

**COUNTY OF FRESNO**  
**ADDENDUM NUMBER: ONE (1)**  
**RFP NUMBER: 946-5421**  
**WATER/SEWER BILLING SERVICES FOR SPECIAL DISTRICTS**

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Issue Date: February 12, 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 FEBRUARY 29, 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: **Louann M. Jones,**  
phone (559) 600-7118 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: 946-5421 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 946-5421**

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

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

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

Purchasing Use: LMJ:ssj

ORG/Requisition: 91400801 / 1401600031

## QUESTIONS AND ANSWERS

**Q1. When will billing process start?**

A1. *Beginning of fiscal year (July 1) ideally or quarter or mid-year depending on BOS approval.*

**Q2. Who will customer contact regarding change of ownership? County or Vendor?**

A2. *Customer would contact vendor.*

**Q3. Reads --**

A3. *County will provide record layouts from Orion/Badger system.*

**Q4. Will vendor need to import historical data?**

A4. *Yes, to build a good customer history*

**Q5. Will meter reads be done by County?**

A5. *Yes, but not opposed to vendor doing reads (drive-by or manual). Currently manual reads are done in 7 Districts (450-500 customers). County hopes to convert all to RF in the future.*

**Q6. Kiosk location – who mans it?**

A6. *Local support preferred for customers to pay in cash.*

**Q7. Will space be provided by County?**

A7. *Maybe, if space is available. It will be a different process to secure a location.*

**Q8. How do you do it now?**

A8. *Customers come in to pay in person at our cashier's window located in downtown Fresno.*

**Q9. If Contractor is not local, what is the County's vision of a convenient location?**

A9. *Should be a physical location so that cash paying customers can pay their bill.*

**Q10. Is this required to be a contractor office location, or would a payment location at a Fresno County branch of a bank be acceptable?**

A10. *A bank is acceptable as long as customers are able to pay cash for their bill.*

**Q11. Who is responsible for collection for delinquent bills? Collection notices?**

A11. *Vendor expected to complete whole process when it comes to collection. County will post notices and perform shut-offs.*

**Q12. Customized reports/tools?**

A12. *What you can offer should be included in response, include samples.*

**Q13. Customer financing?**

A13. *Typically for low income districts, no interest, provide payment plan of 6-12 months.*

**Q14. Forms & envelopes - can you please clarify if the County will be processing the mailed payments or if the envelopes would have the contractor's address?**

A14. *They should have vendor's return address not County's.*

**Q15. Are bills bilingual?**

*A15. No, but may be beneficial to have.*

**Q16. Are customers residential or commercial?**

*A16. Little commercial, mostly residential*

**Q17. Is there an Interview process?**

*A17. An evaluation team will look at all bids. Team may submit questions to Purchasing to send to Vendor(s) or an interview with Vendor(s) may be arranged.*

**Q18. Is it the County's responsibility to print the 48 hour notices from the list provided by Contractor?**

*A18. County will print and post 48 notices once Contractor provides listing.*

**Q19. How will Contractor receive this information?**

*A19. Contractor may be provided access to process change of ownership*

**Q20. If Contractor is responsible for the cost of postage, why does the County require lowest discount rate for postage?**

*A20. The County requires the lowest discount rate as the County knows that these costs are passed on to its customers.*

**Q21. Contractor will process change of ownership – Verify records, escrow, etc. How will Contractor receive this information?**

*A21. Contractor may be provided access to process change of ownership.*

**Q22. Please forward a copy of previous winning proposal and contract to me, or give me guidance on where such information may be located.**

*A22. This service is currently being provided in-house.*

**Q23. Can you give me an idea of how much it is costing your Public Works Department to handle the billing at this current time?**

*A23. Last FY the cost was approx. \$164K*

**Q24. For district CSA 30, would we also be billing for Street Lighting and Garbage?**

*A24. Yes. Same is true for CSA 32.*

**Q25. After the transition to the new vendor, when will the billing portion of the project start?**

*A25. A25. See question 1 of this Addendum. The earliest start would be July 1, 2016 or the next quarter start would be October 1, 2016 or the mid- year start would be December 1, 2016.*

**Q26. When is the latest period of time that you think you would want to finalize an agreement for the billing program?**

**What would be the latest date considering, reviewing the RFP's, the vote by the county to approve the company, the transition time for the accounts, testing of the program and then finally mailing the bills?**

**What is the latest time period/month that the county could accept?**

*A26. The County would prefer the agreement to be effective July 1, 2016. The latest date for consideration would be October 1, 2016.*

**Q27. Can the County supply the fields form from Orion to Fund Balance?**

*A27. Yes, we can supply the fields form.*