



**CITY OF BURLINGTON
DEPARTMENT OF PUBLIC WORKS
WATER RESOURCES**

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WATER RESOURCES CUSTOMER PORTAL RFP

Request for Proposals posted Wednesday April 12, 2023

Proposals due by Friday May 12, 2023 at 4 pm.

burlingtonvt.gov/RFP/water-resources-customer-portal

Section III, Response Format of this RFP indicated that all questions must be sent via email on or before 4/26/23, and responses would be posted online at burlingtonvt.gov/rfp/ by 5/2/23. There was a slight delay, and answers were available for review on 5/3/23.

The following questions were submitted by potential respondents. Questions are numbered in black; answers are in **red**.

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1. Can **companies from outside the USA** submit proposals?

Contractors and vendors must be licensed to do business in the State of Vermont, as referenced in Section VI, Contracting. In addition, they must meet the requirements of Burlington's Outsourcing Ordinance, as referenced in Section V, Exhibits D.

2. Will vendors need to make **in person meetings** in Burlington, VT?

No.

3. Can vendors **perform RFP related tasks outside the USA**?

Please see response to Question 1.

4. Can vendors **submit proposals via email**?

We will only accept electronic submissions in pdf format as referenced in Section III, Response Format.

5. The portal, at a minimum, would also support a single sign-in link to MuniPAY option (current platform) or other online payment service. **Is the city looking at switching payment vendors?**

We are not actively looking to switch our online payment provider at this time, but the respondent can present other options at their discretion as referenced in Section II, Scope of Work, 4 (c).

6. Scope of Work. Section 4.a. – Possible option for utilizing a single sign on (SSO) between the portal and the City's online payment provider (This is currently MuniPAY, but proposers should be able to provide single sign-on to other payment platforms). **With this stating "possible option" is the city looking for this to be included in the RFP or is the City looking for this to be an optional add-on line item?**

Optional Add On Item.

7. Can you **please clarify the following statement** "*Bid documents include this main body of the request for proposals and all exhibits*".

There are no other submission requirements other than those found in the main body of the RFP. Refer to Section IV, Submissions, A-D.

8. Are we **required to include any of the Exhibits or the Attachments** with our proposal?

Please see response to Question 7.

9. Section 4, subsection C –we have a payment processing solution, **are you interested in replacing MuniPay?**

Please see response to Question 5.

10. Response Format - **can we include a brief executive summary?**

Yes.