

**REQUEST FOR PROPOSAL (RFP) PS20201415
PROVISION OF PROPERTY TAX, UTILITY BILLING AND GENERAL INFORMATION MAIL-
OUT SERVICES**

QUESTIONS AND ANSWERS NO. 2

ISSUED ON: January 19, 2021

Q1	Related to Appendix 12 - Question 2: Could the Team please elaborate on the expectations of Q #2? - The City's data should be purged and deleted by the vendor once printing has been generated?
A1	The City's Revenue Services will provide the exact wording on what to print on the form; however, the City's Technology Services (TS) needs to ensure the PDF file size is less than 150Kb and conforms to City standards.
Q2	Related to Appendix 12 - Is the expectation for the proponent to do the composition? What type of files will be received?
A2	The expectation is that private and confidential citizen data provided to the vendor will be deleted from the vendor's systems (storage, hard copies) once the print jobs are issued and may need to be validated by the City's Technology Services department.
Q3	End User Access Control audit log (to show who accessed the solution and what kind of transactions have been done). We need to better understand how this relates to print fulfillment in order to answer accurately. What's throwing us off is this part "...who accessed the solution and what kind of transactions...". Based on our understanding of "access" there is none to the printing and mailing operation.
A3	The City will be providing private and confidential information and data to the successful proponent. As such, the City requires that the successful proponent must be able to demonstrate where the information was sent, in what format and who handled the information in case of a data breach.
Q4	Regarding your request for references, we do not typically reveal customer information this early on in a vendor evaluation cycle. Are you fine with providing customer references once the City actually narrows its vendor options for this project, or would that hurt our chances as being your chosen vendor
A4	Any firm intending to submit a proposal should provide references as this will formulate the initial evaluation phase conducted by the City.

**REQUEST FOR PROPOSAL "RFP" PS20201415
PROVISION OF PROPERTY TAX, UTILITY BILLING AND GENERAL INFORMATION MAIL-
OUT SERVICES
QUESTIONS AND ANSWERS No. 1**

END OF Q&A No. 2