



Town of Smithfield

OFFICE OF PURCHASING AGENT
64 FARNUM PIKE
SMITHFIELD, RHODE ISLAND 02917
TELEPHONE: (401) 233-1000 EXT: 138
EMAIL: CSANTOS@SMITHFIELDRI.COM

DATE: October 21, 2022
CC: Christopher Celeste, Tax Assessor
RE: RFP #20220921 for Tax Administration & Collection Software

Page 1 of 2

Addenda #2 Question and Answers

- **QUESTION** - Page 7: “Ability to view all bills being received” Does this refer to being able to see all bills created in Tax Admin?

ANSWER - This refers to all existing bills for a particular account, including all tax bills and utility bills.

- **QUESTION** - Page 8: “Ability to create custom imports” Could you please share the custom imports that the Town would require as part of this scope?

ANSWER - The Town requires the ability to import data from any system. We need the ability to modify the import process to accept various import files in the event we change other systems. This would include tax data from other systems, or meter readings for utility billing, etc.

- **QUESTION** - Page 9: “The system will allow for user-definable categories to be entered into each account. Specific problems can be noted, and detailed information can be reported. Reports can then be produced based on these entries.”
Could you please provide a few examples to help us answer this question better? What types of categories?

ANSWER - This simply means we want user fields which we can name and use for reporting purposes. An example could be a field called “tax sale” where we could enter the year sold, or “interest waiver granted” where we could enter a date.

- **QUESTION** - Page 11: “The system will allow storage of descriptive information relating to each receivable including those from previous years.”
Could you please provide more clarification on this request? Would this be similar to a notes field?

ANSWER - This means we want the ability to drill down into all details on a property (parcel ID, last meter read date, meter size, meter number, etc.)



- **QUESTION** - Page 11: “The system will allow for modification of all items related to the collection process including e) Billing item descriptions”
Are these billing item descriptions also similar to notes?

ANSWER - Similar to the previous answer, but not only can we drill down into the details, all fields must be editable (with the proper permissions)

- **QUESTION** - Page 12: “Automatic discount application”
Could you please share a little more about what is meant by automatic discount application?

ANSWER - This refers to the ability to apply discounts automatically for early pay or full pay. An example would be a 2% discount if the entire bill is paid within some timeframe.