

**COUNTY OF FRESNO**  
**ADDENDUM NUMBER: ONE (1)**  
**RFP NUMBER: 208-5445**  
**REMITTANCE PROCESSING AND ELECTRONIC DEPOSIT**

---

Issue Date: March 14, 2016

IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, PURCHASING  
4525 EAST HAMILTON AVENUE, 2<sup>nd</sup> Floor  
FRESNO, CA 93702-4599

**CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M., ON MARCH 24, 2016.**

**PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.**

All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: **Shannon W. Kirby**,  
phone (559) 600-7110 or e-mail [CountyPurchasing@co.fresno.ca.us](mailto:CountyPurchasing@co.fresno.ca.us).

**NOTE THE ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 208-5445 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN IN BLUE INK AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.**

**ACKNOWLEDGMENT OF ADDENDUM NUMBER One (1) TO RFP 208-5445**

COMPANY NAME: \_\_\_\_\_ (PRINT)

SIGNATURE (In Blue Ink): \_\_\_\_\_

NAME & TITLE: \_\_\_\_\_ (PRINT)

Purchasing Use: SWK:ssj

ORG/Requisition: 04100400 / 4101600138

## QUESTIONS AND ANSWERS

**Q1. Does Fresno plan on keeping and using the iTran 8000 and the Canon scanners that they now have or will these scanners be replaced by the vendor?**

*A1. Yes, our intent is to utilize current hardware.*

**Q2. Does Fresno plan on replacing their current remittance software with what the vendor will propose?**

*A2. Yes.*

**Q3. What software is currently being used for remittance processing?**

*A3. Image RPS by WauSau*

**Q4. What functionality does Fresno desire from the proposed system that they are currently not getting with their current operation?**

*A4. We are content with current functionality, we are open to hearing what your company has to offer.*

**Q5. What is the volume of payments received on a peak day?**

*A5. Average Peak Day in December 16,330 items Average Peak Day in April 15,630 items*

**Q6. During peak time do you operate on weekends?**

*A6. 1 weekend during the peak months (December and April) 2 weekends per year*

**Q7. What is the start and end time of the shifts during peak processing times?**

*A7. 7AM to 5PM*

**Q8. Do you currently use check 21 for transmitting check images to the bank?**

*A8. We are currently using Image Exchange.*

**Q9. Will you grant a one week extension to March 31<sup>st</sup> for the proposals to be submitted?**

*A9. No. Time constraints will not allow for extension of the closing date.*

**Q10. How is ARC processing used now?**

*A10. We are not using ARC at the moment, we are using Image Exchange which takes the scanned image of the check and transmits it to the bank electronically.*

**Q11. What is the current up time for the scanners?**

*A11. The iTran is active 4-5 hours per day, the Canons are not currently used.*

**Q12. How old are the iTran and Canon Scanners?**

*A12. The iTran is 7 years old and the Canons are 1 year old*

**Q13. What contractual response times do you have for NCR and Canon support?**

*A13. Critical is 1 hour.*

**Q14. How often do the iTran and Canon scanners require on-site maintenance in a month?**

*A14. The iTran is on a quarterly maintenance schedule.*

**Q15. When do you expect to award the contract to meet you implementation date?**

A15. Hope to make selection and begin contract negotiations within 2 weeks of close of responses to RFP. Our goal will then be to secure a Board date as soon as possible. Once the Board approves the contract, we will begin the project.

**Q16. Can you provide a list of questions and answers submitted by other vendors?**

A16. All questions submitted are contained in this document.

**Q17. Will the vendor be responsible for the maintenance contracts for the iTran and the Canon scanners?**

A17. Yes.

**Q18. Will scanner availability be a performance matrix of the vendor?**

A18. Yes.

**Q19. If so how can the vendor be responsible for scanner performance when it is unknown what the operational conditions of the scanners are?**

A19. Vendors will be responsible for securing a maintenance contract with appropriate response time and maintenance requirements.

**Q20. How will the vendors submitting questions receive the answers and when?**

A20. This addendum is posted to our website and a hard copy is mailed.

**Q21. Does the County anticipate that they will need a Server and Operating System refresh as part of this project?**

A21. The County will handle server and OS refresh with the implementation of the vendor system.

**Q22. Is there any interest in combining the electronic payment streams with your paper process?**

A22. Not as part of this RFP.

**Q23. What is the level of integration with your cashiering system that you are looking for as stated in the RFP?**

A23. At a minimum, the vendor will be required to accept an XML file with meta data and captured images from the cashiering system, and convert that to a file for transport to the bank for deposit.

**Q24. What is driving the targeting June 1<sup>st</sup>, 2016 implementation date? Is there any flexibility with that implementation timeline?**

A24. The implementation timeline is being driven by the expiration of our current support and maintenance contract. There is little, if any flexibility to extend the go-live date.

**Q25. Would you consider a vendor hosted solution as a viable option or are you only considering solutions deployed in-house at the County of Fresno?**

A25. All options will be considered.