



CITY OF BEVERLY HILLS
ADMINISTRATIVE SERVICES
DEPARTMENT
455 NORTH REXFORD DRIVE,
BEVERLY HILLS, CA 90210

Bid No. 17-41
Modernize Utility Billing, Payment and Notification Services

Addendum No. 1

Date of Request: November 6, 2017

Bid Number: 17-41

Item Description: The City is interested in modernizing its utility billing, payment, and customer notification processes. The service will include reoccurring online payments, interactive voice response (IVR) phone payments, mobile payments, eBilling, outbound customer notifications (including high-volume call-outs), and credit card and eCheck processing.

Question Period: Monday, November 6, 2017 through Thursday, November 22, 2017 @ 12:00 p.m.(Pacific).

Q&A: Below is the cumulative list of questions and answers submitted by potential bidders.

1. **Question:** Can you please provide us with your contact at Tyler Technologies?

Answer: **Sandy Gallagher**
Lead Account Representative
Tyler Technologies, Inc.
800.772.2260 ext. 4505
sandy.gallagher@tylertech.com