

CITY OF JACKSON, MISSISSIPPI

ADDENDUM NO. 1

ERP RFP No. 20477-092226 Vendor Questions and Official Responses

This Addendum provides responses to questions submitted by potential proposers regarding the City's ERP RFP. The questions and responses below are issued as part of the solicitation and should be read together with the original RFP and all other issued addenda.

Proposal Deadline. The proposal submission deadline has been extended to October 6, 2026.

Solicitation	ERP RFP No. 20477-092226
Addendum	No. 1
Proposal Deadline	October 6, 2026

Vendor Questions

Question	Response
Please confirm whether the City will accept and evaluate a module-specific proposal limited to the following functional areas: Project Tracking and Capital Improvement Program Management Grant Monitoring and Grant Management Capital budgeting and funding management Contracts, commitments, change orders, and payment tracking Asset-to-project and GIS linkage Reporting, analytics, and executive dashboards Associated Tyler Munis and other system integrations	Yes. The City intends to evaluate solutions capable of supporting the operational and regulatory requirements of it's Stormwater Management Division. So, yes it is.
Please also confirm whether: The City may make separate awards or select individual combinations of modules from different proposers; and A module-specific proposer may identify requirements outside its proposed scope—such as permitting, licensing, inspections, code enforcement, 311, and housing—as “Not Proposed—Outside Selected Module Scope” in the Functional Requirements Matrix.	Yes. The City intends to evaluate solutions capable of supporting the operational and regulatory requirements of it's Stormwater Management Division. So, yes it is.
Can the individual functional modules (Financial ERP/GL, Grant Monitoring, Housing Programs, 311 Resident Services, and Public Works/Stormwater Asset Management) be awarded to different vendors,	Single vendor.

or must a single vendor provide the full scope described in Section 3.2?	
Is FedRAMP authorization (AWS GovCloud, Azure Government, or Google Cloud Government) a strict pass/fail requirement for the hosting environment, or will a cloud platform with SOC 2 Type II certification and independent penetration testing, but without FedRAMP authorization, be considered?	IT - Optional
Is compliance with NIST SP 800-53 Rev. 5 at the Moderate baseline required at the time of proposal submission, or may supporting documentation be finalized during contract negotiation?	IT - Offer additional points
Would the City consider a phased award that prioritizes Permitting, Building Inspections, Code Enforcement, and Planning & Zoning in Phase 1, with Financial ERP, Grant Monitoring, Housing Programs, 311, and Stormwater/Public Works sourced separately or in a later phase?	One phase
Is a phone-based IVR channel required for the 311 platform at initial go-live, or would a web- and mobile-app-based 311 channel satisfy Phase 1 requirements, with phone integration added later?	City's preference is to include IVR with initial launch.
Must Grant Monitoring and Housing Programs functionality reside within the same platform as permitting and inspections, or may these be satisfied through a documented integration with a separate, specialized system?	City's preference is to use one platform and to use this systems as grant monitoring.
Is the Public Works/Stormwater MS4 module a mandatory component of this award, or could stormwater asset management remain in the City's existing Cityworks environment and be addressed through integration instead?	Yes, Proposers should provided a proposed approach that satisfies the functional, reporting, GIS, work-order, and MS4 compliance requirements of the RFP. Proposers should clearly describe whether they propose replacement, integration, or a hybrid approach.
What is the name of the City's current legacy permitting and land management system, so proposers can accurately scope data migration and integration?	OpenGov
Is there an incumbent vendor for the financial ERP/GL, grant management, housing programs, or 311 functions, and are those systems expected to be replaced or retained and integrated with?	Procurement (answer this)
Is funding currently approved for the full ten-year, all-modules scope described in this RFP, or only for an initial phase?	No, scoped for the initial phase for the contract award with the option for extension based on contract terms at award.
Who holds final budget authority for this procurement — a department director, the City Administration, or does award require City Council approval?	Multiple city departments will fund this project and the award will require city council approval.

Can this procurement be completed through a cooperative purchasing contract such as Sourcewell, HGACBuy, OMNIA, or NASPO?	No
Were any vendors consulted in the drafting of this RFP, and has the City already viewed product demonstrations from other vendors?	No
Is the proportional, departmental cost-sharing billing structure described in Section 9.1 a mandatory contractual requirement, or a capability the City would like available if needed?	N/A - TBD
Is real-time, bi-directional GL posting with the financial system required at go-live, or would a scheduled batch export meeting month-end reconciliation needs be acceptable during an initial phase?	Not decided
Are automatic E911 address synchronization and Hinds County land-roll auto-sync required specifically within the permitting/GIS scope of this RFP, or are they tied to other modules outside that scope?	As real-time as possible
Is real-time automated contractor license verification against the Mississippi State Board of Contractors database required, or is manual verification at permit issuance acceptable?	No - Nice to have and get additional points
Given the breadth of this RFP's scope, would the City consider extending the proposal submission deadline to allow for a more thorough response?	Yes, this is possible based on procurement guidelines.
Who serves on the Evaluation Committee, and what departmental expertise does each member represent?	All interested parties.
Which departments currently rely on paper, spreadsheets, or manual processes rather than software for the functions described in this RFP?	Not relevant
Can you share the Teams meeting link and any other information for the pre-proposal conference on September 10th? We're not seeing anything in the portal.	Procurement will send the teams link.
Can you please share Appendix B - Functional Requirements Matrix with us? That file was missing when we downloaded the bid package from the portal.	The appendix will be shared in the addendum.
Would you please consider extending the proposal due date to October 6th since we haven't had the requirements matrix to work on?	Yes, this is possible based on procurement guidelines.
What permitting platform is currently being used? Thank you	OpenGov
Does the City intend to retain Cityworks as its long-term Public Works platform, or is replacement being considered?	Replacement is being considered since the city is hoping to consolidate platforms.

Is the City working with advisory consultants for this procurement?	No.
Has the City participated in software demos relating to this procurement in the past 12 months? If so, with which vendors?	The city viewed some product demos with vendors and to make the process fair would prefer not to name the vendors.
Can you describe your needs regarding the housing requirements?	The goal is to use the new platform as a project management to track and manage grant milestones.
Is the excel matrix just to be used for section 4 functionality questions or more?	Yes, the Excel matrix is for Section 4.
With your fiscal year Oct 1, has this already been appropriated funds?	Yes.
Is Public Works Asset Management Cityworks included in this scope of work - under the 2 phases listed under section 6.1 Public Works is not included in either planned Phase	Yes. Public Works Asset Management and Stormwater are included in the overall scope.
What functional groups of public works is looking to be on the asset management software?	Public Works requirement is Stormwater/Drainage asset and work management, with the ability to expand the system to other Public Works infrastructure categories.
I see stormwater but is there roads, traffic signals, facilities maintenance, etc?	Yes, you should identify capabilities for
Approximately how many records are expected to be migrated?	Yes, proposers should identify streets, bridges, drainage, traffic infrastructure, facilities, fleet, sidewalks/ADA assets, signs, and other municipal infrastructure as available/optional functionality.
Can you talk more about the FedRAMP requirements?	Refer to question 5.
Are you willing to accept AWS Commercial cloud or does it have to be Gov cloud?	AWS Commercial Cloud is acceptable, provided that the proposed hosting environment meets all security, privacy, data protection, compliance, and other applicable requirements specified in the RFP. AWS GovCloud is not required unless otherwise specified in the RFP.
Is the City willing to extend the deadline given there will be an addendum with Q&A?	Yes, this is possible based on procurement guidelines.
What 311 program is being used today?	Cityworks and CitySourced
If there are several overlapping 311 elements in scope is that a value add or is the current 311 system preferred moving forward?	We would prefer to have one solution that serves all needs, but barring that would need a system that will integrate with our current 311 platform.
Do you plan on making a change to your financial ERP in the next 2years?	No.
Will the city provide a breakdown of named users and mobile users now or in the addendum?	No.
You mentioned that Cityworks for Public Works is to be replaced. If that is the case, I don't see any	Vendors proposing replacement should describe their migration strategy and how existing Public

Functional Requirements under section 4 for Public Works. Also, 3.3 Interfaces identifies Cityworks as a software to be integrated with.	Works work orders, stormwater assets, service-request data, and related records would be transitioned.
Can you elaborate on how the integration with other 3rd party systems?	Refer to section 3.3 of the RFP.
When you talk about migrating onto the new platform of choice within the next year are there hard timelines, stated goals, benchmarks?	Hard timeline is October 1, 2027. Refer to RFP for goals and benchmarks.
Has the City established any preliminary funding expectations or budget range for this initiative?	Yes.
To confirm, what email address are we to submit questions to? The one listed in the RFP isn't working	thoover@city.jackson.ms.us
Is the renewal date in the RFP?	Any renewal details will be designated at contract award.
Is the expected solution to include financial management capabilities, or only api/integration with Tyler technologies Munis?	The expectation is only integration with the system.
Is Tyler supporting grants today?	No.
Would the City be willing to grant a two-week extension to the proposal submission deadline?	Yes, this is possible based on procurement guidelines.
Please confirm whether the City will accept and evaluate a module-specific proposal limited to the following functional areas: Project Tracking and Capital Improvement Program Management Grant Monitoring and Grant Management Capital budgeting and funding management Contracts, commitments, change orders, and payment tracking Asset-to-project and GIS linkage Reporting, analytics, and executive dashboards Associated Tyler Munis and other system integrations	Yes.
Will the City make separate awards or select individual combinations of modules from different proposers	No. The preference is single-award to one vendor.
Can a module-specific proposer may identify requirements outside its proposed scope—such as permitting, licensing, inspections, code enforcement, 311, and housing—as “Not Proposed—Outside Selected Module Scope” in the Functional Requirements Matrix.	Only if the proposed module would reduce the number of platforms as a whole.
Has the City seen demos from vendors in the last 12 months? If so, from which vendors and for which products?	Yes, the city has viewed demos from other products and decided pursue a solution via the RFP route for more competitive offerings.
What is the anticipated project start date and desired go-live data for the solution?	1-Oct-27

Due to the complexity of the RFP and our desire to submit a comprehensive proposal, would the City consider extending the proposal deadline to October 6 in order to give vendors sufficient time to prepare proposals after the Q&A addendum is released	Yes, the proposal deadline has been extended to October 6th.
Is this RFP intended to replace Cityworks or does the City wish to have the awarded solution integrate with Cityworks?	To integrate into one system
Appendix A - Pricing and Cost Form states "Proposers must also submit this form in editable Excel format." Can the City please provide the Excel file?	This will be provided in the addendum.
Appendix B - Functional Requirements Matrix is provided as a separate Excel workbook ("COJ-ERP-2026-001_Appendix_B_Matrix.xlsx") available for download from the City's procurement portal..." However, the only document available for download is the RFP document. Can the City please provide the Excel matrix for Appendix B?	This document will be provided in the addendum.
Please list all asset types to be covered under Public Works Asset Management and Storm water?	At a minimum, the project must accommodate the stormwater infrastructure assets such as inlets, manholes, pipes, ditches, culverts, ponds, and outfalls. The City may expand the asset inventory during discovery and implementation. Engineering would include bridges, streets, Traffic lights, and drainage.
Is the City open to alternative payment structures?	No.
How many end users are anticipated for each of the modules?	To be determined.
Is the City open to a phased implementation?	To be determined.
For asset management integrations: What is the system name and version? Is this one way or two way data exchange? What is the sync frequency? What data points are exchanged? What is the goal of the integration? Does the integration require real-time data transfer or batch imports? Is there a Rest API available for the integration?	CityWorks 15.8.9. Our preference is for data sync to occur as frequently as possible. No, there is not a Rest API for integration.
For asset management data conversions: What is the system name? What is the quality of the data? What data will be converted? I.e. work history, cost history, inspection history, request history, etc.? What assets would need to be in this project?	The module in CityWorks was never implemented. The goal is to implement a new system for asset management.

Who are the current vendors for products/modules being procured via this RFP?	Please see Section 3.3 of RFP.
What will you use for a work management system? Select all that apply OpenGov Enterprise Asset Management System OpenGov Permitting & Licensing 3rd party vendor(s). Please specify: _____ No work management system/paper based.	The goal is to obtain a comprehensive work management system to reduce to total number of vendors that offer services for all interested parties.
Do you need to manage requests in GAB before routing to a work management system? Yes, we need to manage/triage incoming requests before they route to a work management system A single queue to manage requests is sufficient We need individual queues for each department. No, requests can be routed directly to a work management system	Yes, we need to manage/triage incoming requests before they route to a work management system and we need individual queues for each department
If you need an assignment queue, is a single step workflow sufficient? Yes, once assigned to an individual, that individual will approve or reject that request before it is routed to a work management system. No, we require multiple workflow steps before a request is routed to a work management system. Please specify your approval workflow(s): _____	No, we require multiple workflow steps before a request is routed to a work management system.
How many request types do you have? Please list here:	There are currently 314 problem types in the 311 database.
What type of 311 requests will you intake Registered responses (individual will need to register an email before submitting) Anonymous (no registration of an email is required to submit) Unsure, open to following best practices.	Registered responses are preferred
How many departments do requests route to? 0-3 3+ Please specify: _____	311 service requests currently fall into 23 categories (Departments/Divisions).
Do you need to capture any fields other than the standard 311 fields: No, the Standard fields are sufficient location(address) Lat Long Description Attachments (up to 3) User info (name, phone, email)	Cityworks allows us to capture some 70+ fields of data, and we would prefer to retain those same capabilities.

Issue type (dropdown) Yes, we need additional data points to be collected: Please specify _____	
What functional groups comprise public works? It clearly calls out stormwater but what else? Select all that apply - Transportation (Roads, Streets, Bridge) - Traffic Signals - Facilities - If managing facilities, how many buildings? - Do you have floor plans within CAD files? - Do you have any FCI/FCA data? - Fleet - Parks - Walkability (Sidewalks, ADA ramps, light fixtures, signs, etc.) If not listed but wanting to be managed, please list them.	All of those functional groups in addition to asset management and Building maintenance.
Does the city currently have their own IVR system that would need to be integrated with the 311 system? If so, would you be able to provide this system's API documentation? If not, is the intention that the vendor would provide this as well?	No
Will there be any historical data brought over into the new asset management system? If so, what kind of data is that? - Asset data - Work Order data - Attachments - Cost History data - Resource data - Request History data - Condition Inspection History data What is the quantity of data? 250,000 total records or less - More than 250,000 total records If more can you provide an estimate? Where is this historical data coming from? Is it just Cityworks? What is the quality of this data? - Good	There are some 360,000 service requests stored in the Cityworks database. The quality of the data is decent. We would prefer to retain/migrate this data into the new system.

Decent Poor	
What is the shutoff date for Opengov?	To be determined.
Should vendors obtain a Mississippi Secretary of State Registration Number for submission, or may it be obtained following award?	This may obtain following the award and a business license with the City of Jackson.
Can the City describe the current tools and processes used for capital project tracking?	Engineering uses spreadsheets to track projects.
Would the City consider extending the submission deadline by one week to September 29, 2026 to allow respondents adequate time to put together a thoughtful proposal?	Yes.
Please clarify whether the City intends to replace Cityworks as part of this RFP.	To be determined.
If replacing Cityworks is within scope, how many Public Works users will require access to the proposed solution?	Unlimited until implementation.
If replacing Cityworks is within scope, please identify all departments and divisions that currently use Cityworks to manage assets and work orders.	To be determined.
Please provide the total number of City staff members who will require access to the permitting and land management functionality.	To be determined.
Please clarify whether the City intends to replace its existing 311 system as part of this RFP.	Yes.
Please provide a list of all vendors that provided product demonstrations prior to the issuance of this RFP.	Not applicable.
Did any vendors provide budgetary pricing to the city prior to the issuance of this RFP. If so, please provide a list of those vendors.	Not applicable.
Are you able to provide a budgetary range or estimate for funding for this project?	No.
Could we request a copy of the pre-proposal conference, please?	The city will not release the pre-proposal conference.

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