

ADDENDUM ACKNOWLEDGEMENT FORM  
RFP-001-01-2024  
ADDENDUM #1

Bid No: RFP-001-01-2024  
Bid Title: Evansville's City Government Mobile App Development  
Opening Date: Thursday, September 19, 2024 @ 1:30 p.m.

ADDENDUM NUMBER: (1) Date: September 10, 2024

PLEASE BE ADVISED THAT THE FOLLOWING CHANGES ARE APPLICABLE TO THE ORIGINAL SPECIFICATIONS OF THE ABOVE-REFERENCED RFP:

This addendum includes the following PLEASE NOTE **QUESTIONS** ARE IN *BLACK* AND THE CORRESPONDING **ANSWERS** ARE IN *RED*:

1. Is there any incumbent for this opportunity? **No**
2. If there is an incumbent then why you are looking for other companies? Are you not happy with them? **N/A**
3. If there is an Incumbent then are they bidding for this opportunity? **N/A**
4. Can you provide any guidance on the budget allocated for this project? **Unfortunately, I cannot. The mayor has committed to paying for this project through interest funds generated through another city account, but the exact allocation will depend on the result of this process.**
5. For payments (utility bills, tickets, etc.), which payment gateways or platforms should be integrated into the app? Is there an existing API or service already used by the city for payment processing? **There are existing services already being used by the city, which can be found on the city's existing website. I believe there are multiple – that the water-sewer utility, for example, may not be using the same service as the City Clerk.**
6. Could you provide more details on the types of user interactions expected within the app? For instance, should residents be able to track the status of their reported issues (e.g., potholes, utility outages)? **Tracking interactions would be an ideal addition to what was on the RFP, but is not an absolute requirement. Users should be able to pay bills, report issues, find information/events, sign up for updates and push notifications, reach city social media, and interact with city offices and officials.**
7. Does the city have any existing databases or systems (like CRMs or ERPs) that the app needs to integrate with for bill payment, permit requests, or other services? **Yes, though these vary by department**
8. How will the city departments update and maintain the content on their respective sections of the app? Is there an existing content management system (CMS) they will use, or should the app include an admin backend? **App should include an admin backend where departments can maintain**
9. Does the city expect the app to have any offline functionality (e.g., access to certain information when the user doesn't have an internet connection)? **No**
10. What level of user authentication will be required for app users (e.g., for paying bills or reporting issues)? Should this be integrated with single sign-on (SSO) or two-factor authentication (2FA)? **I will say single sign-on, though our IT department may request two-factor.**
11. Could you elaborate on any specific security protocols or certifications the app must adhere to (e.g., encryption standards, HIPAA compliance for sensitive user data)? **I will need to speak with our IT department to speak to that.**

12. Does the city have a preference for where the app will be hosted (e.g., a specific cloud provider or on-premise infrastructure)? **No**
13. Does the city expect the app to support multiple languages? If yes, which languages should be included, and will translations be provided by the city? **Yes. English, Spanish, Haitian. We can provide translations; if there is a translation integration available, such as used through Google, we would be open to this, as well.**
14. What types of analytics or reporting does the city want to track (e.g., usage statistics, issue report tracking)? Should these analytics be integrated within the app or managed separately? **City would like to track usage statistics, user navigation, issue report tracking. We are open to discussion regarding how they are integrated.**
15. Is the agency expecting all resources to be onshore and can they be offshore or hybrid? **Please clarify.**
16. Does the City of Evansville have any existing branding guidelines (e.g., logo, color palette, typography) that we should follow when designing the app? **We are in the process of developing this, yes.**
17. In Section 4 –References how many client references are required? **Recommend 2-3, but there is not a requirement.**

THIS ADDENDUM NOW BECOMES A PART OF THE ORIGINAL RFP.

THE A D D E N D U M ACKNOWLEDGMENT FORM SHALL BE SIGNED BY AN AUTHORIZED COMPANY REPRESENTATIVE, DATED AND RETURNED WITH THE RESPONSE.

**COMPANY:** \_\_\_\_\_

**BY:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_