ADDENDUM NO. 3

Updated: August 17, 2022

Reference: **City of Billings Request for Proposal for Public Works Utility and Miscellaneous Billing Statement Printing and Mailing Services**

Closing 08/26/22, 5:00pm Local Time

Prospective bidders have submitted the following question or requests for information. A response to each question and/or documentation providing the requested data is contained or attached herein and is provided for informational purposes only. Addendum changes to the Contract Documents follow in the next section.

General Inquires and Responses:

Question and Data Reference	Response or Documentation
Can we get a copy of the current "contract" with the existing contractor for providing "Utility Billing System"?	Due to our Records Management Coordinator being unavailable at this time, we are unable to provide a copy of the existing contract.

• Is City open to New Payment Processor? If yes then please provide us average monthly transactions and average monthly dollar amount for these transactions for the credit card, debit card, ACH, etc.?
• For value add item 1c, can the City provide the following data for the past 12 months as it pertains to payment transactions:
    Average payment amount for:
      Residential accounts
      C&I accounts
    Number of transactions by:
      Electronic – credit/debit
      Electronic – ACH/eCheck
      IVR – credit/debit
      IVR – ACH/eCheck
      In person - credit/debit
      In person – check
	Please provide information regarding your solution and integration with a payment processor. We are currently using Invoice Cloud as our payment processor provider. Transaction information will be provided if a solution that includes a new payment processor is selected.

Can the City please elaborate on what is meant by "frozen water accounts"?	It is the property owners responsibility for maintaining the meter and the City would like to have the ability to identify accounts that have had frozen meters.
The requirements mention "ability to record unlimited notes for a meter". Can Billings please clarify? Do you mean for a "premise", since meters can be changed, or do you want notes on the actual meter record?	The ability to record unlimited meter notes should be specific to the location level. If the proposed solution can provide meter notes for the meter itself, and the location level, please specify.

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Is the current CitySuite solution an on-premise or hosted solution?	The CitySuite solution is currently on-premise.
The City is requiring that software uses Microsoft SQL Server for its database. Can the City elaborate on why they are requesting this for the solution?	If the solution is locally hosted the City would require MS SQL. Because we are requesting the solution to be cloud hosted, IT has indicated that another type of SQL would be acceptable provided we have access to the data.
Regarding the below response to question in addendum 1, is it acceptable for the vendor to commit to fulfilling this requirement in our proposal if selected and awarded a contract?	It is acceptable for the vendor to commit to fulfilling this requirement if selected and awarded a contract.

Can the City provide the IT Security Specifications noted? (System technical requirements, #1e)	The City has established control standards and policies that align with the NIST Cybersecurity Framework. The latest revision of NIST SP 800-53 is used for control adherence evaluation established after developing a security categorization utilizing FIPS PUB 199. Thus, Proposer shall provide reasonable proof, through independent audit reports, security scans of operating systems, code or the technology environment provided; that the proposed system meets or exceeds federal and State of Montana security requirements to ensure adequate security and privacy, confidentiality, integrity, and availability of the City's data and information technology.

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