



ENTERPRISE RESOURCE PLANNING SYSTEM (ERP)  
AND IMPLEMENTATION SERVICES  
RFP 2022-01

ADDENDUM NO. 1

**ANSWERS TO RESPONDENT QUESTIONS**

1. We offer both a Hosted/SaaS or Server-Based/On-Premise solution. Do you have a preference?

ANSWER

The objective of this RFP is to solicit proposals from vendors that can provide an integrated, fully developed, and previously implemented system as described in the RFP. The Agency's preference is to have a web-based application system. (Reference RFP page 10)

2. How many bank accounts do you reconcile?

ANSWER

South Sound 911's banking includes a warrant clearing account and an operating account.

3. Estimate number of active vendors in AP?

ANSWER

South Sound 911 averages about 700 active vendors.

4. How many accounts do you have in AR?

ANSWER

South Sound 911 has about 50 accounts receivable customers.

5. Do you want or need the ability to take online credit card payments?

ANSWER

Respondents may provide information about online credit card payment acceptance as an optional offering.

6. We offer training at our facility in Provo UT or Onsite. We offer a significant discount to come to our facility for training and have found taking you out of your environment to avoid any interruptions has been very beneficial. Do you have a preference?

ANSWER

South Sound 911 requires training to take place at South Sound 911.

7. Would you like me to include pricing for a fully integrated document management system?

ANSWER

Overall needs of the ERP system include records retention and disposal in accordance with state of Washington regulations. (Reference RFP page 6)

8. Whether companies from Outside USA can apply for this? (like, from India or Canada)

ANSWER

Interested parties in our RFP must meet the requirements of the RFP, including terms and conditions referenced therein.

9. Whether we need to come over there for meetings?

ANSWER:

Some meetings may be in-person; some may not. Please see the RFP document.

10. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

ANSWER:

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