

## **ADDENDUM NO. 2**

### **ENTERPRISE SYSTEMS INTEGRATION and MANAGED INTEGRATIONS-AS-A-SERVICE VILLAGE OF ARLINGTON HEIGHTS**

**12/4/2023**

The Village of Arlington Heights releases this 2nd addendum to the RFQ for Enterprise System Integration and Managed Integrations-as-a-Service in response to questions asked

The Village requires your signed acknowledgement of this addendum #2 as part of a proposer's complete proposal response. Failure to acknowledge receipt of this addendum with the proposer's proposal submission shall result in the submission to be incomplete and be disqualified.

#### **Questions and Answers:**

Q1: Is the RFQ to be submitted electronically by the due date to your email address?

Answer: Yes – Please provide a PDF submission of your proposal and submit it electronically to Lisa Subrin at LSubrin@vah.com

Q2: Can you advise, if Section 10, Proposal Response Guidelines, is what is requested to be submitted? Or, should Section 5, Evaluation Criteria also be included addressing each line item?

Answer: Section 10 provides the format for respondents to structure their proposal responses. Section 5's evaluation criteria will be applied by the Village's proposal evaluation team. Respondents should be conscious of the evaluation criteria when drafting their responses.

Q3: Tyler Installations/Migrations: Could you provide an update on the current status of the Tyler installations and migrations, specifically focusing on Utility Billing and Enterprise Service Request (ESR) systems? Additionally, are there any other Tyler products currently being implemented or planned for implementation in the near future?

Answer: The City is implementing Tyler's EnerGov and Munis Utility Billing on 12/12 and 1/29, respectively. We expect these systems to be stabilized in their respective production environments by the start of this project in February 2024. The implementation of Tyler's MyCivic/Enterprise Service Request will be limited to Tyler-to-Tyler product integrations which are native to the platform.

Q4: Azure Environment: Could you clarify the current extent of Arlington Heights' footprint on Azure? Also, is there interest in expanding this usage to include Azure's capabilities for the upcoming integration projects?

Answer: At this time, from an operational point of view, we do not store or process data on Azure. However, we do utilize Azure Entra ID for authentication and login purposes. We do intend to mandate that all developers store and commit any code developed for the Village of Arlington Heights in a Git repository. Currently, we are exploring the possibility of using Azure DevOps to manage this project, but a final decision has not been reached yet. As for future integration projects, we do not have any plans at this time, but the situation may change in the

future.

Q5: CityWorks Installation: Is the current CityWorks installation deployed in an on-premises environment, or is it cloud-based? Additionally, are there any plans or considerations for migrating it to a different environment in the near future?"

Answer: The CityWorks Installation is on-prem running on Windows IIS.

Q6: Will the City confirm that ESRI is the platform the Village uses for GIS? If not, ESRI, please provide the name of the GIS platform used.

Answer: The City uses Esri's products for desktop, server, and online mapping services for all of its GIS activities and contracts with Municipal GIS Partners to support its GIS applications, data, and services. Since 2017, it has been an active member of the GIS Consortium, an organization of Chicago-area communities unified by a common goal: to share resources, information, staffing, and technology so that municipalities can optimize the value of their GIS capabilities.

**Vendor's Acknowledgment of Receipt**

**Company Name** \_\_\_\_\_

**By** \_\_\_\_\_

**Print Name** \_\_\_\_\_

**Position / Title** \_\_\_\_\_

**Date** \_\_\_\_\_