



## CITY OF ATLANTA

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Mayor

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DEPARTMENT OF PROCUREMENT  
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,  
CIPC, CISCC, CIGPM, CPPC  
Chief Procurement Officer  
[asmith@atlantaga.gov](mailto:asmith@atlantaga.gov)

November 14, 2016

Dear Potential Proponents:

**Re: FC-9334, Business License and Cashier Management System**

Attached is one (1) copy of **Addendum Number 1**, which is hereby made a part of the above-referenced project.

For additional information, please contact Mr. Clinton L. Johnson, Contracting Officer, at (404) 330-6099 or by email at [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov).

Sincerely,

A handwritten signature in blue ink that reads "Adam L. Smith".

Adam L. Smith

ALS/clj

**FC-9334, Business License and Cashier Management System**

**Addendum No. 1**

**November 14, 2016**

**Page 2**

**ADDENDUM NO. 1**

This Addendum No. 1 forms a part of the Request for Proposal and modifies the original solicitation package and any prior Addenda as noted below and is issued to incorporate the following:

**1. A total of Twenty-Four (24) Questions and Responses (see Addendum No. 1 - Attachment No. 1).**

Addendum No. 1 for **FC-9334, Business License and Cashier Management System, on behalf of the Department of Finance** is available for pick-up in the Plan Room: City Hall, 55 Trinity Avenue, Suite 1900.

**The proposal due date has not been modified. Proposals are due on Friday, November 18, 2016 and should be time stamped in no later than 2:00 p.m. EST and delivered to the address listed below:**

Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,  
CIPC, CISCC, CIGPM, CPPC  
Chief Procurement Officer  
Department of Procurement  
55 Trinity Avenue, S. W.  
City Hall South, Suite 1900  
Atlanta, Georgia 30303

**\*\*All other pertinent information is to remain unchanged\*\***

**FC-9334, Business License and Cashier Management System**

**Addendum No. 1**

**November 14, 2016**

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**Acknowledgment of Addendum No. 1**

Proponents must sign below and return this form with their proposal to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303 as acknowledgment of receipt of this Addendum.

This is to acknowledge receipt of **FC-9334, Business License and Cashier Management System on behalf of the Department of Finance** on this the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Legal Company Name of Proponents

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**FC-9334, Business License and Cashier Management System**  
**Addendum No. 1 – Attachment No. 1**  
**Questions and Responses**

1. Does the CoA prefer to host the new system or is the preference for a SaaS (vendor-hosted) deployment model? If both, are we to include 2 cost proposals?

**City of Atlanta does not have a hosting preference. That being said, the City of Atlanta wishes to see proposals that outline the costs/benefits/disadvantages of both methods.**

2. The City's checklist (p148-153) is supposed to be a duplicate of the Desired Services and Deliverables (P66-78) of the RFP but it's missing several items including:
  - a. Deliverable 6.3 fee calculations
  - b. Delinquent Collections (called section 6.4 on spreadsheet, but is actually 6.5) is missing requirement 1.
  - c. Lien Management (called 6.9 but actually 6.10) is missing half the requirement.
  - d. Section 6.11 Revenue Enforcement and Mobile Inspections
  - e. Can the CoA please explain this discrepancy?

**This is not discrepancy. Page 148-153 refers to the compliance system matrix. Page 66-78 is the Statement of Work.**

3. Regarding Deliverable 6.10 of Exhibit A, Scope of Services – please provide detailed information with respect to how the denoted Solid Waste functions relate to the management of Business Tax / Licensing processes within the CoA. How do these fees relate to a business? Please provide as much information with respect to how this business process functions as possible.

**The Department of Finance Office of Revenue is responsible for calculating, administering, and collecting annual solid waste fees from City of Atlanta residents. This is one of the many fees that will be administered and collected by the selected system.**

4. How many users (i.e. CoA employees) will require access to the new Business License and Cashier Management System?

- **General estimate is 80 users.**
- **Revenue Staff – 45 users**
- **APD’s License & Permits Unit – 5 users**
- **Office of Zoning – 14 users**
- **Mayor’s Office – Special Permits – 3 users**
- **Housing- Vending Permits – 3 users**
- **DPW Solid Waste – 3 users**
- **Office of Transportation – Parking Permits – 2 users**
- **ATL311 staff – 5 users**

5. Of the total listed above, how many users will be working primarily in the field (inspectors, auditors, enforcement officers etc.)?

**General Estimate is 10 users.**

6. Approximately how many business tax/licenses does the CoA renew each year?

- **General Estimate: 37,000 (excludes monthly excise taxes, permits and fees)**
- **Business Licenses – 23,000**
- **Professional Licenses – 9,500**
- **Alcohol Licenses – 2,300**
- **Insurance Licenses – 1,200**
- **Financial Institutions – 30**
- **Non Profit Licenses – 1,000**

7. Approximately how many new business tax/license applications does the CoA process each year?

**General estimate: 3,500 – 4,500 (general business licenses only – volume depends on health of the economy)**

8. How much revenue does the CoA collect from business license and excise taxes each year?

**General Estimate: \$100M**

9. The CoA has identified several existing systems with which the proposed business license and cashier management system will need to interface. However, the CoA has not specified the nature or scope of each interface. In order to provide a good faith estimate for each item, please provide the following information (complete the table) for each interface point listed under Deliverable 3.2 of Exhibit A, Scope of Services.

- **Accela – Zoning Permits and Payments**
- **EnQuesta – Commercial Water Accounts**
- **Billings Cash Receipt System (BCRS) – Payment Receipt and Processing of non-Business License**
- **Account, Solid Waste Billing and Account Managements**
- **Time Matters – Process Alcohol Licensing**
- **Siebel – City wide 311 system for customer inquiries and complaints**
- **Selectron - Interactive Voice Response System (IVR)**
- **Police Central – Process Alcohol Licensing**
- **LexisNexis – Collections and Non**

10. One of the proponents is a private company and they do not provide financial information to outside parties, such as financial statements. The company is debt free, investor free and profitable. We can provide a letter from our CPA attesting to this and a Dunn & Bradstreet report. Is this sufficient for the financial disclosure or are we disqualified if we do not provide financial statements?

**The City of Atlanta Requires 3 years of Financials statements (FY 13, 14, 15) from each prime proponent. In addition to the 3 years of financial statement the city requires that the Proponent Financial Disclosure form is completed. A prime proponent will not be considered if this financial information is not provided.**

11. Citizenseive is a pay-as-you-go software and service. Since we do not charge upfront for licensing fees and the fees are incurred as the software and service is being used a performance bond is not applicable to our pricing and contracting model. In addition, oftentimes we create milestone payments during implementation to ensure satisfactory progress is made before payments are made, or we can just invoice for implementation services after the system is live. If we do not agree to doing a performance bond are we disqualified? Can we invoice implementation services after going live as a substitute for the performance bond?

**There are no Performance or Payment Bond requirements for this project.**

12. To provide an accurate price estimate, please identify the number of distinct named back office users the City requires for the new system (please identify number of named users by business function). Back office users are staff members who will have partial or complete access to the system. They may comprise one or more departments. Their total number may affect how the system is licensed and is needed to determine the number of users that will need to be trained on using the system:

- **Licensing (See Response to Question 1)**
- **Permitting (See Response to Question 1)**
- **GIS (See Response to Question 1)**

13. How many field/mobile users does the City expect to use the new system? Of the number of mobile users, how many are included with the number of back office users requested in the previous question above?

- **Revenue Code Enforcement: 5 users**
- **APD Licenses and Permits: 5 users**

14. What is the approved or anticipated budget for this project?

**The City does not relinquish any proposed or anticipated budgets for their public procurements.**

15. Please confirm bonds and any other forms of surety are not required for this project.

**There are no bonds or any other forms of surety required as stated in the RFP solicitation document.**

16. RFP Section 8 in Part 2 lists Form 1: Illegal Immigration Reform and Enforcement Act Forms as required in a vendor's proposal submission. Item 7 in Form 1 states "*Subcontractor and sub-subcontractor affidavits are not required at the time of proposal submission...*" Please confirm vendors do not need to submit the Subcontractor Affidavit of Form 1 (page 3 of 3).

**Vendors do not need to submit the Subcontractor Affidavit unless there are subcontractors on the project. However, each company/vendor is required to turn in Form 1: Illegal Immigration Reform and Enforcement Acts as required by the Federal and State.**

17. Please confirm vendors are not required to include Form 4.2 – Certification of Bonding Ability and Form 8 – Proposal Bond in their proposals.

**Form 4.2 and Form 8 are not applicable to this RFP.**

18. Please clarify if SBO participation is required for this project. If not, how will the City fairly score vendor bids that do not include SBO firms with other vendor bids that do? If SBO vendor participation is required, please confirm the required percentage and also clarify the exact point/percentage scoring for such participation.

**In accordance with Appendix A of the solicitation document page 5 clearly states that all bidders must achieve a minimum of 35% Small Business Enterprise (SBE) participation at the subcontractor level. Participation credit will only be given to firms who utilize certified SBEs at the subcontractor level. Or provide written documentary evidence of good faith outreach efforts with their bid. The good faith outreach efforts will be should be listed on form SBO 2 in Appendix A.**

19. Please clarify where vendors should insert the completed Specifications Compliance Checklist (RFP Appendix E) in their proposals.

**It must be submitted in the order as listed in the Table of Contents, of the RFP document.**

20. Please clarify if the City prefers a vendor hosted or City-hosted solution?

**The City of Atlanta does not have a preference for on premise or cloud based. That being said, the City of Atlanta wishes to see proposals that outline the costs/benefits/disadvantages of all solutions.**

21. Please confirm local SBO vendor participation is not required.

**Appendix A of the solicitation document page 5 clearly states that all bidders must achieve a minimum of 35% Small Business Enterprise (SBE) participation at the subcontractor level. Participation credit will only be given to firms who utilize certified SBEs at the subcontractor level. Or provide written documentary evidence of good faith outreach efforts with their bid. The good faith outreach efforts will be should be listed on form SBO 2 in Appendix A.**

22. Can the City please provide the vendor attendee list and any relevant Q&A from last Thursday's Pre-Bid meeting?

**The vendor attendee list is located on the City of Atlanta's Procurement Website listed under project number FC-9334, Business and Cashier Management System.**

23. Does the City have any scheduled holidays near the proposal submission deadline when shipments will not be accepted?

**There are no City holidays that will affect any submissions deadlines. The Submission Deadline for this procurement RFP is November 18, 2016 no later than 2:00 P.M. (EST).**

24. To allow bidding vendors sufficient time to develop comprehensive bids, will the City please consider granting a 4-week extension to the Submission Deadline? The time between the deadline for vendor questions (11/8) and the current Submission Deadline (11/18) leaves insufficient time for vendors to fully vet potential SBO firms, adequately incorporate the City's answers into their bids, as well as accounting for courier shipment time. We do not ask this question lightly, as we understand the City's constraints with keeping to its planned schedule for this project. We hope the City can appreciate vendors have similar constraints as well and we have a number of competing sales priorities. We want to present the City with the best possible proposal, so we would greatly appreciate the additional time.

**The proposal due date has not been modified. Proposal are due on Friday, November 18, 2016 and should be time stamped in no later than 2:00 p.m. EST and delivered to the address listed below:**

**Mr. Clinton L. Johnson/FC-9334  
Department of Procurement  
55 Trinity Avenue, S. W.  
Suite 1900  
Atlanta, Georgia 30303**