



*City of Bristol*  
**BRISTOL, CONNECTICUT 06010**

**Proposals 2P10-077  
Lock Box Operations**

**Addendum # 01  
March 15, 2010**

Bidders please note:

Meeting minutes for the prebid meeting held on Monday, March 15, 2010 are attached hereto and made a part of the specifications.

If a lockbox operation is capable of picking up materials from the existing Post Office Box in use by the Tax Collector on a daily basis (in lieu of its own box address), and said lockbox operation is capable of ensuring daily delivery of exceptions in a timely manner, the City would consider the use of a lockbox operation outside of Connecticut.

The City expects that funds will be transferred by the selected firm to a separate bank account on a daily basis; however, the City is interested in the option to handle transfer of funds at the discretion of the City Treasurer

Firms are required to submit a draft agreement, if said agreement is required to be executed for the provision of service by the selected firm.

All other terms and conditions remain unchanged.

A handwritten signature in cursive script that reads "Roger D. Rousseau".

Roger D. Rousseau  
Purchasing Agent  
Tel (860) 584-6195  
Fax (860) 584-6171

**Request For Proposals 2P10-077**  
**Meeting Minutes - Pre-Proposal Conference**  
**March 15, 2010 1:00 pm**  
**First Floor Meeting Room**



**Introduction**

Introduction to City Staff –

***Roger Rousseau, Purchasing Agent***  
***Teresa Babon, Tax Collector***  
***Louise Miller, Treasurer***

Meeting is not mandatory

RFP and any addenda available at City web site - <http://www.bristolct.gov/bids>

**Submission Requirements**

Responses due March 19, 2010 at 2:00 pm (rcvd but not read at that time).

Submission requirements were reviewed.

One (1) original and Three (3) printed copies, and one digital copy, to Purchasing Dept.

Firms shall include with their submission the following materials:

Completed non-collusion affidavit

Completed employment information form

Draft agreement

**Project Scope**

Overview of Collection Operations:

Tax bills are sent in June, with collections occurring in July. It is expected that pieces received by the contractor will be processed on the same day as received, with funds deposited into a City-owned bank account operated by the selected firm, and wired to a separate City-owned account on a daily basis.

**Communications**

Addenda and any other clarifying information will be sent directly to known interested parties, and additionally posted on web site.

Meeting minutes will be made available, as well as any questions/responses that may affect proposal submissions.

**Questions**

1. Does the City require a lockbox for the month of July each year only, or other months as well?

***It is expected that only payments received during July will be processed.***

2. After the end of a lockbox cycle, does the City expect the lockbox processor to continue to collect tax payments from a P.O. Box and forward them to the City? Or would the City pick up those payments?

***Ideally, the City would prefer the payments to be picked up from the City's Post Office Box in Bristol and transported to the lockbox facility daily. Otherwise, the***

lockbox processor will have to forward all payments to the City for the months August through June.

3. What is the current location of the City's P.O. Box for lockbox, if any?  
Currently the City does not use a lockbox service.
4. Instead of providing a specific type of return receipt, could the lockbox processor send an internally-generated return receipt back to the taxpayer?  
Yes.
5. Is the City requiring a bid for retail lockbox only (Optical Character Recognition), or wholesale lockbox as well (manual input)?  
The current RFP is for retail lockbox. An OCR line will be printed on all bills.
6. What type of information would the City require to be collected on the scan line?  
The OCR line on the bill will include the List Number and the amount due.
7. On the pricing page, please explain the services described by "Lockbox Package Prep"? If the lockbox is open for 20 days or so, why would the volume for "Lockbox Package Prep" be 1?
8. Likewise, why would the volume for "Retail Lockbox – Transmission" be 1 but not 20 or so?  
The City of Bristol's schedule for pricing proposals is based on other similar documents prepared by other municipalities. The intent of the pricing schedule provided within the RFP is to clearly document associated costs with the provision of said services. If there are corrections to either estimated quantities, as foreseen by your firm's experience, or by missing items that would be charged by your firm, it is expected that your fee proposal will be adjusted accordingly. Please note that charges not included within your proposal will not be considered for payment; the intent is to permit lockbox operators to bill consistent with their expected costs, but allow for the City to fully understand the cost implications of the provision of your service.
9. In addition to the retail lockbox transmission, would the City want to receive a written Payor Report?  
The need for a written report would not be necessary as the City would have to ability to print out the report received on a daily basis through electronic means.
10. Would the City expect the lockbox processor to accept ACH credit payments from taxpayers?  
No, neither ACH credit payments nor credit card payments will be processed by the firm.
11. If a bank is headquartered and physically located in Connecticut, owns its own lockbox (as opposed to outsourcing it) and provides lockbox services to several other municipalities within Connecticut, but its lockbox processing facility is located in another state, would it be disqualified from responding to this RFP?  
The City has two main issues with operations outside of Connecticut; firstly, its residents have historically been uncomfortable with tax funds sent out of state; secondly, the City has concerns about the timeliness of courier services for exceptions materials.

If a lockbox operation is capable of picking up materials from the existing Post Office Box in use by the Tax Collector on a daily basis (in lieu of its own box address), and said lockbox operation is capable of ensuring daily delivery of exceptions in a timely manner, the City would consider the use of a lockbox operation outside of Connecticut.

12. Does the City require the return of checks and other materials?

No. Daily access to digital images, whether by an online resource tool or by a CD delivered to the Tax Collector, is sufficient.

13. Does the City want to handle the transfer of funds to a separate bank account, or does the City expect the transfer to be handled by the selected firm?

The expectation is that funds will be transferred by the selected firm on a daily basis; however, the City is interested in the option to handle transfer of funds at the discretion of the City Treasurer.

Meeting was adjourned at 1:50 pm.

**RETURN THIS FORM IMMEDIATELY!**

**City of Bristol, Connecticut  
Acknowledgment: Receipt of RFP Documents**

RFP Number: 2P10-077  
Title: Lock Box Operations  
Addendum 01

Please take a moment to acknowledge receipt of the attached documents. Your compliance with this request will help us to maintain proper follow-up procedures while ensuring that all vendors have the opportunity to submit appropriate proposals.

Date Addendum 01 Issued: March 15, 2010  
Date Addendum 01 received: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Do you plan to submit a proposal? Yes \_\_\_\_ No \_\_\_\_

Print or type the following information:

Company name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City or Town: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_  
Received by: \_\_\_\_\_

**Note: Faxed acknowledgments are requested!  
Fax (860)584-6171  
A cover sheet is NOT necessary.  
IMPORTANT: DO NOT FAX PROPOSALS.  
PROPOSALS MUST BE SUBMITTED IN SEALED PACKAGES!**