Administrative Services Department Procurement

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Request for Proposals
Lockbox Services
P25-ASD-500543
ADDENDUM NO. 1
9/30/2024

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, October 2, 2024,** 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.

Question Number	Question	Answer
1.	For each type of bill payment collected via lockbox (e.g., utilities, false alarms, etc,), please provide images of samples of the typical coupons/bills/invoices/remittance documents received via lockbox.	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.	For each type of bill payment collected via lockbox (e.g., utilities, false alarms, etc,), please indicate which fields of data are required to be captured in order to facilitate cash application?	For utilities, we require the Customer Number, Account Number, Occupant Code, & Payment Amount. For Oracle Receivables, please refer to the sample file for required information and format to facilitate payment application.
3.	Do all types of bill payment collected via lockbox (e.g., utilities, false alarms, etc,) deposit to distinct accounts? If any deposits are consolidated into fewer accounts, into how many?	All payments deposit into one bank account.
4.	Is the City interested in exploring changes to the existing current-state process that may drive operational and other efficiencies and improvements?	The city is open to suggestions.

5.	Where the RFP indicates "Credit Card payments are accepted by the City":
	
	• Are these card transactions initiated with card data captured from the coupon in the lockbox process?
	
	• If so,
	   ▪ How many credit card transactions (#) are collected annually via the lockbox process?
	   ▪ What is the total notional value ($) of these transactions collected annually or what is the average payment amount ($)?
		There is no credit card payments associated with the lockbox process.

6.	Where the RFP indicates "The Payee has the option to make payment via online payment, payment by mail, in person, bill pay, or auto-pay. Credit Card payments are accepted by the City": • Please confirm which, if any, of the above channels are in scope for this procurement. • For any that are in scope, please indicate for each payment type (i.e., utilities, false alarms, etc) payment channel (i.e., online payment, mail, in person, bill pay, auto-pay, etc.) and payment method (i.e., credit card, electronic check, etc.) the number of transactions (#) and notional value ($) collected annually. • Please describe the City's online payment presence today and if yes what are its goals from a collections perspective? For instance, does the City plan to digitize more payments? If so, please comment.	The scope of this RFP would include payment by mail and Remote Data Capture (RDC) payments received at the Lake Havasu City location. The City offers all payment types, but trends show that there is a consistent number of payment by mail transactions. There is no plan to increase digitized payment amounts.

7.	Please describe "Miscellaneous Payments" and what it may consist of if different from Utility, Alarms and Rents.	"Miscellaneous" fees/payments in the context of this RFP refer to any fees billed through Oracle Receivables in addition to any mentioned specifically (False Alarms, Rents).
8.	Will the City require remote scanners for use at city offices/cashier windows? If yes, how many and describe the cashiering system used.	The City currently uses a single remote scanner for RDC payments. We currently use the RDC software offered by our remittance provider.
9.	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: Utility, False Alarms, Rents, Miscellaneous payments .	Please refer to page 24 of the RFP.
10.	Please provide an example of posting file layouts the City requires in order to apply payments for each billing type- including details on specific check or payment level requirements as well as remittance or invoice level requirements for the following departments/collections in scope: Utility, False Alarms, Rents, Miscellaneous payments.	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.
11.	Please confirm that appendices/supplemental documents as well as Section I, J, K and Attachment A will not be counted on the 40 page limit.	Correct, appendices/supplemental documentation as well as Section I, J, K and Attachment A will not be counted towards the 40 page limit.