



# ROANOKE COUNTY

## Purchasing Division

5204 Bernard Drive, Suite 300-F, P.O. Box 29800  
Roanoke, Virginia 24018-0798  
TEL: (540) 772-2061 FAX: (540) 772-2074

May 22, 2023

ADDENDUM NO. 1 TO ALL OFFERRORS:

Reference – RFP # 2023-098

Description: 2023-098 - Banking Services for Roanoke County

Issue Date: April 24, 2023

Revised Proposal Due: **May 30, 2023**

This Addendum # 1 Contains the below information:

- 1) Revised Due Day
- 2) Questions/Clarifications

**Note:** A signed acknowledgment (*Signature Page is at the bottom of the Document*) of this addendum must be received at the location indicated on the original solicitation either prior to the proposal due date or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal/bid document. The original proposal/bid document must be signed.

## **1 – Revised Due Date**

Please note this RFP Due date has been extended. Revised Proposal Due: Tuesday May 30, 2023.

We are allowing addition time to prepare a response due to the below questions if it is required of your organization.

## **2 – Questions/Clarifications**

- 1) Does the maximum page limit of 25 count the front as one page and the back as one page or does the front and back together count as one page?
  - a) **Front and Back together will be 1 page.**
- 2) Can we get a copy of the County's current lockbox instructions?
  - a) **Our instructions have been in place for some time, and will require time to get a copy. Currently these are not available.**
- 3) Does the County have coupons for both the Real Estate and Personal Property Tax lockboxes?

- a) Yes

4) Can the County provide example coupons and envelopes used at the lockbox?

- a) The envelopes are both #9 returns, with no window, preprinted Baltimore Lockbox Address, the Real Estate Envelope is Blue with black writing, and the Personal Property is white, with Green writing on it. This allows separation of batches even though you could have different tax types combined for one check.

5) Are the envelopes received at the lockbox today windowed envelopes?

- a) They are not window envelopes, this could be discussed.

6) Will keying be required for either tax type? If so, what information will need to be keyed?

- a) The County does not fully understand this request. Please explain your use of the word "keying" in your response.

7) In addendum 1 it is mentioned that 105,000 items are mailed in the Spring and 25,000 in the fall. What percentage of these payments are collected at the lockbox vs. an electronic method?

- a) Out of the 105,00 items in the spring billing, roughly 24,000 are paid by mortgage companies. If you remove that figure from the total # of bills,  $105,000 - 24,000 = 80,000$ , then out of 80,000 bills roughly 48% are paid by lockbox. Likewise, only 12% are paid electronically.

8) Do you receive checks without remittance information? If yes, approximately how many per month?

- a) Yes, those are returned to us as rejects.

9) How many remote deposit scanners does the County use today?

- a) Currently, we only have one machine, that is used daily with anywhere from 2 - 5 batches transmitted daily.

10) Does the County make ACH debit and credit payments? What is the maximum dollar amount the County expects to initiate in a day for ACH credits? What is the maximum dollar amount the County expects to initiate in a day for ACH debits?

- a) Currently we limit the number of initiated ACH debits, with a ceiling of \$750k. For credits, we only approve a few different vendors whom can transfer payments to us with backup, and no limit.

11) Can we include additional line items on the pricing sheet?

- a) Yes

12) How many change orders are made at the branch per month?

a) Just 2 or 3 times a month

13) Please define RDI Special Handling Maintenance on the pricing sheet.

a) This section is for special handling on return deposited items, with a monthly fee on each account with special instructions. We did have special instructions on 1 account, for several years, which we changed at the end of last year, due to complications in the process. We have gone to a more standard RDI with the bank running the item 2 times, then returning to us. This is covered under section 6, item 11 for NSF. We will have to investigate if there are older instructions on file for a different account that we are unaware of.

14) Does the County need to continue to receive check images with their statement or would online check images be acceptable?

a) On line check images are acceptable.

15) Please provide copies of both the real estate tax coupon and the personal property tax coupon.

a) Not available at this time

16) Are scanlines for both tax type coupons the same? For example, are the same fields captured for both coupons?

a) Yes, scan lines are almost completely the same. The personal property scan line has 2 fields for \$ amounts and those fields show the same amount. Real estate bills show the full annual payment due in one field, and the 1/2 payment due in the second field. This allows for 1st half payments to be for either amount. All other fields are the same.

17) Are both tax types deposited into the same bank account or into separate bank accounts?

a) Both tax types are deposited into the same account.

18) Is there one deposit each day per tax type?

a) Yes

19) The pricing template indicates a sort is occurring. Please explain how the current provider is sorting the incoming payments.

a) The current provider is sorting payments by tax type, then sorting by single check, with multiple coupons.

20) The pricing table indicates that a remitter table is used. Is it for account look up, payment processing, data enrichment, etc.? Please describe.

a) The bank lockbox is only running the coupon, capturing the scan line to build the payment file, but also imaging the coupon and check so they can be searched by

us when needed. We do not know what remittance or OCR devices they are deploying. Our office does not currently have any equipment in house other than remote deposit check capture in section 6.9.

21) Do you have a current remitter table that you would provide upon award of the business?

a) We do not. The question is would the Financial institution be providing any equipment, this can be provided as part of your response to the RFP.

22) How big / how many records does the remitter table currently have?

a) NA, we do not have a remitter table.

23) What types of payments is the County collecting via the website?

a) This RFP only covers the Treasurer's office, and payment types for personal property, real estate, and BPOL taxes. No other departments or payments are being considered. In section 6.8, we are only looking for an echeck solution, which allows a citizen to log into their personal bank and initiate an echeck payment to us, by freeform entry of their own data, but we want to limit what they can input to reduce errors.

24) How are you presenting the bill/invoice today for payments collected through your website?

a) All website payments are presented through our Munis citizen self-service portal. This portal presents an accurate tax billing reflective of that day. If a citizen decides to pay that bill, they are redirected to a 3rd party vendor whom has an interface with that system. This part of the payment solution is not part of the RFP. Section 6.8, as stated in the previous question # 9, is for free form data entry by the taxpayer when they have their bill data present with them.

25) Please provide the current eCheck volumes and average dollar amount collected via your website.

a) As stated previously, all e-checks are currently being collected by a 3rd party vendor through our bill presentation platform. I will have to follow up with you on the volume and average ticket size. We have not been tracking total volume as that is coming via a different vendor then our bank.

26) In addition to eCheck, does the County also currently accept credit cards via your website? If so, can you please provide the current credit card volumes and average dollar amount collected?

a) As stated above, that is not part of the current RFP.

27) The pricing template indicates "RLBX Low Speed Extraction". What items are processed through this method?

a) We are not fully aware of the delineation of this term for a technical specification within the processing equipment, but based upon volume, believe it is the individual coupons being remove from the mailing envelops.

**\*\*\*\*\* Addendum # 2 Continued on Following Page \*\*\*\*\***

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Thank you,



Purchasing Division Director  
W.L. Heath Honaker  
Phone: (540) 283-8146  
[HHonaker@roanokecountyva.gov](mailto:HHonaker@roanokecountyva.gov)

## **2023-098 - BANKING SERVICES FOR ROANOKE COUNTY**

### **Addendum # 2 Signature Page**

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Sign Name:

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Print Name:

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Name of Firm:

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Date: