

QUESTIONS & ANSWERS #1 and ADDENDUM #1

IFB #VCB-FY18-002 LOCKBOX SERVICE

1. Please provide fully disclosed copies of the most recent November and December analysis statements from the incumbent Bank (peak processing) and an analysis statement for when the lockbox is inactive.

ANSWER: See Attachments #1, 2, 3, 4 and 5; Account Analysis Statements for November 2016, December 2016, January 2017 and Inactive month of April 2017 (attached).

2. Appendix B, Attachment 1, IV.B.13, please expand on waiver of courier and monthly account maintenance fees, what do these two items specifically pertain to?

ANSWER: The courier fees are now irrelevant due to the IFB amendment. The monthly maintenance fees are specifically limiting the bank from charging undisclosed monthly account fees that are not identified in the bid.

3. As it pertains to the item detailed below, would the County consider allowing the payments to be mailed from the tax payer to a Denver lockbox for processing?

ANSWER: Yes, the IFB has been amended to allow for out of state lockbox processing. The tax bills will include a pre-addressed remittance envelope addressed to the awarded bank processing center.

4. Who processed your tax payments for the County last year?

ANSWER: Bank of Albuquerque

5. Why did you decide so late in the year to go for bid?

ANSWER: It was our first opportunity to put out the IFB, we apologize for any inconvenience.

6. Would the County consider amending the bid to include the second half payments in the lockbox contract?

ANSWER: Yes, the IFB has been amended and now reflects services for both first and second half of the 2017 tax year.

7. What is the volume in the second half mailing?

ANSWER: The amended bid form reflects a good estimate of the total processing of both halves of the tax collection period.

8. What are the average collected balances that we would anticipate in the account?

ANSWER: See answer to question 1.

8a. Will the funds be sent to your depository banking relationship, once the checks clear the account?

ANSWER: Yes, funds will be sent via ACH deposit to the bank that holds our main account.

8b. If so, will you be initiating the transfer of those funds with your depository bank or with the Bank selected?

ANSWER: The funds will be initiated by the selected bank to the bank that holds the county's funds currently.

9. In reference to the bid form, if we respond to the statement IV.B.2 with an answer "no," will the Bank be automatically disqualified? We plan to propose an alternative solution, which does not require the Bank to pick up the tax payments.

ANSWER: See answer to question 3 and see the amendment made to IV.B.2. (A generally answer is yes the bidder would be considered non-responsive if they answer no to any mandatory requirements.)

10. Can you please supply a sample of the coupon used for the tax payments?

ANSWER: Yes, please see Attachment # 6.

11. If the County decided to change the address on the coupon, how soon would the vendor need to be notified of the change?

ANSWER: There is no mailing address on the coupon; the mailing address is on the return envelope. Yes, we have time to let the vendor know about the address to put on the return envelope.

12. In the bid form the volume of lockbox items is 57,195, however; the number of checks clearing is 38,938. What makes up the volume difference?

ANSWER: See answers to questions 3, 6 and 7. Due to amendments to the IFB these numbers have changed, although the difference between the total lockbox records (checks and coupons) and checks cleared is the payment coupons.

13. You mentioned in the pre-bid meeting that over 32,000 payments are considered delinquent. What timeframe should we expect to receive those payments?

ANSWER: The Valencia County Treasurer's Office will be handling delinquent payments that are a result of the delinquent notices. We do not anticipate the delinquent payments will go to the lockbox because an envelope with the Treasurer's mailing address will be included with the delinquent notice.

14. Do you receive payments that include multiple coupons per check? If so, can you provide a volume count or estimate?

ANSWER: Yes we receive payments with multiple coupons. November of 2016 – 40,581 images (checks and coupons) from that total, 17,498 were checks, 23,083 were coupons. December 13,364. We do not have an estimate of the amounts during the second half of the year because traditionally the Treasurer's office staff processed those payments. Also see answer to question 1.

15. In Section B of the Scope of Work there are several steps for verification of specific data. What steps should we take if any of the date/information is missing or incorrect?

ANSWER: Reference pg. 43, Appendix B, Attachment 2 Scope of Work, #2; Handling of individual items received. B.iii. States that if checks are not dated, that they are deemed to

be dated the date received by the bank. Return unprocessed checks and coupons to the Treasurer's office.

16. It is stated that all items must be imaged and the originals returned to the county. If all images could be available online for 10 years, would you still need the paper returned to you?

ANSWER: Only coupons with change of address, or other written correspondence needs to be returned to us. Other coupons once imaged do not need to be returned to us.