



REQUEST FOR PROPOSALS

REMITTANCE PROCESSING HARDWARE AND SOFTWARE BID NO: 19-19149 ADDENDUM 1

RFP DUE: December 11, 2018 @ 3:00 PM Central Time

To report suspected ethics violations impacting the San Antonio Water System,
please call 1-800-687-1918.

Addendum 1 is issued to:

1. Request for Proposal due date is changed from December 6, 2019 at 3:00 pm to December 11, 2019 at 3:00 pm.
2. Provide responses to those questions received at the deadline period
3. The SaaS questionnaire provided needs to be submitted as Exhibit H in the RFP response
4. Addendum issued on this RFP need to be submitted as Exhibit I.

The following questions are being submitted on RFP no. 19-19149 for Remittance Processing Hardware and Software.

1. Will Year 1 as listed in Exhibit G on page 49 of the RFP begin on the start of the one (1) year warranty as defined in Exhibit F (page 35 of the RFP)?

A. Warranty period should begin upon acceptance.

2. If so, is the initial 12 month contract as listed in Section I Project Information, Sub-Section C Period of Contract, Point 1 (page 3) actually the warranty period?

A. The first year would be included in the warranty period.

3. OR is the warranty period the initial period but the 12 month contract listed in Section 1 is actually Year 1 (therefore, allowing Year 2-Year 5 on Exhibit G covers the four (4) additional years listed in I.C.2 on page 3)?

A. Correct.

4. How does the utility currently process lockbox payments (internally or through a bank or third party service provider)?

A. Internally.

5. What bank does the utility process lockbox through?

A. Current lockbox is processed internally. JP Morgan Chase Bank is SAWS' general depository bank.

6. If the utility currently processes checks internally, what software does it utilize now to process the services?

A. Current software is Creditron Item Age Classic.

7. If the utility currently processes checks internally, what hardware does the utility use to scan checks now?

- A. Current hardware includes two (2) NCR iTran 180e/300e Item Processing Transports.
8. Page 2 / Scope of Services / B.2.h & B.3.g – Are Exhibits D and E the content for SAWS requested “data and security standards?”
- A. No, Respondents should review the Cloud Vendor Technology Assessment Questionnaire in its entirety, and answer any question that is relevant to the proposed solution of the respondent.
9. Page 2 / Scope of Services / B.3.b – Will SAWS please define what a “custom job” entails for processing requirements?
- A. “Custom job” would include the ability to search for a correspondence and/or payment that needed to be identified individually or as a group, such as Affordability Discount Program applications.
10. Page 2 / Scope of Services / B.4.c – If the pricing proposal is fixed price, can the hours breakdown be excluded?
- A. Please provide the estimated hours a typical implementation takes. The Fixed Cost should be listed in Exhibit G, Compensation Proposal.
11. Page 2 / Scope of Services / B.5.f. – As final requirements for the project are still pending, are sample training materials sufficient for the RFP response?
- A. Yes.
12. Page 2 / Scope of Services / B.6.c – Please clarify the requirement that upgrades will be performed at the “Pre-determined rate.”
- a. Will vendors have to provide a fixed price for upgrades?
- A. Yes, please provide the pre-determined rate.
- b. Should vendors describe upgrade costs for both License Fees and Implementation Services?
- A. Yes.
- c. If so, is the upgrade rate requested to be included in the Total Price estimate?
- A. Yes, please include the upgrade rate in Exhibit G, under “Other”.
- d. If so, how frequently would SAWS upgrade over a 5-year time period?
- A. As upgrades to the proposed solution are released and required to maintain the expected level of performance.
13. Page 50 / Attachment I – which volumes are in scope for this RFP? Only Mail / Remittance or others?

- A. Only payments collected through SAWS Remittance (Mail Payments) will be considered for the purpose of this Request for Proposal.
14. If we are proposing an in-house solution, which section(s) of the VTAQ are required?
- A. Respondents should review the Cloud Vendor Technology Assessment Questionnaire in its entirety, and answer any question that is relevant to the proposed solution of the respondent.
15. In what section should we include a description of proposed software/hardware functionality?
- A. Please include responses to the Scope of Services under Section C.6 Response Format – Project Approach.
16. Will all payment types listed in Attachment I be included in the required research capabilities or are the research capabilities on for the transactions processed through the remittance system? Please clarify.
- A. Only payments collected through SAWS Remittance (Mail Payments) will be considered for the purpose of this Request for Proposal.
17. If all transactions are to be included, please provide interface information for other payment channels described in Attachment 1.
- A. Only payments collected through SAWS Remittance (Mail Payments) will be considered for the purpose of this Request for Proposal.
18. Please provide samples and volumes of the 8 ½ x 11 documents to be processed
- A. Please see the attached samples of 8 ½ x 11 documents processed. The volumes for each sample are less than five per day.



SAN ANTONIO WATER SYSTEM



AFFORDABILITY DISCOUNT PROGRAM

The Affordability Discount Program is a **FREE** service which offers a savings of **up to \$294.00** off your annual water bill. The discount ranges from **\$4.62 to \$24.50** per month and is based on total household income and household size. **At any time during enrollment, the monthly water consumption must not exceed 17,205 gallons in a single month to avoid removal from the program.**

PLEASE MAIL APPLICATION TO: SAN ANTONIO WATER SYSTEM
AFFORDABILITY PROGRAMS
2800 U.S. HWY 281 NORTH
SAN ANTONIO, TEXAS 78212
Phone Number: (210) 233-2273

.....

Customer Name: Last First Middle _____

Address: _____ TX 78_____ D.O.B: ___/___/___

SAWS Account Number (if known) _____

Total Number of People in the home: _____ Phone #: _____

In each box indicate the answer that best fits your situation

**Please include all income from all household residents.

#	Source of Household Income	Gross Monthly Income	Total Annual Income
1	Income	_____	_____
2	No Income	_____	_____
3	TANF (Temporary Assistance for Needy Families)	_____	_____
4	Supplemental Security Income - (SSI)	_____	_____
5	Social Security Disability Insurance - (SSDI)	_____	_____
6	Regular payments from Social Security	_____	_____
7	VA Disability	_____	_____
8	Pension	_____	_____
9	Child Support	_____	_____
10	List Other:	_____	_____

CERTIFICATION & RELEASE STATEMENT: I, _____ (Print Client's Name) am applying for the SAWS Affordability Discount Program. I hereby certify that the information provided on this application is true to the best of my knowledge and belief. If I meet eligibility requirements, I authorize the City of San Antonio and SAWS to use and maintain the information I have provided on this application so that eligibility for other assistance programs may be considered.

Date: _____ Client's Signature: _____

Revised 8/28/19



P.O. Box 2990
San Antonio, TX 78299-2990

INVOICE

Cust ID: CROWN

CROWN CASTLE
2000 CORPORATE DR
CANONSBURG, PA 15317

Invoice #: 156277

Invoice Date 9/1/19

Due Date: 10/1/19

Amount: 3,191.25

Tear and Return Top Stub With Payment in Enclosed Envelope. Keep the Bottom Portion For Your Records.



P.O. Box 2990
San Antonio, TX 78299-2990

Invoice #: 156277

CROWN CASTLE

Cust ID: CROWN

Due Date: 10/1/19

For billing questions Revenue@saws.org

Description	Amount
Monthly Rental Income	1,150.00
Sub-tenant portion (years 11-15 of lease, next change will be October, 2019)	2,041.25

Subtotal	3,191.25
Sales Tax	0.00
Total:	3,191.25

ELECTRONIC PAYMENT PLAN



**San Antonio
Water
System**

Automatic Direct Debit

Pay your SAWS bill electronically, automatically each month for free!

SAWS automatic direct debit allows you to automatically pay your SAWS bill by electronically transferring funds from your bank each month. This convenience is absolutely free. Here's how it works.

- Enroll online through your **My Account** page or **complete and return a paper application** to SAWS.
- You will continue to receive a monthly SAWS bill as you have in the past.
- The bill will indicate both the balance owed and the date when this amount will be automatically withdrawn from your bank account.

- SAWS will continue to read your meter each month, bill you monthly, and give you full information on your account just as before.
- Once SAWS receives and processes your enrollment request, your automatic payments will begin with the next billing cycle. This may take up to two weeks.
- The date of payment withdrawal from your bank will be indicated on your SAWS bill.

SAWS Automatic Direct Debit Terms of Agreement

Automatic direct debit is an electronic payment plan designed to make payment of your SAWS bill an automatic process. The plan neither increases nor decreases your total bill.

Automatic direct debit is available to customers who bank with accredited financial institutions capable of accepting automatic withdrawals via the Automatic Clearing House (ACH) Network, which includes most San Antonio financial institutions.

Any customer enrolled for automatic direct debit may be withdrawn from the plan for 90 days if automatic withdrawal transactions are not honored by the bank for any reason.

In addition, the customer may be charged a service charge and late payment penalty if applicable.

The customer must notify SAWS immediately if there is a change in the customer's bank or bank account where the

automatic withdrawal is being administered.

Billing disputes should be discussed with a SAWS customer service associate, not the bank, at least five business days before the date of the automatic withdrawal as shown on your SAWS bill.

To discontinue participation with automatic direct debit, customers must notify a SAWS customer service associate by calling 210-704-7297 within five business days before the due date or canceling enrollment online. **Automatic payments scheduled during the current billing period will still be processed.** Once discontinuation has been completed, the customer will revert to normal billing and payment methods.

Please note: Discontinuation of services may take up to 30 business days once notification has been received.

To complete your application, please attach a voided check to ensure the current bank account and routing number is used. Temporary checks and deposit slips will not be accepted.

Please fill out this application form. Be sure to read "Terms of Agreement" above, sign the application and mail it to:

San Antonio Water System
P.O. Box 2990
San Antonio, TX 78299-2990

SAWS Account Number _____
Customer Name _____ Home Phone _____
Service Address _____ Work Phone _____
Customer Bank Name _____ Checking Savings
Signature - Bank Account Owner _____
Signature - Joint Account Owner _____

Call SAWS at 210-704-7297 for help.