

RFP Addendum # 1

Request for Proposals for **Lockbox Services** (Solicitation # 5567)

Date of Addendum # 1: February 1, 2022

The Request for Proposals (RFP) for the above-named project is amended as noted in this Addendum. This Addendum consists of 3 pages plus Attachments.

This Addendum lists questions received by the deadline for questions, and SHA's responses.

Question 1. Can you send a pdf of the front and back of what the current statements look like for housing and solid waste?

Response: *See Attachment 1, an example of the IPS single page statement, Attachment 2 an example of the IPS multiple page statement, and Attachment 3 an example of the Rent Statement. There is nothing on the back of the IPS statements. The back of the Rent Statement has the SHA return address that shows in the window envelope once the statement is stuffed.*

Question 2. I believe the RFP said you will be sending the files to the printer in PDF's not Data. Is that correct?

Response: *We transmit the files as a pdf through an ftp site.*

Question 3. In looking over the bid requirements, in Section D (Response / Proposal Content) - Bullet #4 (Address ... backup ... index SHA information ...looking up tenant payment...) - Is this speaking to the Lockbox payments handled? This has nothing to do with the bill printing and mailing part of this solicitation, correct?

Response: *Yes, this section is regarding payment processing and how the payment information will be available to us if we were to need to look up a payment to get further details. For instance, if a tenant ID errors out during the upload, we would like to be able to check payment and remittance statement images for clarification.*

Question 4. Statement Print & Mail:

Please confirm or correct the total volume of monthly statements to be printed and mailed for each SHA line of business:

- **Rent Statements:** 7,600 per month
 - o Please provide a sample of a current rent statement
 - o Average number of inserts included in rent statements per month.
 - o Approximate number of pages per insert

- o Size of insert? (Full page? Front only or Front and back? Is the insert size consistent or variable? Color or black and white?)?
- **Solid Waste Statement:** 1,300
 - o Please provide a sample of a current solid waste statement
 - o Average number of inserts included in solid waste statements per month.
 - o Approximate number of pages per insert
 - o Size of insert (Full page? Front only or Front and back? Is the insert size consistent or variable? Color or black and White?)?
- **Impact Property Services**

Is there a requirement to print for IPS as well? If so, please provide monthly volume and other relevant information as listed above.

Response: See Attachment 3 for a sample Rent Statement. *Inserts for the rent statements and IPS (solid waste) statements are uncommon. We may have one or two per year. Usually, the insert is a one-page letter in black and white. IPS (solid waste) does do a yearly one page insert that is double sided and in color. That is the most complicated insert we do. We provide a pdf of the insert to the vendor for printing.*

Impact Property Services is the group that generates the solid waste statements – they are the same thing.

Question 5: Lockbox Payments – Outsourcing

Please provide both the average and peak volumes for the total number of remittance payments per day.

- **Rent Stubs:** 7,600 payments per month
 - o Please provide a sample of a current rent stub
 - o Does the rent stub include an OCR line?
 - If yes,
 - What font is the OCR line printed in?
 - What data fields are included in the OCR line?
 - Does the OCR line include a check digit?
 - o Are you looking for web payments for this payment group as well?
- **Impact Property Services** – 1,400 payments per month
 - o Please provide a sample of a current Impact Property stub
 - o Does the Impact Property stub include an OCR line?
 - If yes,
 - What font is the OCR line printed in?
 - What data fields are included in the OCR line?
 - Does the OCR line include a check digit?
 - Is the web portal for payments only needed for the Impact Property Services or do you need these for the other payments listed here as well?
- **Solid Waste Statements** - 1,300 payments per month.
 - o Please provide a sample of a current rent stub
 - o Does the rent stub include an OCR line?
 - o If yes,
 - What font is the OCR line printed in?
 - What data fields are included in the OCR line?

- Does the OCR line include a check digit?
- Are you looking for web payments for this payment group as well?

Response: *The payment stub for rent statements and IPS solid waste statements are at the bottom of the attached statements. There is a MICR on the payment stub. For rent statements the MICR line includes the Tenant ID number, the rent charge amount and payment due amount. For IPS statements the MICR line includes the Customer/ Client Number, Invoice Number, Amount and Date.*

The Rent Stubs, Impact Property Services and the Solid Waste Statements all have OCR lines. They are printed in OCR A and have the check digit routine of 21, sum of digits. For the Impact Property Services, the check digit routine weights are 2 1, sum of products, take Mod 10 of the sum, then take the 10's complement of the Mod.

Question 6: Credit Card processing

- What credit card provider do you use?
- Are you currently setup on another solution that provides web-based payments?

Response: *Our lockbox vendor provides the credit card processing service for us, so I don't know which credit card provider is used. The current vendor also provides a portal for credit card payments and epayments to be made on-line. We only offer this option for the IPS solid waste customers. No rent payments are paid through credit or debit cards at this time.*

As a reminder, the Due Date for Submittals to this RFP is
2:00 p.m. on Wednesday, February 16, 2022.

END OF RFP (Solicitation # 5567) - ADDENDUM # 1



Impact Property Services

PO BOX 84025
 SEATTLE WA 98124-8425
 Tel: 206-716-1310 Solid Waste Services
 Tel: 206-770-6724 Other Services
 www.impactpropertyservices.org/solidwaste

INVOICE

ADEM MOHAMED
 7708 CHICAGO CT S
 SEATTLE WA 98118

Statement Date 12/31/2021
Client Number 367937
 Statement Number 308414

INV #	LINE	INV DATE	PRICE	QTY	TAX	DESCRIPTION	COMMENT	TOTAL
283732	1	12/31/2021	6.80	1		HOMEOWNER FYW 13G	TUESDAY PICKUP	6.80
283732	3	12/31/2021	40.95	1		HOMEOWNER GARBAGE 35G	TUESDAY PICKUP	40.95
Total New Invoices:								\$47.75

ACCOUNT SUMMARY

Previous Balance	0.00
Payments Received	0.00
New Invoices	47.75
Adjustments	0.00
Current Balance Due :	\$47.75
Payment Terms Net 30	Due Date: 1/30/2022

 Detach and mail this section with your payment



Impact Property Services

ADEM MOHAMED

Statement Date 12/31/2021
 Client Number 367937
Invoice Amount \$47.75
Due Date 1/30/2022

Enter Payment Amount Enclosed:
 *Payment will be applied to oldest invoice

Mail Payments To:

IMPACT PROPERTY SERVICES
 ATTN ACCOUNTS RECEIVABLE
 PO BOX 84025
 SEATTLE WA 98124-8425

To pay by Credit Card: ___ Visa ___ Mastercard
Exp. Date: _____ Verification/cvv:# _____
Card #
Credit Card Billing Address
Billing City, State and Zip Code
Signature

INVOICE



Impact Property Services

PO BOX 84025
 SEATTLE WA 98124-8425
 Tel: 206-716-1310 Solid Waste Services
 Tel: 206-770-6724 Other Services
 www.impactpropertyservices.org/solidwaste

ROXHILL COURT APARTMENTS
 HELEN.IBARRA@SEATTLEHOUSING.ORG
 190 QUEEN ANNE AVE N
 SEATTLE WA 98109

Statement Date 12/31/2021
Client Number 227
 Statement Number 308385

INV #	LINE	INV DATE	PRICE	QTY	TAX	DESCRIPTION	COMMENT	TOTAL
284464	1	12/31/2021	178.68	3		EXT NP MFAMILY GARBAGE 1.5 YD	FRIDAY PICKUP	536.04
284464	3	12/31/2021	178.68	3		EXT NP MFAMILY GARBAGE 1.5 YD	MONDAY PICKUP	536.04
284464	5	12/31/2021	146.81	3		EXT NP MFAMILY GARBAGE 1YD	FRIDAY PICKUP	440.43
284464	7	12/31/2021	146.81	3		EXT NP MFAMILY GARBAGE 1YD	MONDAY PICKUP	440.43
284464	9	12/31/2021	24.90	1		EXTERNAL ACCOUNT FEE		24.90
284464	10	12/31/2021	18.24	1		Bulky Item	12/13/21	18.24
284464	12	12/31/2021	18.24	1		Bulky Item	12/10/21	18.24
284464	14	12/31/2021	35.05	1		Overfilled Container 1 Yd	12/24/21	35.05
284464	16	12/31/2021	18.24	2		Bulky Item	12/29/21	36.48
Total New Invoices:								\$2,085.85

 Detach and mail this section with your payment



Impact Property Services

ROXHILL COURT APARTMENTS

Statement Date 12/31/2021
 Client Number 227
Invoice Amount \$2,085.85
Due Date 1/30/2022

Enter Payment Amount Enclosed:
 *Payment will be applied to oldest invoice

Mail Payments To:

IMPACT PROPERTY SERVICES
 ATTN ACCOUNTS RECEIVABLE
 PO BOX 84025
 SEATTLE WA 98124-8425

To pay by Credit Card: ___ Visa ___ Mastercard
Exp. Date: _____ Verification/cvv:# _____
Card #
Credit Card Billing Address
Billing City, State and Zip Code
Signature



Impact Property Services

PO BOX 84025
 SEATTLE WA 98124-8425
 Tel: 206-716-1310 Solid Waste Services
 Tel: 206-770-6724 Other Services
 www.impactpropertyservices.org/solidwaste

INVOICE

ROXHILL COURT APARTMENTS
 HELEN.IBARRA@SEATTLEHOUSING.ORG
 190 QUEEN ANNE AVE N
 SEATTLE WA 98109

Statement Date 12/31/2021
Client Number 227
 Statement Number 308385

ACCOUNT SUMMARY	
Previous Balance	0.00
Payments Received	0.00
New Invoices	2,085.85
Adjustments	0.00
Current Balance Due :	\$2,085.85
Payment Terms Net 30	Due Date: 1/30/2022

 Detach and mail this section with your payment



Impact Property Services

ROXHILL COURT APARTMENTS

Statement Date 12/31/2021
 Client Number 227
Invoice Amount \$2,085.85
Due Date 1/30/2022

Enter Payment Amount Enclosed:
 *Payment will be applied to oldest invoice

Mail Payments To:

IMPACT PROPERTY SERVICES
 ATTN ACCOUNTS RECEIVABLE
 PO BOX 84025
 SEATTLE WA 98124-8425

To pay by Credit Card: ___ Visa ___ Mastercard
Exp. Date: _____ Verification/cvv:# _____
Card #
Credit Card Billing Address
Billing City, State and Zip Code
Signature

BILLING ADDRESS

Ruben Figueroa
c/o Gladys Harris
2117 Calle Buena Ventura
Oceanside, CA 92056

Seattle Housing Authority
P.O. Box 84025
Seattle, WA 98124-8425



MONTHLY RENT STATEMENT

Ruben Figueroa
Resident ID: t0015727
Community-Unit No: 023 - 00712
Payment Due Date: 01/01/2022
Total Amount Due: \$265.00

Comments:

Resident's Monthly Rent Obligation: \$285.00

Date	Description	Amount	Balance
	Balance Forward	-20.00	-20.00
01/01/22	:Rent 01/22	285.00	265.00

Previous Balance	Payments	New Charges	Current Amount Due
-20.00	0.00	285.00	265.00

DETACH HERE AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

Monthly Rent Statement

Ruben Figueroa
Tenant ID: t0015727
Community-Unit No: 023 - 00712

BILLING ADDRESS

Ruben Figueroa
c/o Gladys Harris
2117 Calle Buena Ventura
Oceanside, CA 92056

Mail Payment To: Seattle Housing Authority
P.O. Box 84025
Seattle, WA 98124-8425

Total Amount Due: \$265.00
Payment Due Date: 01/01/2022

AMOUNT ENCLOSED \$ _____

Make Check Payable To **Seattle Housing Authority**
See reverse side for payment instructions

Thank you for your payment!

Return this portion with your payment

1 0000000000015727 028500 026500 6



PAYMENT NOTICE

Payment is due on the 1st of the month and payment after the 7th of the month may be subject to a late fee.

If charges other than rent appear on your rent statement that is for work performed in your unit, please contact your management office for questions.

Contact your management office if you have a question or a payment problem.

The unit's utility allowance amount is based on the average utility costs of a reasonable conservative household, and this amount is subtracted from the unit rent in order to assist the household in paying for their utility costs.

INSTRUCTIONS FOR MAKING PAYMENT

Make check or money order payable to SEATTLE HOUSING AUTHORITY.

Write your community name, unit number, tenant ID, and telephone number on your check or money order.

Do not write messages or comments on this statement. Any written messages should be brought to your Management Office

Do not fold your check or money order, or staple it, or paper clip it to the RETURN PORTION of the statement.

Sign your check.

Write the amount enclosed on the RETURN PORTION of the statement.

Enclose the RETURN PORTION of the statement with your check or money order in the enclosed envelope. DO NOT SEND CASH.

Make sure the return address is showing through the window on the return envelope.

Place a stamp on the return envelope.

MAIL TO:

SEATTLE HOUSING AUTHORITY
P.O. BOX 84025
SEATTLE, WA 98124-8425