



ADDENDUM #3
ITB/RFP NUMBER: 2017024-IT-P
Permitting Software RFP

DATE: September 16, 2016

TO: All Potential Bidders/Offerors

City of Harrisonburg's Permitting Software RFP, is modified as follows:

1. Question: We're unsure whether the "No" from Addendum #2, question #5 means no IVR solution is needed or simply that there isn't one being currently used.

5. Question: Does the City currently use an IVR solution and if so what solution? If not does the City require a proposed IVR solution submitted as part of the RFP response?

Answer: No current Integrated Voice Response solution is in place with the current Permitting software

Answer: We do not have IVR nor do we require it in the new system.

All other requirements, terms and conditions of the ITB/RFP remain unchanged.

Addendum page must be signed and returned with your bid/proposal to acknowledge receipt of this addendum.

Authorized Signature

By: Pat Hilliard, CPPB
Procurement Manager