

# City of Franklin Addendum No. 1 to

## Purchasing Office Solicitation No.: 2019-002

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1. Solicitation identified: This Addendum No. 1 applies to the following procurement solicitation:

**electronic bill presentment services, payment processing services and coordinated paper bill presentment services**

**Purchasing Office Solicitation No.: 2019-002**

2. Notice to Proposers publication date: **February 21, 2019**
3. Solicitation release date: **February 22, 2019**
4. Addendum No. 1 release date: **March 11, 2019**
5. Deadline for optional submittal in writing of questions seeking to revise or clarify any aspect of this procurement solicitation: **March 14, 2019, 2:00 p.m. Central Time**
6. Proposals submittal deadline and scheduled opening: **March 26, 2019, 2:00 p.m. Central Time**
7. Tentative date of release of City's tabulation of proposals received and notice of intent to award: **April 18, 2019 or May 10, 2019  
(depending upon whether interviews are conducted)**
8. Tentative date of award: Meeting of Board of Mayor and Aldermen at which is tentatively scheduled to be awarded the selection of the proposal that best meets the needs of the City: **May 14, 2019 or May 28, 2019  
(depending upon whether interviews are conducted)**
9. Addendum:

In reference to the City of Franklin's February 22, 2019 Purchasing Office Solicitation No. 2019-002 for electronic bill presentment services, payment processing services and coordinated paper bill presentment services, the City has been asked certain questions about the solicitation by one or more service providers who are potential proposers.

The purpose of this Addendum No. 1 is to announce the City's responses to the questions that have been asked to date.

Please note that the submittal deadline and scheduled opening of all proposals received remains unchanged and is:

**March 26, 2019, 2:00 p.m. Central Time**

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Below are the questions asked to date and the City's responses thereto:

Q1: It is our understanding that the City of Franklin's current service providers, Lexis Nexis and PPI, are proprietary systems; as such, they are unable to integrate with any other providers. Is it the intent of the City of Franklin to replace the current providers by means of this Solicitation?

A1: PPI is not a City of Franklin service provider.

Lexis Nexis, while proprietary, is able to integrate with third-party systems through its API. As stated in 11.1.1 of the request for proposals, "The City would expect [Electronic Bill Presentment and Payment Processing] services to be fully integrated with [the City's] existing systems and processes, including its 'Infor Utility Billing Software' and to be fully integrated with or replace the City's existing payment portal ('Lexis Nexis')." Also see 11.4.3 of the request for proposals which reads in part, "[Payment processing services] must integrate with (or replace) Lexis Nexis payment portal."

Q2: Please provide the three most recent merchant statements.

A2: The City of Franklin is a sub-merchant under a payment facilitator for utility payments made by bankcard. A convenience fee of \$3.50 is paid by the customers to the payment facilitator at the time of the transaction. As such, there are no related merchant statements.

Q3: Regarding Appendix A – EBPP Historical Data and Invoice Samples, does the City charge a \$3.50 non-refundable processing fee for in-person transactions also?

A3: The processing fee for credit card payments is \$3.50 whether completed in person, on the phone or online.

Q4: Please provide the volume of residential accounts vs. commercial accounts.

A4: Residential: 89%; nonresidential (commercial): 11%.

Q5: Please provide the high ticket for residential account vs. commercial account.

A5: For residential, the highest users will reach between \$400 and \$500 per customer per month. For commercial, the highest users will reach between \$10,000 and \$15,000 per customer per month.

Q6: Cyber Insurance Limits are higher than what we have seen in the industry. Where do limits come from?

A6: The City's insurance requirements, including minimum limits for network and cyber coverage, are intended to reflect the risk to the City for the type of exposure and to protect the City in this ever-increasing area of exposure.

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10. Acknowledge addendum: Proposers shall acknowledge this addendum on the Proposal Submittal Form in the space to the right of the text on that form that reads, "Acknowledge any and all issued addenda to this solicitation."
11. Questions, requests for clarifications, and requests to revise the procurement solicitation; addenda: To ask questions, to request clarifications about any aspect of this procurement solicitation, or to request revisions to the procurement solicitation prior to the deadline for optional submittal in writing of questions seeking to revise or clarify any aspect of the procurement solicitation, please contact:

City of Franklin Purchasing Office  
Franklin City Hall, Suite 107  
109 3<sup>rd</sup> Ave. South  
Franklin, TN 37064  
[purchasing@franklinton.gov](mailto:purchasing@franklinton.gov)  
Tel: 615/550-6692  
Fax: 615/550-0079

Depending upon the inquiry, the City may request that the question, request for clarification, or request for revision be submitted in writing, whereupon the City may choose to announce the inquiry and the City's response thereto.

12. Communication with City during procurement phase: Any questions about either the content of or the procurement process pertaining to this procurement solicitation should be addressed as described above. Until the procurement award has been made, vendors shall not communicate about either the content of or the procurement process pertaining to this procurement solicitation with any official, employee or other representative of the City except through the City's Purchasing Office. The City reserves the right to disqualify any vendor that initiates unauthorized communication with the City during the procurement phase.