



**Addendum No. 1 to All Offerors**

Reference – Request for Proposal: RFP 19-0146  
 Commodity: Parks and Recreation Management System  
 Date: April 9, 2019  
 Proposals Due: **April 15, 2019 at 2:00 pm, Local Time**

The Offeror shall indicate receipt of this Addendum and any future- issued Addenda by signing the form(s) for inclusion with the proposal response.

**QUESTIONS AND ANSWERS:**

1. **Q:** We are needing to know what the annual revenue was for the last or current year that runs through your system / what you expect to run through a new system?

**A:** This information is already in the RFP on Attachment B, Pricing Schedule on the SaaS Trans tab.

**Q:** We were unsure if the \$539,422 was the total that runs through the system since the 3 numbers below do not equate to \$539,422. Or if the total is all of those added up together.

Number of annual transactions	6,980	\$ 539,422.00
Number of transactions paid by credit card/EFT online	1,224	\$ 332,734.00
Number of transactions paid by credit card/EFT in-house	3,000	\$ 195,000.00
Number of transactions paid by cash or check	2,756	\$ 206,688.00

**A:** The \$539,422 includes refunds. The other 3 numbers do not include refunds and that is why they do not total to \$539,422.

2. **Q:** Will all vendors be required to provide onsite training, or is the city open to all virtual training?

**A:** We would be willing to engage in a hybrid of in-person and virtual training with the initial install. All subsequent trainings (new staff or new roles or training on updates, etc) could be virtual.

3. **Q:** Does the City require a payment processor?

**A:** The City is not “in need” of a payment processor, but would be willing to entertain the idea of switching processors if the terms are favorable to the City.

4. **Q:** Please do clarify if the page limit of 50 applies to the responses to **Attachments A - H**.

**A:** The page limit doesn’t apply to Attachments A-H.

END OF ADDENDUM NO. 2

Signature:

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Name:

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Offering Firm:

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Date:

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