



Fayette COUNTY

"WHERE QUALITY
IS A LIFESTYLE"

PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, STE 204
FAYETTEVILLE, GEORGIA 30214
PHONE: 770-305-5420
www.fayettecountyga.gov

October 19, 2016

Subject: RFP #1164-P: Water Bill Remittance Processor – Addendum #2

Gentlemen/Ladies:

Included herein is additional information and clarification for the above referenced request for proposals. Please consider all of this information when preparing your proposal.

1. Is Fayette County open to options other than an in-house solution?

Not at this time, the county is only seeking an in-house remittance processing function.

2. Would Fayette County consider a full or partial outsourcing model?

The RFP is for a full in-house remittance processing function.

3. Will our proposal will be considered if we do not provide the bid and performance bonds? No; your proposal can not be considered if the required bid bond is not submitted with your proposal.

4. What information from the proposals will be publicly posted to the county's website?

- The name of the companies that respond to this request for proposals will be posted on the Fayette County website within 3 business days after the proposal opening.
- If this proposal is awarded; once everything has been received by the successful company and the award is completed, that information will be posted on the Fayette County website at:
http://www.fayettecountyga.gov/purchasing/awards_of_bids_and_proposals.htm.
The posting will list the RFP Name and Number, the awarded company, the contract amount and will have an attachment that will provide information on the RFP Process, Evaluation Scoring and the Tally Sheet.

5. Can Fayette County provide volume and break out of work types?

Incoming mail opened and processed by batch types, (drop box, bulk mail and image only) Average of 3,000 drop box payments monthly; average of 9,000 bulk mail and image only monthly.

6. Are there seasonal spikes? No.

7. Do all payments have stubs with scan lines?

No; we have some check only payments.

8. Please provide further clarification of “offline” in item #9?

Offline storage is for retrieval of all archived images that is not currently online, being processed, connected live to the processing computer. The data stored in offline can be retrieved for customer service queries at all times.

9. How many “exchanges” are required in item #10? Can a common file format be used for exchange with all systems?

- Several exchanges if processing computer is down. Staff would use an alternate computer to process uploaded files and bank files.
- A common drive can be used to exchange with other systems.

10. Does Fayette County have a budget that can be supplied so that our solution can be further tailored to the County’s requirements?

Fayette County asks all responders to propose according to the scope of services requested in the RFP. A budget for this acquisition is not being released.

11. How many mailing addresses are used today?

Mailing addresses are not processed on the current remittance processor. If the system being proposed includes that feature, please list as an option.

12. How many lines of business are being processed today? If more than one, does each line of business have a separate person/group that manages it?

- In terms of computer applications, there are 2 being used today.
- One group person(s) manages it daily.

13. Does Fayette County have to keep the existing mailing addresses? (the Vendor assumes they are P.O. Boxes)

- Mailing addresses are not processed on the current remittance processor. If the system being proposed includes that feature, please list as an option.

14. In question #23 please further define “ability to restart and rerun at any given time”? If the system locks up or shuts off abruptly during a batch, ability to restart equipment and programs then prompted to resume the batch.

15. For Question #27 can Fayette County provide what user defined fields are required?

Reporting – requires bill category code, bill year, bill number, customer number, property code, payment date, remitted amount, and batch numbers.

16. What batch types are required in Question#29?

Drop Box Batch, Bulk Mail Batch and Cash Drawer Batch Check Image Only, Drop Box Check Image Only, & Bulk Mail Check Image Only.

17. What type of interface is needed for Tyler Technologies Munis based programs?

Lockbox File.

18. What is the soonest the county could go live? Is there a must go live date?

There is no set time. As the proposals have to be evaluated, recommendation for award has to be approved.

19. Would Fayette County consider a deadline extension to November 3, 2016?

At this time, Fayette County has not considered extending the proposal deadline date and time.

20. What is your peak day transaction volume?

An average of 1,000 pieces in a day.

21. Why do you utilize 4 stack output?

- 1 Envelopes opened and sorted out; County is open to a 3 stacker machine with the envelopes going to the bin below.
- 2 Stub stacker or output pocket
- 3 Check stacker or output pocket
- 4 Stacker or output pocket for indicating cut off payments and/or cash only payments

22. How many check + list transactions (single check, plus list of accounts) do you process each month?

- All checks received (with and without stubs) – average of 12,000 per month.

23. What envelope extraction equipment does the County currently own or operate?

- Opex equipment to extract
- NCR Itran180 to scan, image, encode and stack

24. Is physical encoding required (as per questions #1 & #20) or virtual acceptable?

Physical encoding of check images that meet banking standards for electronic deposits; includes MICR encoding.

25. How do you want to process cash only payments?

- Cash only payments - in our Billing software we flag the account/bill # as a cash only payment. We want to quickly identify the cash only payment before uploading it to our Billing software.
- When processing a stub and/or check, cross reference through some type of interface file and/or software to identify invoice numbers being paid when there is a payment with special conditions.
- We need the payment to kick out in a separate pocket to identify pulling the payment to ensure the payment is not processed.

26. Would the County be open to a 3 stacker machine with the envelopes going to the bin below, pricing difference between 4 and 5 pockets? Looks like 3 would suffice with envelopes going to bin, but need clarification to propose?

Yes, the county will consider as long as the system proposed meets the needs as specified in the answer of question #20 above.

27. Would the County be open to using their existing printers instead of the vendor providing a new one (Requirement 30)?

Yes; the county will consider using existing printers as long as equipment is compatible. If the equipment requires special printers and/or configuration, the proposer should include a new printer in their submitted proposal.

28. Is Tyler Technologies "Munis" interface file based or requires web service?

Munis Process Lockbox Files program – Upload/Posting file must contain sufficient information to associate payments with the correct bills when imported to the Munis program.

29. What is the deadline for questions? The Fayette County Purchasing Department must receive all questions in writing no later than 10:00am, Monday, October 24, 2016. The county will post answers to questions and/or other information concerning the Request for Proposal in the form of an addendum on the county's website at http://www.fayettecountyga.gov/purchasing/bids_and_proposals.asp. It is the responsibility of the prospective proposer to check the website for any addenda issued for this request for proposal.

Received by _____ Company _____

Note: If this addendum is not returned to the Fayette County Purchasing Department or if it is returned not signed, all responders shall still be responsible for the requirements of this addendum and the specifications or changes herein.

The opening date for this request for proposal has not changed. **The opening date is: 3:00pm, Thursday, October 27, 2016.** Bids must be received in the Purchasing Department at the address above in Suite 204 on or before the opening date and time.

Sincerely,



Ted L. Burgess
Director of Purchasing

TLB/tcb