



REQUEST FOR PROPOSALS

LOCKBOX SERVICES
BID NO: 19-19150
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. 19-19150 for Lockbox Services.

1. Does SAWS want a response regarding the B. Scope of Services? If yes, where should it be placed in the Response Checklist?
 - A. Yes. Please include responses to the Scope of Services under Section C.6 Response Format – Project Approach.
2. Regarding the Outsourcing Lockbox Services Questionnaire, where should it be placed in the Response Checklist? Does this need to be printed or can it be placed on a flash drive?
 - A. The Outsourcing Lockbox Services Questionnaire should be placed as the response to Exhibit H.. The proposal submissions should be in CD Format/Flash Drive and hard copies.
3. Regarding HLAP-03, in the Outsourcing Lockbox Services Questionnaire, when it refers to end user, is it the bank's user or the SAWS user?
 - A. SAWS user.
4. Regarding HLAP-03, in the Outsourcing Lockbox Services Questionnaire, when it refers to administrator, is it the bank's or SAWS?
 - A. SAWS administrator.
5. Did you provide the correct excel Outsourcing Lockbox Services Questionnaire for the Lockbox Services Bid?
 - A. Yes.
6. The document we received is the Cloud Vendor Technology Assessment Questionnaire which is not relevant for an outsourced solution?
 - A. Each respondent 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.
7. How does the utility currently process lockbox payments (internally or through a bank or third party service provider)?

- A. Internally.
8. What bank does the utility process lockbox through?
- A. Current lockbox is processed internally. JP Morgan Chase Bank is SAWS' general depository bank.
9. The RFP states that the utility utilized RPPS now to process online banking transactions. Does SAWS utilize other networks such as Fiserv/CheckFree? If so how many transactions are processed through those networks?
- A. Yes, SAWS utilizes other networks such as Fiserv/Checkfree. See Attachment I, ACH through Customer's Financial Instruction for number of payments received through those services.
10. B. Scope of Services: Please provide typical examples of sundries received.
- A. Typical examples of sundries consist of commercial invoices or retiree insurance invoices.
11. B. Scope of Services: How often do they receive?
- A. Sundries are received daily.
12. B. Scope of Services: What is expected by the vendor when sundries are received?
- A. The vendor is expected to scan the sundry invoice and the payment to SAWS for processing. The vendor will deposit the funds into the bank.
13. Period of Contract: 1. Contract shall begin upon the effective date of award, or whichever is later, and terminate on. Please confirm the desired term for the contract.
- A. The contract shall be for a two (2) year period, with three (3) additional one (1) year options.
14. Within the questionnaire – Tab “Assessment” – HLAP-06 - Is a single-tenant preferred or required?
- A. Questionnaire should be completed based on the Respondents proposed solution.
15. What are the collateral requirements on the deposits?
- A. Collateral requirements will be determine during negotiations and/or implementation.
16. The question is will SAWS be willing to accept the policy endorsement because Frost is not compliant with all of the requirements in Section No. 5?
- A. No, the policy endorsement must be compliant