



RESPONSE TO UNIVERSITY HEIGHTS INFORMATION TECHNOLOGY NEEDS ASSESSMENT AND STRATEGIC PLAN ANSWERS TO FORMAL PROPOSAL QUESTIONS

1. Between the issuance of the RFP and the Deadline for the submission of Proposals, the City of University Heights has separately changed its landline phone service to a new provider (Spectrum).

The submitted proposals are therefore no longer expected to include the transition process to the new phone system, but only routine maintenance of the new phone system in collaboration with Spectrum.

2. Between the issuance of the RFP and the Deadline for submissions of proposals, the City of University Heights has obtained a quote for transitioning its VIP accounting system into the VIP Cloud Service.

The service provider submitting proposals are therefore expected to work with the VIP accounting system provider to ensure a smooth transition process and for subsequent routine maintenance of functions and security of the VIP cloud-based accounting system.

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