



DEPARTMENT OF FINANCE

Oscar Knott, CPP, CPPO, NIGP-CPP, VCO

Purchasing Director

## **Addendum No. 2**

**Date:** August 23, 2024  
**Request for Proposal:** #24-2730-7EMF – Lockbox Services  
**Receipt Date/Time:** September 6, 2024; 2:00 p.m.  
**Subject:** Updated due date

Ladies/Gentlemen,

Please make the following corrections, deletions and/or additions to the above referenced RFP:

### **Sec. V. DD. – Contract Period - Shall now read:**

1. The contract period shall be from February 1, 2025 through January 31, 2026. Contract prices shall remain firm for the contract period.
2. The contract may be renewed for six (6) additional one-year periods upon the sole discretion of the County at a price not to exceed 3% above the previous year's prices unless written approval is given by the Purchasing Director.
3. The Successful Offeror shall give at least a 90 days' written notice to the County for any price increases and/or if it does not intend to renew the contract at any annual renewal.
4. The contract shall not exceed a maximum of seven (7) years.  
All other specifications and General Terms and Conditions shall remain the same.

Offerors must take due notice and be governed accordingly. Acknowledgement of the receipt of this addendum shall be made in your proposal.

Failure to acknowledge this addendum may result in your bid being declared non-responsive.

Questions and Answers on the following pages. (**Note:** There were no questions and answers on Addendum 1)

Sincerely,  
Eileen M. Falcone  
Purchasing Manager  
Fal51@henrico.gov

**ACKNOWLEDGEMENT:**

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_



COMMONWEALTH OF VIRGINIA  
**County of Henrico**

DEPARTMENT OF FINANCE  
Purchasing Division

**RFP 2730-7EMF**  
**LOCKBOX SERVICES**  
**Questions and Answers**  
**Date: August 23, 2024**

1. We are asking the county to sign a NDA which we will need to have in order to release our SSAE report.

***Answer: We only require the certificate and not the full report at this time***

2. Where are the location(s) for existing lockbox (where are you currently processing)?

***Answer: The retail lockboxes are currently processed in Atlanta GA. The Wholesale Lockboxes are currently processed in Philadelphia, PA. The virtual/ desktop lockbox is handled in St. Paul, MN (this is only for items dropped in/ mailed to Henrico Admin building)***

3. Please expand on the Desktop Lockbox Scanning – Would this be Remote Deposit Capture or Image Cash Letter (ICL)?

***Answer: Our current process is a remote lockbox capture with invoices and checks scanned. The County is requiring a data transmission file to be able to be applied to the Utilities and tax systems in addition to the depositing of funds. The remote lockbox process must mirror the lockbox process.***

4. How many scanners and how many locations are there for existing Desktop Lockbox Scanning?

***Answer: There are two locations, 2 scanners are required***

5. Please describe what data will be cross referenced in your crosswalk file? For example, is it an old account # to a new account #?

***Answer: A crosswalk is not necessary at this time***

6. Please confirm when you refer to your "positive file" it is the same thing as your "validation file"? It is a file of account numbers that the successful offeror is to accept for deposit as seen in your Attachment K & L?

***Answer: Yes "positive file" is the same as "validation file" for Ebox payments***

7. You ask for Remittance files for the lockbox and electronic lockbox services by 2pm daily. Is 2pm when the files need to be received in your office by? Or is 2pm when we are to end the processing of your deposits for the day (end of day)?

***Answer: 2pm is when we need to receive the current day's processing file. The county offices close at 4:30PM, this necessitates receiving files by 2PM to ensure posting to our billing system.***

8. For Electronic Lockbox Services you ask for, "Perform remittance advice matching based on the County's desired matching criteria." Please describe the County's desired matching criteria.

***Answer: The account number should match the positive file.***

9. Per your request, "Accept special processing requests from the County to extend the effective date in accordance with the Code of Virginia §58.1-9. (Attachment F)." Please clarify if this asking us to process the work differently that is received with-out a postmark or post mark is illegible or bears no date, for five days following the time of the close of business on the last day on which such return may be filed or such tax may be paid without penalty or interest?

***Answer: We want to be able to discuss the opportunity of special handling around the due date to ensure we accurately capture all the on-time payments as well as having the opportunity to discuss any special handling options for currently unforeseen events.***

10. Would you also be requesting for a later end of day processing time on the last day on which returns may be filed or tax may be paid without penalty or interest? Will there be any other special processing requests?

***Answer: No***

11. Per your request to scan all paper items (Attachment J- Scan Line Specs) with high resolution functionality and remittance data shall be electronically captured. Do you have a minimum requirement? For example, is 200 dpi sufficient or do you require 300 dpi?

***Answer: This can be reviewed by looking a sample if the resolution is different than we currently have.***

12. Will you please provide us with a copy or image of the return envelope you send out with your DPU and Taxes invoices?

***Answer: Copies attached***

13. (Sec II.A.10. Page 3) Please define/clarify what special processing requests would be received from the County as it elated to the effective date.

***Answer: We prefer separate on time files after the due date for up to 7 workdays. We are open to discussing alternative solutions. Please refer to Question 9 about the need to have solutions for unforeseen special events that may arise.***

14. (Sec.II.B.4 Page 4) How does the county determine and identify to the bank what the post mark date is on dropped off payments sent to the lockbox.

***Answer: We do not send dropped off payment to the lockbox. We scan dropped off payments through the remote lockbox and set the calculation date.***

15. (Sec.II.C.3&4 Page 5) Please define additional exception items that will need to be reviewed outside of what is not listed on page 5.

***Answer: All known exceptions are defined in the RFP.***

16. (Sec.II. F. 3, 4 Page 7) Can the County clarify how remittance advice is sent to the bank, and what the desired matching criteria would be?

***Answer: The account number should match the positive file.***

17. (Sec. II. F. 3, 4 Pge 7) Can the County clarify what is meant by a crosswalk file and a validation file?

***Answer: A crosswalk file will not be necessary. A “validation file” is the same as a “positive file” for EBOX payments where the county will provide valid account numbers that the awarded vendor would use to determine the validity of an Ebox payment.***

18. (Sec. II. H. 3 Page 9) How many Remote Deposit scanners does the County anticipate needing?

***Answer: 2***

19. (Sec. II.F.6 Pge 10) For items processed today is the County looking for a posting file by 2pm same day or by next business day?

***Answer: Yes, same day***

20. (Sec. II.Q.2. Page12) Is the County currently using ICL services or considering it for the future? If so, what software is/will be used to capture the image and check data in order to send the ICL file to the bank for processing?

***Answer: We have not considered using ICL services for lockbox processing. This can be proposed as a solution to be considered in the RFP.***

21. (Sec. II.Q.2 Page 12) Does the County currently use UPIC services?

***Answer: This is not currently used for lockbox processing. This can be proposed as a solution to be considered in the RFP.***

22. Pricing Sheet - AFP Code: 05 0530 – Lbx Correspondence OR Rejects – can the County provide a percentage of volume that represents Correspondence vs. Rejected items

***Answer: Correspondence - 1,738 Rejected items amounts are listed in the RFP pricing matrix.***

23. Pricing Sheet - AFP Code: 36739 – Lbx Post Office Returned Mail – what type of returned mail is this line item used for?

***Answer: There are times the USPS incorrectly returns the items to the Lockbox PO box rather than the County address.***

24. Pricing Sheet - AFP Code 05 011P – Lbx Restrictive Processing – please clarify what is the current bank defining as restrictive processing.

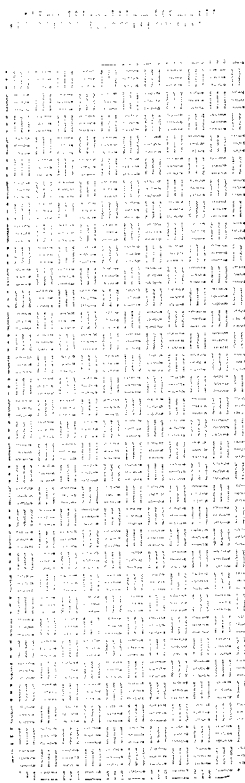
***Answer: These are based on specific rules for the processing of business license payments. This is defined in E. and F. in the RFP.***

25. Can the County clarify the term of the contract?

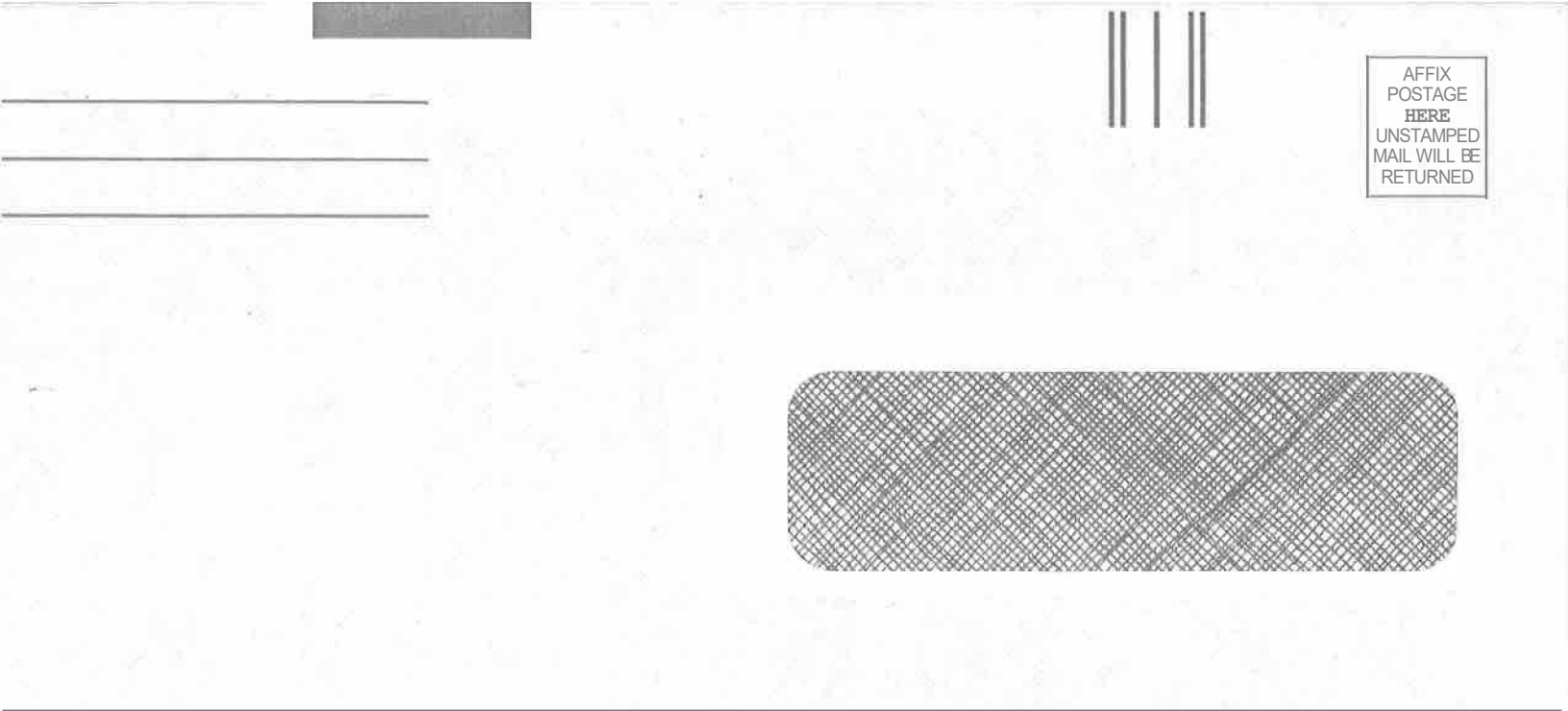
***Answer: See addendum 2. The contract term will begin February 1, 2025 through January 31, 2026.***

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PLACE  
STAMP  
HERE



From: \_\_\_\_\_  
\_\_\_\_\_  
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Tax Return Envelope