



Administrative Services Department Procurement

2330 McCulloch Blvd N. | Lake Havasu City | Arizona 86403-5950
928.854.0799 | purchasing.lhcaz.gov

Request for Proposals Lockbox Services P24-ASD-500456 ADDENDUM NO. 1 3/21/2024

Attention is called to the following changes, additions, clarifications and/or deletions to the original solicitation and they shall be taken into account in preparing submissions:

There is no change in the opening time. **Submissions are due no later than 3:00 p.m., Arizona Time on Wednesday, September 21, 2022**, at the City Clerk's Office, 2330 McCulloch Blvd. N., Lake Havasu City, AZ 86403 OR submitted electronically through DemandStar at <https://www.demandstar.com/app/buyers/bids/441591/details>.

REVISION ITEM	ACTION	PAGE / SECTION	DESCRIPTION or ISSUE
1.	Revise	Page 32, Section J, Item #3	Change "Section H – Proposer Response" to read "Section H-G – Proposer Response"
2.	Revise	Page 28, Section 5.22	Change "Proposer must be bonded for this service" to read "Proposer shall supply an insurance certificate in compliance with the requirements listed in Exhibit 2 – Insurance Requirements (page 16 of the solicitation). "

Question Number	Question	Answer
1.	Please provide a copy of the sample coupons / bills the City issues for the following departments/collections in scope: <ul style="list-style-type: none"> Utility False Alarms Rents Miscellaneous payments 	For Utility bills, please see Addendum Exhibit A - Sample Utility Bill. Note the Customer's name, address and account number is redacted for this example. For False Alarms, Rents and Miscellaneous payments, please see Addendum Exhibit B - Sample False Alarm, Rents, Misc Payment Bill. The layout is the same for False Alarms, Rents and Miscellaneous payments.
2.	Please describe how often bills are issued (i.e. monthly, quarterly, ad-hoc, etc.) for the following departments/collections in scope: <ul style="list-style-type: none"> Utility False Alarms Rents Miscellaneous payments 	Utility – Bills go out weekly for different cycles within the City (4 cycles). Each cycle is not billed more than one time per calendar month. False Alarms – Monthly Rents – Monthly Miscellaneous Payments – Monthly

3.	<p>Please provide processing detail and volume breakdown of the number of Lockbox payments currently collected in an average month (or annualized) for the following departments/collections in scope:</p> <ul style="list-style-type: none"> • Utility • False Alarms • Rents • Miscellaneous payments 	<p><u>For Utility Payments:</u></p> <table border="1" data-bbox="740 184 1468 506"> <thead> <tr> <th></th> <th>Monthly</th> <th>Annual</th> </tr> </thead> <tbody> <tr> <td>check only</td> <td>879</td> <td>10,548</td> </tr> <tr> <td>Electronic Check Presentment</td> <td>5,192</td> <td>62,304</td> </tr> <tr> <td>Multiple Payment</td> <td>1,066</td> <td>12,792</td> </tr> <tr> <td>Payments Processed</td> <td>5,560</td> <td>66,720</td> </tr> <tr> <td>Total Payments Processed</td> <td>12,697</td> <td>152,364</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td>Web Image</td> <td>10,367</td> <td>20,734</td> </tr> </tbody> </table> <p><u>Combined for False Alarms, Rents, and Miscellaneous Payments:</u> Approximately 2,700 billings annually. Payments can be made via lockbox, billpay, autopay, or in person.</p>		Monthly	Annual	check only	879	10,548	Electronic Check Presentment	5,192	62,304	Multiple Payment	1,066	12,792	Payments Processed	5,560	66,720	Total Payments Processed	12,697	152,364				Web Image	10,367	20,734
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4.	<p>Please provide the name of the billing system(s) the payments are applied to for the following departments/collections in scope:</p> <ul style="list-style-type: none"> • Utility • False Alarms • Rents • Miscellaneous payments 	<p>Utility – NorthStar False Alarms – Oracle Rents – Oracle Miscellaneous Payments – Oracle</p>																								
5.	<p>Please provide an example of posting file layouts the City requires in order to apply payments - including details on specific check or payment level requirements as well as remittance or invoice level requirements for the following departments/collections in scope:</p> <ul style="list-style-type: none"> • Utility • False Alarms • Rents • Miscellaneous payments 	<p>For Utility payments, see Addendum Exhibit C - Utility Posting File Layout.</p> <p>For False Alarms, Rents and Miscellaneous payments, please see Addendum Exhibit D - CVS File Format for Oracle AR. The template is the same for False Alarms, Rents and Miscellaneous payments.</p>																								
6.	<p>Does the City have an online exception management tool for problematic Lockbox payments today? If so, please detail how it's used for the following departments/collections in scope:</p> <ul style="list-style-type: none"> • Utility • False Alarms • Rents • Miscellaneous payments 	<p>Utility – No False Alarms – No Rents – No Miscellaneous Payments – No</p>																								

7.	Please describe the City's online payment presence today.	The City has online payment options for all forms of billing.
8.	If the City has an online presence today, what are its goals from a collections perspective? For instance, does the City plan to digitize more payments? If so, please comment.	Payment methods are determined by the customer. The option is there for online payments, as well as lockbox, in person, billpay, and autopay.
9.	Please confirm that Exhibit 7 and Exhibit 9 is not included in the RFP documents. If this needs to be included, please provide.	Correct, Exhibit 7 and Exhibit 9 are not included in the RFP documents. These will be discussed/negotiated with the awarded proposer when the solicitation is awarded.
10.	Please confirm that you are not requiring for the respondents to return the entire RFP per the instructions on "A. Documents pertinent to this RFP and all papers bound with or attached to this RFP and as described in the Table of Contents are necessary parts of the RFP and must not be detached or altered." The required 40 pages are just the required sections mentioned in Section B, #2 RFP Requirements.	It is not a requirement to return the entire RFP document.
11.	Can we include appendices/attachments within our response to elaborate further and does that count on the 40 pages?	Yes, appendices/attachments are allowed and will not count towards the 40-page limit. Please note, information within the 40-page response will be solely used for evaluation purposes.
12.	Item 5. Indicate: shall provide list of 5 current and 3 past clients, but section L-References, only has 5 sections/fields to complete. Can we add 3 more to include the past clients as requested?	Yes, the proposer can add 3 additional fields to provide the required number of past clients.
13.	Section J, #3 states that Section H needs to be completed, sign and return. Section H has instructions and Evaluation. Should this still be included and signed or Section G. 5. Proposers Response (with questions is meant to be included for Section H.	Please see Item 1 on page 1 of this addendum for clarification. Section G does not need to be returned as part of the proposal, however, answers to the questions listed in this section shall be provided.

14.	Page 16, Exhibit 1: The document we have does not have this filled out. Was it intended to be left blank and only be completed after the contract is awarded?	Correct, Exhibit 1 will be completed upon contract award.
15.	Page 29, section 5.22: Can we get clarification on exactly what The City wants us to be bonded for, so we can adequately address this or is it addressed by the insurance requirements?	Please see Revision Item #2 above. Compliance with Exhibit 2, Insurance Requirements shall be the only insurance requirements.
16.	How is the work getting done now?	The work is currently contracted with CDS Global.
17.	IS the current provider eligible to bid on this RFP?	Yes.
18.	What % of the total of 12,000 checks is each doc type?	Please see breakdown listed in question #3.
19.	Can you provide samples of each coupon?	For Utility bills, please see Addendum Exhibit A - Sample Utility Bill. Note the Customer's name, address and account number is redacted for this example. For False Alarms, Rents and Miscellaneous payments, please see Addendum Exhibit B - Sample False Alarm, Rents, Misc Payment Bill. The layout is the same for False Alarms, Rents and Miscellaneous payments.
20.	Can you provide the file format for each upload to the city for posting?	For Utility payments, see Addendum Exhibit C - Utility Posting File Layout. For False Alarms, Rents and Miscellaneous payments, please see Addendum Exhibit D - CVS File Format for Oracle AR. The template is the same for False Alarms, Rents and Miscellaneous payments.
21.	Does the city accept credit cards?	Yes.
22.	Is the cost to return hard copy to the city the vendors responsibility or will the city provide UPS/Fed Ex account?	This is billed as "postage" through the USPS and included on our monthly invoice.
23.	How long will the documents be stored?	There may be rules regarding check storage for remittance processors, however, the City retains checks for 21 days prior to shredding. If an electronic image is captured, this may reduce storage time.
24.	Will they be returned or securely shred after that time?	They shall be shred.
25.	We're assuming Attachment A – Proposed Fees/Pricing – will be the last page of the proposal, correct?	Correct.

26.	Does the City have an existing vendor performing this work?	Yes.
27.	If a current vendor exists, please provide the company name and advise how bidders may obtain the current contract.	CDS-Global is the current Lockbox Services provider. Bidders may submit a public records request to obtain a copy of the current contract.
28.	If a current vendor contract exists, what is the average spend per year?	Please see answer to question #3.
29.	What volume of remittances are cash? Money orders?	There have not been any cash payments received by our vendor or reported to us. We have not tracked money orders, but it is a small amount, possibly 100–250 per month.
30.	What volume of payments are received without a coupon per year?	Please see answer to question #3 for annual check-only volume.
31.	Will the City provide data files to be used for payment without coupon/account number research?	Yes.
32.	Will the City accept appropriate insurance in lieu of the bonding requirement?	Yes. Please see Revision Item #2 above. Compliance with Exhibit 2, Insurance Requirements shall be the only insurance requirements.