

- 1) We have your RFP document which is 12 pages, and are just wondering if there are any other attachments? **Two attachments: RFP and Agreement for Professional Services**
- 2) The target date of December 2015 is a very tight timeframe making it impossible to meet. Is there flexibility on the target date? **The City of Evans needs to have the money spent and project completed by December 2015. However, if more time is needed, completion of project may move to 1st quarter of 2016.**
- 3) 50 -150 users will increase total costs – are there really 50 to 150 users? **Users will be closer to 50**
- 4) \$80,000 budget is very tight and normally an organization this size is \$115,000.00 with training, travel expenses, etc. Is there more in the budget? **No. \$80,000 is the total budget.**
- 5) How many concurrent users need to be trained on the billing system? **15-20**
- 6) Does the \$80,000.00 dollar budget amount in the RFP include expenses? **Yes.**
- 7) How many fulltime users need to be trained on the software? **7-10**
- 8) Please list what you are using Spiceworks for currently? **We are using Spiceworks as our support ticketing system. It is how we track trouble tickets and identify recurring problems.**
- 9) I see where your short list was going to be chosen today. Would it still be possible to get on that short list yet? **Yes. I have that date italics indicating that date could change.**
- 10) Would the City of Evans be open to a price per bill model? **Yes.**