CITY OF PRESCOTT

Utility Billing Department
201 S Cortez / PO Box 2059
Prescott, Arizona 86302

ADDENDUM #1

Answers to questions submitted
for
Utility Billing Printing, Mailing and Payment Processing

Date of Addendum: **October 15, 2013**
Proposal Opening: **November 7, 2013 2:00 p.m. MST (Arizona time)**

TO ALL VENDORS PROVIDING PROPOSALS ON THE ABOVE PROJECT:

The following addendum is to answer questions which were submitted in writing by 10/14/13 deadline.

All other provisions of the Request for Proposal remain unchanged. The Offeror shall acknowledge receipt of this addendum by signing and submitting this addendum with the offer package. The contents of this addendum shall be given full consideration in the preparation of the Proposal.

Questions and answers:

1. Are you currently outsourcing your print and mail services?

   Yes

2. If outsourcing, are you able to offer the name of your current vendor and the annual cost of this service?

   We currently use Datamax. Our current contract is available upon request.

3. What time of day will the City transmit the data file?

   Both day and times of when the file is transmitted varies.

4. Is a test file from your system available for review?

   A test file will be shared with our final candidates.

5. I know that you are asking for Check processing (Lockbox) as well on this proposal will you consider having payments go to another P.O. Box for processing out of state?

   The City will not consider out of state P.O. Box.

6. Is the logo on the front of the bill in color? Or can the entire front side of the bill print in black?

   The entire front side of the bill is black ink.

7. What Bank is the payments being deposited into?

   Wells Fargo

8. Is it possible to get an image of the cities logo?

   Please see addendum #2.

9. It takes 3 to 5 days for the bills to be sent, would you still consider us?

   Yes, however 40% of the evaluation criteria is based on "Location of where the work will be done."

10. Paragraph 3 states "The Contractor, without additional expense to the City, shall be responsible for obtaining and maintaining any necessary licenses and permits required in connection with the completion of the required services herein." What if any of these permits & licenses as well as expenses would be required for the fulfillment of this proposed contract?

    As it states, The Contractor, without additional expense to the City, shall be responsible for obtaining and maintaining any necessary licenses and permits required in connection with the completion of the required services herein.

11. Does the City absorb the costs for online bill payment or is a customer charged a convenience fee?

    The City absorbs the fee for online payments. Our utility billing system handles web payments for us and we aren't looking to change.

12. Do you want web-payments and phone-payments?

    Our utility billing system handles web payments for us and we aren't looking to change. We would review phone payments services.

13. What is the current cost for online bill payment for either the City or the customer?

    Our utility billing system handles web payments for us and we aren't looking to change.

14. How many of your customers currently pay online?

    We currently have approximately 2,000 customers paying using our online payment option.

15. How many payments are made via ACH vs. Credit/Debit Card?

    Approximately 5,900 customers use ACH (sure pay) as a payment method. We only accept Credit/Debit cards at the office or through our online website.

16. What is your average payment amount?

    Varies widely, average residential is $100.00

17. Are customers able to view their bills online and sign up for paperless billing?
    Yes, our utility billing system offers this.

18. What is the City's stance on charging convenience fees?

    Our utility billing system handles web payments for us and we aren't looking to change.

19. Does the City own, rent or lease its hardware for Merchant Processing?

    We own our hardware for Merchant Processing.

20. What Brand and model number(s) does the City use as its Point of Sale system currently?

    Verifone VX570

21. What is the Cities current deposit time for transactions?

    Varies, usually the lockbox provider we use has the deposit posted by 3:30 daily.

22. Does the City have to batch out each day's transactions?

    We get one batch a day from our current lockbox provider.

23. How many MID (Merchant ID's) does the City have/use?

    Utility billing has two, one for payment at City Hall and one for web payments.

24. If more questions arise based upon answers provided will we be allowed to ask and get them answered?

    No. Once the deadline for questions has passed no other questions will be answered. However, if selected for an interview, questions will be answered then.

25. Item number 3. States: Transmit payment data file on a daily basis. This file must be received no later than 2:00 each day. Is that 2:00 PM or AM?

    File must be received by 2:00 PM MST daily, with the exclusions of weekend and Holidays.

26. Item number 4. Requests a report of declined transactions. Can this be an Online or Web-based report?

    Yes, we can receive a report either way.

27. Do you need proof of vendor insurance with proposal or at time of Agreement?

    At the time of agreement.

28. The city wants to have the ability to automatically make courtesy/reminder calls to the delinquent customer as well as finaled accounts before they go to collections. Who is this for? Will payments be a part of this process or simply there to remind the payer that they owe The City funds**?**

    A payment reminder for delinquent accounts.

- END -

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City of Prescott, Finance Department

_____
Denise Moore, Utility Billing Manager

Acknowledgement: **(must be signed and turned in with the offer package)**

_____ _____
Company Name Date

_____ _____
Signature of Company Official Date