



PIMA COUNTY
PROCUREMENT DEPARTMENT
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Issue Date: May 24, 2013

REQUEST FOR INFORMATION (RFI) #
Image Cash Letter and Remittance Processing

Response Due Date: June 13, 2013 2:00 PM MST

PURPOSE

The Pima County Treasurer is looking to convert its paper deposits to Image Cash Letter, improve the efficiency of its cash receipt and deposit functions.

The Request for Information (RFI) process is an informal process utilized to gather information that may result in a subsequent solicitation. Depending on the responses to this RFI, Pima County intends to issue a solicitation for three separate responses; (1) software to produce Image Cash Letter, (2) a product allowing the ability for the Treasurer to review the deposits prior to ICL submission, (3) and remittance processing service and/or software.

Any procurement by the County will be subject to a separate solicitation process, depending on the responses to this RFI the County may elect to issue a Request for Proposal or Limited Competition solicitation.

No award will be made based on the results of this RFI process. Any procurement by the County will be subject to a separate process and subject to budget approval. **Interested firms or parties are encouraged to submit responses by June .**

Submit information for any products or services your firm provides that would address the County's questions as detailed on page three (3) of this RFI under the paragraph entitled "SUBMITTAL CONTENT." There is no structured format for the presentation of your material. Your submittal should include one electronic copy (CD or Thumb Drive) and one hard copy. The submittal should also include any of the following: printed brochures, cooperative agreements, user guides, written statements regarding firm qualifications that address questions posed and issues identified, along with references and testimonials from past or present customers, especially any governmental entities.

Publish: The Territorial: May 23, 24, 28 & 29, 2013

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BACKGROUND AND GENERAL INFORMATION

The Pima County Treasurer is the custodian of public funds for the 97 political subdivisions in Pima County. Part of that function includes accepting deposits from the political subdivisions. The largest volume of deposits are received from Pima County Departments and the County School Superintendent's Office. Currently, the Treasurer deposits approximately 40,000 paper items per month. The daily deposits can vary from \$500,000 to over \$10,000,000, depending on the time of year.

The Pima County Treasurer's Office is looking to convert its bank deposits from paper to Image Cash Letter (ICL). We are looking for a product that will create the ICL according to the specifications required by Federal Reserve.

Pima County has many different political subdivisions located throughout Pima County that deposit checks through the Treasurer's Office. The Treasurer would like to have these remote locations scan their own images to create the ICL with the ability of the Treasurer to review the items prior to the ICL file being transmitted to the bank. The Treasurer validates the deposit documents for Pima County's financial information system prior to posting the transaction in the system based upon receipt of the funds. The Treasurer must be able to match the amount of the funds to the deposit document presented to the Treasurer before the ICL is transmitted to the bank.

In addition, Pima County is looking for ways to improve its processing of deposits. Currently, many departments receive payments from citizens based on a fee charged. Other than property tax collections, none of the processing of these receipts has been automated. Pima County would like to obtain information on automating the processing of these receipts. An example of these receipts would be animal licensing. A statement with a coupon is mailed to the animal's owners for renewal of the animal license. A payment is returned to the animal control department with the coupon. An animal control employee enters the payment into their information system. There is no machine readable information currently on the coupon or any other deposit documents the county uses to record its cash receipts.

We have a state-of-the art n-Tier systems environment. Our hardware includes IBM servers and a Quantum SAN with nearly 100TB RAID 10. Our operating systems vary: VMWARE, Windows, and Linux. The RDBMS is RAC-configured Oracle under RedHat Linux. Staff use DELL desktops and Windows Thin Clients running VMWare. Our office productivity software is Microsoft Office. We currently have two Cannon CR180 scanners, but they are nearing the end of their useful life and will need to be replaced.

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SUBMITTAL CONTENT

Specifically, the County invites interested firms and parties to provide information regarding the following:

1. Company Information and Qualifications

- Company Name and Headquarters Mailing Address
- Contact Name, Title, Telephone and Email
- Company Website URL
- Type of Organization (Corporation, Partnership, etc.)
- How long has your firm been in the business for the service/product described herein? What type of governmental agencies (Federal, State, County, City) use the proposed product/service? What branch of government use the proposed product/services (Finance, Treasurer, Department of Revenue, Utilities, Animal Care Centers, etc..)
- Please attach a copy of any available Cooperative Contract.

2. Product/Service Proposed

___ Image Cash Letter Software

___ ICL Submission Software with prior centralized review and approval

___ Remittance Processing Services ___ Remittance Processing Software

___ Hardware/Equipment

3. Centralized review/approval for ICL submissions:

Please describe the process for centralized review and approval of multiple deposits from multiple departments. Attach a User Guide, flow chart etc..

4. Required Technical Skills

What types of knowledge and technical skills are required to administer your product?

5. Security

Describe how security is handled and implemented within your product.

6. Customization

Describe how your product can be customized to the requirements of the customer in respect to interactions with other systems.

7. Equipment Options

Please provide a list of equipment requirements; including scanners, desktops, servers and any other options needed to operate your product. Please provide optimum specifications or specific product recommendations and estimated cost.

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8. Reporting Capabilities

Does your product provide any reporting capabilities? If yes, describe the types of reports and supported output formats.

9. Mobile

Does your product support and/or integrate with mobile devices? If yes, provide a detailed description of the functionality provided and type of devices supported.

10. Analytics

Does your product have any built-in tools for analyzing deposit data? If yes, provide a detailed description of the types of analysis and reporting capabilities available.

11. Support

Describe how your company supports your product. Provide descriptions (including locations and time availability) of the types and/or levels of support and any additional associated costs.

12. Implementation

Outline your implementation process, timeline, resource allocation and approximate cost. Do you provide and/or recommend any additional services for successful implementations? Provide descriptions of these services including any related fees and justifications.

13. Implementation Possible Pitfalls

Based on your experience, what are some of the pitfalls to be avoided as the County considers implementing Image Cash Letter and remittance processing services/software.

14. Potential Presentation/Product Demonstration

Are you able to provide a webinar or other interactive demonstration to enhance our understanding of your product capability, if requested? Can you provide an onsite demonstration of the equipment and software? This should not be a formal proposal.

15. Software Fees and Licensing Model

Pima County is interested in exploring all options for licensing, including:

- Purchased equipment managed in house,
- Purchased equipment managed by vendor
- Vendor provided equipment (on or off site) managed by vendor
- Any other options

Describe your licensing methodology or structure. Where applicable, provide information for the following (cost ranges acceptable/preferred):

- Cost per site
- Cost per installation
- Cost per CPU

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- Cost per CPU Core
- Cost per user
- Cost for administrator
- Cost for developer
- Cost for content creation/editing
- Hourly fees for consulting and implementation services (if not included in license cost)
- Administrator, Developer and End User Training (if not included with initial purchase)
- Initial start-up, installation and training (if not included in initial purchase)
- Additional costs that may apply to your model
- Annual maintenance costs (include different levels of support)
- Production and non-production environments
- Include the modules and/or functionality with cost where appropriate.

Please explain cost drivers per range.

26. Remittance Processing Service Fees

Detail all costs associated with your firm providing all remittance processing services for the County. Services to include: Mail retrieval from a designated PO Box, lock box, process match items, mismatch items, multiples (account/checks), invoice data maintenance, exceptions, check image review on Pima County web, returned checks, deposits, full reporting and electronic posting payment data to the County's system and bank, etc..

27. References

Please attach any references and/or testimonials for the product/service proposed.

28. Evaluation Criteria

If the County does pursue a solicitation process (RFP or Limited Competition), what evaluation criteria do you feel the County should use in selecting a successful respondent(s)? What weighting / priority / rank should the County use in evaluating the criteria? Provide examples.

29. Additional Information

What other information do you feel is appropriate to be considered by the County in this information-gathering exercise?

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RFI INQUIRIES

In an effort to maintain fairness in the process, inquiries concerning this solicitation, including questions related to technical issues must be communicated by facsimile or email. Inquiries must be in writing and directed to:

**Contact: Jennifer Moore
Title: Commodity and Contracts Officer
Address: 130 W Congress St, 3rd Floor, Mailstop DT-AB3-126, Tucson, AZ 85701
Email: Jennifer.Moore@pima.gov
Fax: 520-791-6509**

All questions must reference the RFI page number, section heading, and paragraph. The question(s) must be concisely stated and numbered in sequential order. **All questions regarding this RFI # 98170 must be received in writing by no later than 2:00 PM (MST) on May 30, 2013.**

RFI SUBMITTALS

All submittals related to this request ***must be mailed*** and directed to:

**Attn: Jennifer Moore
Commodity and Contracts Officer
Pima County Procurement Department
130 West Congress St, 3rd Floor
Mail Stop #DT-AB3-126
Tucson, AZ 85701-1317**

All responses must be received by or before 2:00 PM (MST) on June 13, 2013. The submittal must include any accompanying printed material and must be received in a sealed envelope clearly marked or labeled “***RFI # 98170, Image Cash Letter and Remittance Processing.***”

(END OF REQUEST FOR INFORMATION)