



May 27, 2016

To Whom It May Concern:

**ADDENDUM #1**  
**ELECTRONIC BILL PRESENTMENT AND BILL PAYMENT SERVICES**  
**RFP NUMBER 16-0043FN**

Please consider the following questions and answers and incorporate the information into your proposal

- **What version of SunGard platform are you currently using?**

SunGard Version 9.1.1

The City of Dover is developing an RFP for the replacement of our current SunGard H.T.E./Naviline system with an ERP system. We anticipate the RFP for the ERP system to be released in the next several months.

- **Are you looking to replace the current web offering?**

The City's policies suggest we seek competitive bid proposals from potential vendors every 3-5 years for professional services over a certain dollar threshold. This also allows the City the opportunity to review changes in technology and product offerings to possibly improve work methods and services to customers. It is in the City's best interest and fiscal responsibility to seek qualified vendors and perform our due diligence in seeking the best products/services for a reasonable price.

- **Can you provide one month of merchant statements?**

This information is not available at this time. This RFP is not for merchant services. The Electronic Bill Presentment and Payment Services would make customer utility and tax billings available through online viewing and/or IVR system.

- **Is real-time a requirement or a daily batch process acceptable?**

Real time would be beneficial to the City's fiscal operations as we have cutoff/disconnect timelines for non-payment of services. We currently utilize daily batch processing. The City is considering implementing several batch processes throughout the business day if real time is not currently available due to software constraints.

- **What counter payment requirements are there?**

Counter payments consist of cash, check and/or money order. Customers also have the ability to establish direct debit capabilities for payment of utilities. We don't accept credit and/or debit cards at the counter as we are attempting to eliminate foot traffic.

- **Is the City interested in an EBPP solution utilizing separate sites for each line of business? I.e. Utility payments in one EBPP site, Property Taxes in another.**

The City is very interested in exploring alternative procedural methods, which use technological advances in order to improve its customer service capabilities. If the vendor proposes changes to any of the specifications of this RFP, such changes will be considered, providing the vendor can clearly demonstrate and the City agrees, that the change will be in the best interest of the City. All recommended changes should be clearly stated in a separate section of the proposal.

- **In Section III. Scope of Services 1. a. The City references “cash payment methods by web transactions.” Can you elaborate on this method of payment?**  
In inserting the following within the RFP “Utilizing credit/debit card, check, cash payment methods by either over the phone, kiosk and/or web transactions” wanted to be sure it was including all possibilities of collection of payment available.
- **III. 1. c. “Ability to allow customers to pay multiple accounts through a shopping cart feature.” Would this be for multiple Utility accounts (electricity, water, wastewater and sanitation) or both Utility accounts and Property Tax accounts?**  
The City is looking for an online bill payment system that provides the best and most user friendly capabilities to its customers. We believe that if a shopping cart feature could allow users to pay for services for multiple locations this could be beneficial to both the City’s property owners/businesses as users of the system and to the City in collecting its fees for services whether for utility accounts or property tax accounts.
- **Does the City reassign Utility account numbers by person or property? I.e. if a customer moves, would that customer have the same utility number?**

Currently within the City of Dover’s SunGard H.T.E. system the customer number for utility accounts consists of two fields separated by a dash. The first component XXXXX-XXXXXX is unique to the customer this number will stay with the customer no matter where he/she lives in the City. The second component XXXXX-XXXXXX is unique to the property location this number also identifies the tax billing account and becomes part of the customer utility account number. So within the utility module in H.T.E. the customer account number may change if the customer moves to a new location; the only portion of the utility account number that will change in this event is the property location number. This number is used by customers to access their accounts online along with their billing zip code. Property location numbers can be up to 9 characters and will be used for customer access to their tax files online along with their billing zip code.

Please keep in mind that the City of Dover expects to release an RFP in the next several months for an ERP system. The above scenario regarding the customer account numbers could potentially change with the implementation of a new accounting software.

- **III. 4. a. “Allow customer to obtain information on usage.” Who is the customer in this scenario, and what levels of information need to be provided?**

The City desires to provide the Property Tax Customer all prior tax bills and payment history. Currently we provide property tax history from 1997 through current.

Regarding the Utility Customer accounts the City wishes to make consumption and payment history available for at least a 12 month rolling period.

## 1. Credit Card Fees

**Are any convenience fees being added currently to the credit card payments for utility bills or for tax payments? Does the city want a proposal with a convenience fee option?**

This RFP is not for merchant service provider. Convenience fees are not currently passed through to the customer.

**2. What file format would the statements be sent in for posting online?**

We send a flat file that our current vendor interprets and mimics to create a bill presentation file.

**3. Is there a specific software platform or file format that the vendor needs to integrate with or provide custom reporting for? Is there a remittance/payment file layout that can be provided?**

We received a flat remittance file in NACHA format.

**4. The RFP states that the vendor should be certified/eligible to operate in the State of Delaware. Is there a registration process for corporations that are based outside of Delaware that is specific to bidding on this project?**

There is no registration process to bid on the project as detailed in RFP16-0043FN. If the business that is awarded the contract to provide services to the City of Dover is incorporated in another State the contracted business must register with the Delaware Division of Corporations. Please see referenced website and preliminary information:

[http://revenue.delaware.gov/services/Business\\_Tax/Doing\\_Business.shtml](http://revenue.delaware.gov/services/Business_Tax/Doing_Business.shtml)

## **DOING BUSINESS IN DELAWARE**

Any company that does business in Delaware has two or more requirements:

1. If you form a corporation in Delaware, you must pay an annual Franchise Tax for the privilege of incorporating in Delaware. This Franchise Tax is payable to the Delaware Division of Corporations. The fee is based on the number of authorized shares within the corporation.

If incorporated in another state but doing business in Delaware, you must still register with the Delaware Division of Corporations.

Visit the Division of Corporations' [How To Form a New Business Entity](#) for more information or contact:

Delaware Division of Corporations

PO Box 898

Dover, Delaware 19903

Phone: (302) 739-3073

[www.corp.delaware.gov](http://www.corp.delaware.gov)

2. If you form a corporation in Delaware, you must file Corporate Income Tax with the Delaware Division of Revenue at a rate of 8.7% of federal taxable income allocated and apportioned to Delaware, based on an equally weighted three-factor method of apportionment. The factors are property, wages and sales in Delaware as a ratio of property, wages and sales everywhere (Chapter 19, Title 30, Delaware Code).

3. For all businesses: Delaware does not have a state or local sales tax. Delaware does, however, have an annual business license requirement, as well as a gross receipts tax that is imposed on the seller of goods or provider of services. Sales of tangible property are additionally subject to a retail or wholesaler license and gross

receipts tax. These taxes are imposed on the seller and remitted monthly or quarterly, depending on the business activity, to the Delaware Division of Revenue (Chapters 21, 23, 25, 27, and 29, Title 30, Delaware Code).

4. For all businesses: Every employer maintaining an office or transacting business in Delaware who makes payment of wages or other remuneration to a resident or non-resident of this state, must deduct and withhold an amount substantially equivalent to the tax estimated to be due from the employee. Delaware withholding is required, provided such payments are subject to withholding under the Internal Revenue Code (Chapter 11, Title 30, Delaware Code), and is remitted to the Delaware Division of Revenue.

The Delaware Division of Revenue administers the tax requirements for numbers 2, 3 and 4 (above).

If you have any questions, please contact me or Barry Wolfgang at (302) 736-7795 or email [dooverhse@doover.de.us](mailto:dooverhse@doover.de.us).

Sincerely,

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Addendum Receipt Record

RFP 16-0043FN

We have received and reviewed the following Addenda. A copy of this receipt record must accompany the bid submission.

1. Addendum #1, dated May 27, 2016.
2. \_\_\_\_\_, dated \_\_\_\_\_.
3. \_\_\_\_\_, dated \_\_\_\_\_.

FIRM NAME: \_\_\_\_\_

BY: \_\_\_\_\_

PRINTED: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATED: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

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PHONE: \_\_\_\_\_

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