City of Plymouth
RFI for Online Customer Payment and Cash Receipting Solution
Q&A

1. **May we submit our pricing information as an Appendix, so as not to impact the 12 page response limit?**
Please include pricing information within the 12 page response.

2. **Would it be possible to do the demo onsite?**
The city is flexible on remote or on-site demonstrations.

3. **How would the city like pricing presented? Do you want a particular format?**
Format is open.

4. **Which ERP solution has been chosen? What software integrations may be involved in this project, including selected ERP system or possible ERP systems?**
Workday is the tentative selection for HR/Finance and Sprypoint is the tentative selection for utility billing. The city also utilizes BS&A for permits and RecTrac for parks programming.

5. **Does the solution need to include cash deposits?**
The solution does not need to include cash deposits. The city is interested in responses for online customer payment (e.g., check, credit, debit, echeck, etc.) as well as cashiering for all checks received by the city.

6. **Is the RFI requirements excel document included in the 12 page maximum response limit?**
The 12 page maximum does not include the RFI excel template.

Thank you for your interest in the RFI!