

Utility Billing Customer Information System
RFI Questions

What is the number of locations / offices where system will be used?

Four buildings; City Hall, Customer Service, Electric and Water offices.

What is the total number of employees?

The City of Fountain employs approximately 200 employees.

What is the total number of users that will need access to billing system?

We will require 25 users minimum.

What is the total number of users that will be in the billing system at one time?

We will need the system to allow all 25 users to access the system simultaneously.

How many cashier stations do you have?

We currently have four stations to serve customers in our lobby.

Can companies outside the USA respond to the RFI?

Yes, all submittals to this RFI will be considered.

Will the respondent need to physically attend meetings for as part of this RFI process?

Yes, there is a possibility that respondents will need to travel and meet with us in-person.

Can respondents perform tasks related to the RFI outside the USA?

Yes, we do not foresee geographic locations to become a hindrance throughout the RFI process.

Can submittals to the RFI be sent electronically, for example, via email?

No, submittals must be mailed or dropped off in person per the instructions in the RFI