



Fulton County, GA

Department of Purchasing & Contract Compliance

Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P
Director

January 3, 2011

Re: 10RFP75504YB-BR
IVR and IWR for Real Estate/Solid Waste Billing and Motor Vehicle IVR
Services

Dear proposers:

Attached is one (1) copy of Addendum 5, hereby made a part of the above referenced proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

Brian Richmond
Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in
Procurement Award • National Purchasing Institute



10RFP75504YB-BR IVR and IWR for Real Estate/Solid Waste Billing and Motor Vehicle IVR Services

Addendum No. 5 Page Two

This Addendum forms a part of the contract documents. This addendum answers questions asked by interested vendors:

Question: On page 25, you state that PayPoint is the current payment gateway provider for credit card processing. Does the County intend to offer process electronic check payments to customers?

Answer: Not immediately, however it may be considered in the future.

Question: Are you currently using PayPoint in real time authorization mode? Is there a need for the proposer to store customer profiles containing credit card data, et. **Answer:** We do not want to store credit card information.

Question: On page 27, you state that the proposed IWR/IVR will access tax billing and collection data.... Is there an established application programming interface (API) for this data layer access? Is this API published and accessible now? **Answer:** The existing API is not appropriate for proposed IVR/IWR. The vendor for the tax billing and collection system will create a new API. Selected vendor will work with tax system vendor creating specs. Selected vendor is not responsible for billable expense incurred by tax system vendor during the creation of the API.

Question: In the requirements response matrix for the IWR functionality starting on page 29, you imply in many of the requirements that the proposer must be able to create and design certain functionality which implies that the response in these cases should be "[C]". Please confirm. **Answer:** The response should be the vendor's appropriate response for the capability being requested -- the matrix is for Fulton County to understand what is included in the base functionality of the package being proposed, what is a standard option already developed at a cost, what is available with modifications that are included in the price of the package being proposed, what will require custom modifications, with the cost of the modifications, and what simply cannot be done in any event. The matrix is simply a tool to quickly compare technical solutions and will assist the County in coming up with the technical score for respective vendors.

Question: Has Fulton County standardized on a web content management software tool for authorized users to change website content? **Answer:** Yes, Fulton County utilizes Joomla.

Question: Will existing web page artifacts (e.g. source graphic files, style sheets, etc) be made available to the awarded vendor to ensure consistency of appearance with the main Fulton County website? **Answer:**
Yes

Question: Is there an established application programming interface (API) for access to the State's GRATIS system? Is this API published and accessible now? **Answer:** There is not published API for GRATIS system.

**10RFP75504YB-BR IVR and IWR for Real Estate/Solid Waste Billing and Motor Vehicle
IVR Services**

**Addendum No. 5
Page Three**

ACKNOWLEDGEMENT OF ADDENDUM NO. 5

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time of **Tuesday, January 11, 2011, 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 5, _____ day of _____, 2011.

Legal Name of Bidder

Signature of Authorized Representative

Title