as transactions costs for both the City and its customers.

**Question 3:** Is this an international bid or limited to USA registered companies only?

*Response 3:* This RFP is not limited to US companies. The pricing should be quoted in US Dollars and the proposers must be able to demonstrate that they can meet the requirements in the RFP.