

# CITY OF NEW BERN RFP NO FY161705

## Enterprise Resource Planning (ERP) System, Customer Information System (CIS), and Implementation Support

### ADDENDUM No. 2, May 5, 2017

This addendum forms a part of the RFP documents and clarifies the original RFP Document and attachments. This addendum consists of one (1) page. Changes to original RFP language (if applicable) are indicated with underlined text for additions and strikethroughs text for deletions.

**1. Question Asked:**

**Attachment 13, Data Conversions**

CIS	Customers	Advantage
CIS	2 year billing history	Advantage

**Are these referring to Utility Billing?**

Answer: Yes, our CIS refers to our existing Customer Information System, which some refer to as a Utility Billing system.

**2. Question Asked: The table on page 10 of the RFP “Background Statistics” lists customers including a line item “Other billing customers” with a count of 3100. What type of customers are these? Are they General Billing customers? Is there any requirement to convert these customers from some current software solution?**

Answer: These other customers consist of non-utility related general billings for retiree health insurance, parking, Beer and Wine licenses and Privilege Licenses. These customers are billed through the existing CIS (Advantage) system; however, the City is willing to modify the billing and collection of these fees based on a best practice approach. Customers billed for retiree health insurance, parking and Beer and Wine licenses (approximately 400) will require conversion but Privilege License customers will not require conversion. Additionally, the City periodically invoices citizens for miscellaneous services such as the leasing of public spaces, mowing of overgrown lots, and other various activities outside of the CIS system and therefore respondents should include “general billing” solutions with the respective proposal.