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| **#** | **Question** | **Response** |
| 1 | How many utility billing accounts do you have? | 725 |
| 2 | What services does the City bill for? | Water, Sewer, Trash |
| 3 | What is the staff count for “Community Development” with respect to the number of staff requiring training? | 14  This includes other staff in the City that would use the system, like front office staff that assist customers with permits and licenses, staff in the Development Services Department and Public Works staff that would work with Right of Way Permits. |
| 4 | Does the City have interest in ability to accept online permitting and/or inspection requests?If so, please share annual 2019 activity for both permits issued & inspections performed.  | YesFor building permits only:Residential Permits2019   172 (hail storm caused many roof replacements)2018     632017     68Commercial Permits2019   422018   402017   65Inspections - We didn’t start tracking the number of inspections until November 2019.2019   84 (Nov-Dec)2020   41 (YTD |
| 5 | Is the City interested in using a citizen self-service application? | Yes, the City is interested. However, it will be important to prioritize modules based on costs and availability of staff resources to support implementation. |
| 6 | What are the City’s expectations for a specific delivery model and where data is hosted? | The City is considering all delivery models, but it has a preference for SaaS solutions. The City contracts its IT services with a third-party, which limits its ability to host and manage systems. |
| 7 | What is the due date for RFP responses? | Bids were originally requested to be submitted by 4 P.M. CDT on Wednesday, March 25th. Due to the ongoing COVID-19 situation, the City has decided to extend the deadline to 4 P.M. CDT on Wednesday, April 8th. |