Addendum No. 1 to RFP # 27-25

CITY OF SOMERVILLE, MASSACHUSETTS
Department of Procurement and Contracting Services
JAKE WILSON
MAYOR

To: All Parties on Record with the City of Somerville as Holding RFP # 27-25
On-Call Utility Billing Assistance Services

From: Logan Carroll

Date: 11/17/2026

Re: Deadline Extension and Questions and Answers from plan holders.

Addendum No. 1 to RFP # 27-25

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

Addendum No. 1 to RFP # 27-25

Attention: The new due date for this RFP is now 11/24/2026 before 2PM

#	Question	Answer
1	**Can international municipal project experience be considered toward the requirement of providing utility billing assistance services to at least three similar-sized municipalities within the last five years?**	**We will consider international municipal project experience if the project experience meets the requirement.**
2	**Is experience with Tyler Technologies/MUNIS for more than five years an absolute mandatory requirement for the proposed Project Manager?**	**Experience with Tyler Technologies/MUNIS for more than five years is a requirement for the proposed Project Manager.**
3	**Can a company submit a proposal based on relevant international municipal experience if it does not meet the Massachusetts-specific experience requirements?**	**A company may submit a proposal based on relevant international municipal experience.**
4	**What version of Tyler Technologies MUNIS is the City currently using for utility billing?**	The City's production environment is in version 2024.7.0.1240.
5	**How frequently are software updates or version upgrades applied?**	**The City applies software updates and version upgrades when the release is mature to maintain a stable production environment. Non-production environments can be updated more frequently.**
6	**Does the City maintain a separate test or training environment for validating billing configurations, interfaces, data imports, software updates, and other system changes before they are moved into the production environment?**	**The City maintains a separate test and training environment before changes are moved into the production environment.**
7	**Anticipated Volume / Scale: Can the City provide an estimate or historical reference regarding the expected annual volume of hours or task orders**	The anticipated contract limit of $200,000 three-year not-to-exceed amount was determined based on past annual spend and projected work for the

	anticipated under the $200,000 three-year not-to-exceed contract limit?	next three years.
8	Place of Performance Split: Regarding the work locations, what proportion of the on-call utility billing assistance tasks are expected to be performed on-site in Somerville versus remotely?	**The City expects most, if not all, the work can be performed remotely based on previous tasks.**