



City of Mobile
Request for Proposals
Addendum 1 to RFP Number: 5983

Software for Management of City Supported Events

The City of Mobile is seeking proposals for Software as a Service (SaaS) for City management of public events supported by City services.

The City is providing this Addendum 1 in response to questions received regarding the original RFP and to make corrections to the original RFP.

The due date for submitted written proposals IS EXTENDED TO 4:00 p.m., 30 September 2025.

Submit by mail or parcel delivery one paper original and one digital copy (CD or flash drive) of the proposal.

The full contents of the original Request for Proposals (RFP), and any subsequent Addenda to this RFP may be found on the City Bid page at <https://www.cityofmobile.org/bids>.

QUESTIONS AND ANSWERS:

The follow are questions that have been received and City responses to those questions. The questions are included generally verbatim as received relating to the overall RFP requirements where the City determined that an answer to all potential proposers was merited. Where you remain unclear or uncertain of the City's requirements, please use your judgment as to the City's intent, and state any questions or assumptions you made in interpreting the City's RFP. All timely submitted RFPs will be fully considered and scored by the City.

1. How many events per year does the City expect to process through the system?

Answer: The exact number may vary from year to year depending on community demand and City programming. On average, the City processes about 1500-3000 event applications annually currently.

2. How many internal staff users and external applicants are anticipated?

Answer: About 65 internal staff users and an estimated 500-1000 external applicants a year. These numbers are estimates and may vary depending on event volume and community demand.

3. Will vendors (e.g., security, sanitation contractors) require access to the platform, and if so, what level of access?

Answer: No.

4. Are events limited to public-facing City-supported events, or will internal/private events also be managed in the system?

Answer: The system should support both public-facing City-supported events and private/internal events requiring City services.

5. Are integrations with GIS, Tyler MUNIS, Nexgen, and Microsoft O365 required at go-live, or is API readiness sufficient?

Answer: At Go Live

6. Will the City provide GIS/mapping data, or should the vendor's solution include mapping services ?

Answer: The City can provide GIS mapping webservice(s) to be utilized by the solution.

7. What payment systems or gateways must be integrated for applicant invoicing and payments?

Answer: Integration with Tyler Payments Enterprise (Tyler Technologies) is the City's first preference with a payment transaction import file (format for Tyler Munis) as a secondary option.

8. Is historical event data migration from existing systems required, and if so, in what format is the data available?

Answer: Yes, historical data migration is preferred to ensure continuity. Event Services currently uses application records, permitting data, and fee structures from prior events. Formats are expected in PDFs, spreadsheets, and departmental databases.

9. Can you clarify the approval workflow (who reviews, approves, and signs off on applications and costs)?

Answer: Applications are first reviewed by the Event Services Coordinator, who ensures the application is complete and then facilitates communication with the appropriate City departments. Each department representative (Police, EMS, Fire, Parks, Traffic Engineering, Revenue, etc.) reviews the application to provide service requirements and cost estimates. The Event Services Team compiles these quotes, and final approvals and cost signoffs are determined by the relevant department leads in coordination with Event Services administration. Since each application may not follow the exact same flow, the specific review and approval path may vary, but the overall process remains consistent.

10. Should the solution include a work order management system for City crews, or will it integrate with an existing system?

Answer: The solution should be able to integrate with the City's NexGen Asset Management system user for managing work orders.

11. Should the system enforce the City's fee schedules and waivers, or will that remain outside the platform?

Answer: Yes, automatic calculation and invoicing will streamline transparency for organizers and ensure compliance with required deposits, safety costs, and refund policies.

12. Is multilingual access required beyond English? If yes, which languages should be supported?

Answer: While English is the primary language, the City welcomes diverse communities. At a minimum, support for Spanish is recommended if possible.

13. Is a native mobile app required for field crews, or is mobile-responsive web access sufficient?

Answer: Mobile-responsive web page is sufficient.

14. Should the public-facing portal be optimized for mobile (smartphone/tablet) use?

Answer: Yes

15. The RFP requires ISO 27001, SOC 1, SOC 2, and U.S.-based hosting. Would FedRAMP Moderate/High or StateRAMP certification be required or only preferred?

Answer: FedRAMP or StateRAMP certification is preferred but not required.

16. Will City staff require single sign-on (SSO) integration with Microsoft Active Directory or O365?

Answer: Yes.

17. What are the City's expectations for implementation timeline, onboarding, and staff training?

Answer: The City anticipates implementation within 1–2 months from contract award, including configuration, testing, and migration. Onboarding should include train-the-trainer sessions for Event Services staff and department representatives, plus self-service training materials for external applicants. This timeline anticipates an “off-the-shelf” solution that requires minimal customization. Proposals may however include alternate solutions on alternate timelines

18. What level of support services are required (e.g., 24/7, business hours, on-site)?

Answer: At minimum, the City requires business hours support (8 AM – 5 PM CST, Monday–Friday).

19. Does the city have a published budget for this project?

Answer: The City has not published a fixed budget amount in the RFP addendum. However, costs will be evaluated based on value, functionality, and compliance with City requirements.