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*AMENDMENT TO SOLICITATION*

AMENDMENT NO. 1

ISSUE DATE: 10/18/2021

SOLICITATION NO. P2021-10-03

DATED: 10/7/2021

**PROJECT: Accounting and Financial Management Software System and Implementation**

**QUESTIONS & ANSWERS:**

All questions received by companies through September 14, 2021, have been combined and answered in red below.

**QUESTION 1):** Under software scope on page 15 that you have “Accounts Receivable.” Does the Zoo actually create invoices for these receivables?

**ANSWER 1): We do create invoices, particularly for school groups. Invoices are not currently being created in CSI but are done outside of the financial software. This is a feature we would like to have in the new software.**

**QUESTION 2):** Under software scope on page 15 that you have “Accounts Receivable.” could you give me some examples of the sort of invoices you create?

**ANSWER 2): School groups, invoicing to SSA (the retail/concessions vendor we contract with)**

**QUESTION 3):** In the RFP under 2.8.02, C, #3 you request a cost (among other items) for migrating current data from CSI SmartFusion how much historical data is Riverbanks interested in converting from CSI?

**ANSWER 3): We are interested in migrating from FY19 forward into the new system.**

**QUESTION 4):** In the RFP under 5.1.00 – Software Scope #10 you mention Work order/service order. How is Riverbank’s handling this currently?

**ANSWER 4): We have work orders that go to maintenance and IT using e-mail. We are interested in seeing what capability there might be in a new software system to handle these requests.**

**QUESTION 5):** What type of service orders/work orders are common?

**ANSWER 5): Maintenance and IT.**

**QUESTION 6):** I would like some clarification regarding 6.4.00 – 6.4.01. Are you asking for a complete list of our SC customers in addition to the 3 detailed references?

**ANSWER 6): Just three references total.**

**QUESTION 7):** under General (page 10) you are asking for the total number of customers in both SC & the U.S., correct?

**ANSWER 7): Yes, the goal is to get a sense of how broad your customer base is.**

**QUESTION 8):** Sections 5.3.00 & section 6.2.00 both list information and the order of information that seem to be slightly different. Can you clarify?

**ANSWER 8):** Please follow the order of information in 6.2.00.

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Offerors must acknowledge receipt of this amendment by one of the following methods: (a) By signing and returning one copy of this amendment with your bid; (b) By acknowledging receipt of this amendment on each copy of the bid submitted; or separate letter which includes a reference to the solicitation and amendment numbers. Failure of your acknowledgment to be received at the Purchasing Office prior to the hour and date of the opening may result in rejection of your offer. If by virtue of this amendment, you desire to change an offer already submitted, such change may be made by letter, provided such letter makes reference to the solicitation and this amendment and is received prior to the opening hour and date specified.

COMPANY NAME: \_\_\_\_\_

NAME & TITLE OF AUTHORIZED REPRESENTATIVE \_\_\_\_\_

AUTHORIZED SIGNATURE \_\_\_\_\_

*Raymond T. Brindle*

Raymond T. Brindle  
Procurement Manager / Contracts Administrator