



CITY OF HOUSTON
FINANCE DEPARTMENT
Strategic Procurement Division

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Mayor

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Date: July 24, 2020

Subject: Letter of Clarification No. 1
Automated Bill Collection and Local Agent Network Processing

Reference: RFP T29529

To All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

- To answer the following questions:

- 1) Question: "Firms must also have established relationships and payment equipment in place at all area Kroger, Fiesta, HEB, and Walmart locations."

Answer: We are not limiting firms to these specific locations. We are looking for firms with access to numerous locations throughout our service area. If ABC company has numerous locations in the area, and customers know they can pay their water bills there, the company may be eligible for a contract award.

- 2) Question: Does this mean that the payment equipment should be already established before the project or it means that the equipment is needed for the project?

Answer: Not necessarily. Firms must be able to demonstrate they have the capability to:
(a) provide payment terminals to receive customer payments and communicate customer account log records to us, as described in the solicitation,
(b) provide us with real time notification of the payments, and
(c) produce batch payment files and send by end of business day to our bank

- 3) Question: Is this contract going to be awarded to multiple vendors?

Answer: Yes, as long as they meet our business requirements listed in the solicitation.

- 4) Question 4: Regarding the evaluation criteria #3 (price proposal), will a prime subcontracting to an HHF participant, help qualify for the 3-5 points

Answer: No, it will not qualify.

Council Members: Amy Peck Jerry Davis Abbie Kamin Carolyn Evans-Shabazz Dave Martin Tiffany D. Thomas Greg Travis
Karla Cisneros Robert Gallegos Edward Pollard Martha Castex-Tatum Mike Knox David W. Robinson Michael Kubosh Letitia Plummer
Sallie Alcorn

Controller: Chris Brown

5) Question 5: Is there a current incumbent?

Answer: Yes. Western Union Financial Services.

6) Question: Under Section 6. Client References, requirement 6.5- Can the City explain more about the Youth Program features?

Answer: Requirement 6.5 on page 16 will be taken off of the solicitation.

7) Question: With the pandemic at hand and unavailability to be in physical offices, is the City willing to accept an electronic response that can be accessed via a secured FTP site by any/all City associates/staff?

Answer: Unfortunately, the bids must be delivered to City Secretary's Office. Address can be located on page 15 of the solicitation.

8) Question: Can the City provide another link for the Hire Houston First form? The one provided does not allow a downloadable/printable form or affidavit.

Answer: Please go to forms and documents section. Please see link provided. https://www.houstontx.gov/obo/documents_and_forms.htm

- Due to the change(s) to the e-bidding items you may need to edit your bid. To do so, please select the "Bid Number" and proceed accordingly. {USE WHEN APPLICABLE}

When issued, Letter(s) of Clarification shall automatically become a part of the Bid documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the Bidder to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a response to this Bid, Bidders shall be deemed to have received all Letter(s) of Clarification and to have received all Letter(s) of Clarification and to have incorporated them into this Bid.

If you should have any questions, please contact Maira Artola at (832) 393-8724 or via email at buyers maira.artola@houstontx.gov

Thank you,



Jerry Adams, Chief Procurement Officer
Finance/Strategic Procurement Division