

RFP 2017-0018 Remittance Processing Solution RFP

Question and Answer Addendum

The Request for Proposal (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

Answer: We encourage companies from outside the US to apply. However, they need to have a US based office with the ability to provide convenient service, support, and maintenance.

2. Whether we need to come over there for meetings?

Answer: All companies need to have a US based office with the ability to provide convenient service, support, and maintenance.

3. Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)

Answer: No. All the tasks involved will be RFP will be done within the Department of Finance of the City of Pittsburgh. Thus, nothing can be performed outside the US. It is also preferred that the service, support, and maintenance be done within the US.

4. Can we submit the proposals via email?

Answer: Yes

5. Upon review the quick questions are around Types & Volumes – do you have a list of the:

- Tax Form Types
 - Examples of forms (perhaps most/all are on Finance website?)

Answer: <http://pittsburghpa.gov/finance/tax-forms>

- Physical examples – size of form, avg # of attachments (& what they look like) per form?

Answer: 8" by 11". Most forms contain only the form itself and the check payment. The Parking Tax Form has 2-3 other forms associated with it, in addition to the tax form and check payment. The additional Parking Tax Forms are also 8" by 11".

- Volume – avg # of each form processed weekly/monthly/etc

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 returns a year.

- Data elements – either currently captured or desired to be captured & fed to Tax and/or Doc Mgt solution?

Answer: There is currently no data being captured. The data elements that will need to be captured are the account number, tax type, tax period, tax year, and amount paid. There is no "tax due" amount on most of the tax forms as they are self-assessed.

- Personnel involved – approx. # of Pgh employees involved in the mail receipt to entered into Tax/scanned end of process?

Answer: 7. They all serve different functions in the process.

6. What are the key targeted areas for process improvement?

Answer: Condense mail and allow image capturing to occur during the front end of the process. The City currently enters all information into the tax system and then images the tax correspondence. Also, it is ideal to make all processes electronic.

7. Current Processing environment and requirements

- Is the City of Pittsburgh outsourcing the majority of your payments to a lockbox?

Answer: No

- Is it your intent to assess the prospect of bringing current lockbox volumes in-house?

Answer: We act as our own lockbox currently.

- What are your aggregate (in-house and lockbox) peak and average daily volumes of transactions?

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 returns a year.

- What are your aggregate in-house peak and average daily volumes of transactions?

Answer: See answer above.

- Do you operate in one, two or three shifts?

Answer: 1

- What is the total number of FTEs involved in processing your work during peak volume days by function:

Answer each bullet below:

- Mail opening - 1
- Batch Prep - 1
- Scanning - 1
- Data correction and balancing - 3
- Administrative and oversight - 1

- What is the average sheets or items that are contained per envelope?

Answer: The minimum is 2 and the maximum is 6-8 per envelope. However, most are 2 sheets per envelope.

8. Current capture/imaging hardware

- What are the makes and models of your current scanning hardware?

Answer: Kodak i610 Scanner

- Does the City of Pittsburgh want to replace any or all existing scanning/capture hardware? Please be specific.

Answer: The City has a scanner / capture hardware used for real estate taxes. It is not desired to replace any of that hardware. The City is only looking to replace the scanning / capture hardware for businesses taxes.

9. Correspondence Items

- What is the average volume for correspondence items?

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 returns a year.

- How are they handled today?

Answer: The whole process is manual. Below is a high-level description of the process:

1) Open mail

2) Batch

3) Enter them into the system / verify

4) Image.

- What is the desired process for correspondence items?

Answer: Expedite opening of mail, imaging of transactions at the beginning of the process.

- What are the categories for correspondence types?

Answer: Business Tax Types

1) Amusement Tax

2) Institution and Service Privilege Tax

3) Local Services Tax

4) Payroll Expense Tax

5) Facility Usage Fee

6) Parking Tax

<http://pittsburghpa.gov/finance/tax-forms>

- What is the current correspondence processing workflow?

Answer: The whole process is manual. Below is a high-level description of the process:

- 1) Open mail
- 2) Batch
- 3) Enter them into the system / verify
- 4) Image.

10. Section 4.2 question 2 "Online retrieval and database indexing of images stored is required"

- Please elaborate on this and clarify if the images must be available online outside of the organization?

Answer: Cloud. There is no requirement to have this information available outside the City. The City desires a cloud based solution (or something equivalent) that can be used by many different users at one time.

11. In reference to the RFP language:

"The solution shall have the ability to process and **open** daily tax bill payments, for all types of taxes, and create a bank file for eDeposit. This includes applying an endorsement on the back of the check for deposit. In addition, the solution should be able to process all correspondence attached to the tax payments."

Question: Given the cost and limited market for devices that open & scan, will the City consider devices that handle open & scan independently?

Answer: Yes

12. Is it possible to obtain a copy of the RFP in word format?

Answer: Yes

13. What is the volume of payment processed?

- a. On an average day?

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 returns / checks a year.

- b. On the highest volume day?

Answer: See answer above.

14. Is the RFP available in a word format for our response?

Answer: Yes but the Word format should only be used to help respond to the requirements and questions sections. No Terms and Conditions shall be altered. If terms and conditions are altered, the company's proposal may result

15. What are the daily average volumes of transactions?

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 return / checks a year.

16. When do peak periods occur?

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 return / checks a year. Please check out the Finance page of the website for the tax due dates for businesses taxes. That is our peak period.

17. What is the peak period volumes?

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 return / checks a year. Please check out the Finance page of the website for the tax due dates for businesses taxes. That is our peak period.

18. What is the City's annual check volumes?

Answer: 100,000

19. Does the City currently have scanning hardware? What is the model of the hardware? Please list all hardware being used in today's process.

Answer: We currently use a Kodak i610 Scanner for all imaging.

20. Is the City looking for hardware recommendations for creating scanning efficiencies in their daily process?

Answer: Yes

21. In regards to validation, what method is being requested (data file, data base, web service API)? Please describe the validation process today.

Answer: We are open to suggests from all vendors.

22. Does the City want the vendor to provide the annual support services fees over the five year period?

Answer: Yes

23. How many employees are being used in today's remittance process?

Answer: 7

24. What Bank(s) is being used for depositing?

Answer: PNC Bank

25. Is the City receiving Business Checks today? If so, what is the average daily volume?

Answer: We receive personnel and business checks along with money orders. There is no average since we have peak and off peak dates. We get approximately 100,000 return / checks a year.

26. Is there a need to suspend a transaction for any reason in your process?

Answer: We need clarification on this question.

27. Is the posting (Harris/Govern) process utilizing a unique format via a posting file?

Answer: Harris Govern is not live yet. We are in the implantation phase. Our goal is to implement the remittance solution in tandem with Harris Govern.

28. How many archival seats will be required?

Answer: We need clarification on this question.

29. The RFP does not mention deposit of the funds. Are the funds expected to be deposited with the awarded vendor?

Answer: No. This must be independent of the vendor. The City's wants the flexibility to choose its own bank.

30. Please provide expected volume of payments each month.

Answer: There is no average since we have peak and off peak dates. We get approximately 100,000 return / checks a year.

31. Does the City currently use coupons with OCR scanline?

Answer: Not currently but the City would look to utilize that for this application.

32. Does the City currently offer online invoices?

Answer: No