

**New York City Water Board
Request for Proposals for Lockbox and Other Payment Processing Services
Addendum #1
Responses to Inquiries**

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Please note that the proposal due date has been extended to August 6, 2012

General Considerations

1. Do you plan to have a pre-bid conference so we can discuss all the questions?

No. We will not have a pre-bid conference. We hope that this file will answer your questions. If you find that a question is not answered to your satisfaction, please let the Authorized Water Board Contact know.

2. Will you provide an answer to all bidders' questions to each of us?

Yes. All questions and answers are provided herein.

3. The RFP lists the lockbox component as the "Primary Contractor". Are vendors allowed to submit a bid that doesn't include this service? Will the Board seriously consider a vendor bidding without lockbox?
4. Please confirm: Can bidders submit a bid for some of the services or will the Water Board only accept bids for all services required?

Vendors, which do or do not offer lockbox services, are allowed to submit a proposal for services other than the lockbox component, and the Board will seriously consider the non-lockbox components of such vendors' proposals. The Board structured the RFP with the idea that services such as the Over-the-Counter payments might be awarded to a vendor that is not the Primary Contractor.

5. Is the Board looking for a single provider for all services requested in the RFP or will the Board award the business to multiple providers?
6. Since the RFP encompasses requirements in multiple areas of expertise (i.e. lockbox processing, cashiering, electronic payment), providing a "best of breed" solution will require the participation of multiple vendors. Will NYC Water board accept a bid from 4 vendors, that will respond directly, each with a best-of-breed solution, submitted together in one combined response including consolidated reporting for all payment streams? Rather than there being subcontractors, each vendor will be their own prime in an integrated solution. Each of the 4 vendors will be responsible for their piece, and NYC Water Board will know exactly what each vendor's part is in the response. If the 4 vendors are allowed to submit this way, will the NYC Water Board review it as one response (our preference), and would we lose points for responding in this fashion?

Ideally, a successful proposer will be able to provide all services requested as the Primary Contractor. The Board's preference is to manage as few Contract relationships as possible, while obtaining the best services; however, the Board may choose to award the services noted herein to multiple providers, with the Primary Contractor accepting wire transfers of funds from the Board's other Contractors and consolidating the other Contractors' collections data.

If four vendors respond in one RFP, there should be one central point of contact for the proposal and Contract.

7. Will the Water Board consider a P.O. Box outside of New York City?
8. How critical is NYC lockbox location to the weighted evaluation?

The Board will consider a P.O. Box located outside of New York City. As noted in the RFP, "while locations in New York City are preferred, the total average time for remittance and price of remittance will be weighed with locational preference". The Board does not have further opinion on this matter.

9. Section B1. indicates that each Proposer is requested to submit a proposal in which the P.O. Box will have a New York City address. There also exists an opportunity to "Additionally" "include an alternative proposal for which the remittance address may be a P.O. Box located outside of the City". Please confirm that it is acceptable to submit only an alternative proposal with a non-City P.O.Box.
10. My company is located in Long Island NY. I know we can present an alternate proposal to use a Local PO Box. Is it also necessary to include a proposal for using a NYC PO Box?

It is not acceptable to submit only an alternative proposal. As a public authority in New York City, the Board wants to fully evaluate the potential for payments to be processed in New York City; however, the Board understands that there could be incremental costs for doing so. Therefore, it will fully evaluate the benefits vs. the costs of the proposed processing location(s). If the Contractor does

not have a New York City processing location, it could fulfill this location requirement by transshipping from a New York City P.O. Box to its processing facility.

11. Further, please confirm that a non-City P.O. Box solution combined with a partnership with another Financial Institution with the ability to accept check/cash payments in the 5 boroughs would be considered.

As noted above, a New York City P.O. Box solution must be proposed. A partnership with a local financial institution or other mode of local acceptance, including a non-authorized depository, would be acceptable for cash/check payments as long as such payments were deposited into the Board's account with appropriate customer account information transmitted on a daily basis.

12. Would it be acceptable for a Proposer which is an authorized depository (Section 1524) to sub contract with a Financial Institution, for the purpose of accepting check/cash payments, that is not an authorized depository? The arrangement would provide for a non-authorized financial depository to act in an agent capacity for the Proposer. It would be enviredon [sic] that funds collected would be deposited in the Proposers (authorized depository) account and then remitted to the Water Board.

Please see the response to question 11.

13. Does the 40 page response limit mean up to 40 physical pages or 20 double-sided pages (page numbers not to exceed 40)?

The 40-page limit means 20 double-sided pages with page numbers not exceeding 40.

14. Proposers are advised that there is a forty (40) page limitation for proposals, excluding appendices, and are advised to be concise in the information they submit. Does this refer to the NYC Water Board Appendices B, C, and D, that vendors are required to fill out and return with the response? Or is the vendor allowed to provide additional information and exhibits listed as "Appendices" with our RFP response?

The 40-page limit does not apply to the Board's Appendices B, C and D. Responses to the Board's request for the following information may also be submitted in Appendices: Section IV: detail of disaster recovery procedures (8); Section VIII: Phoenix-Hecht surveys (2.c.), technical equipment and volume detail (2.d.), operational flow chart (2.e.), detailed security procedures (2.f.), detailed resumes (3.c.), and audited financial statements (3.e.)

15. According to page 19 there is a 40 page limit to proposals. Does this include the cover page, cover letter, required forms, and tab dividers?

The 40-page limit does not include the pages you note, but the cover letter should be concise (e.g., not exceed two pages), and the unnumbered pages, such as dividers, should not include marketing material.

16. Please explain what prompted the issuance of the RFP at this time?
17. Please state when the previous RFP was issued?
18. Who is currently processing the work?
19. Who is the current provider of these services (lockbox, online payments, IVR payments, OTC payments)? Why is the Board seeking to change vendors?

The Board's last RFP for services was in 2005, and the contract that resulted from that procurement is ending. Additionally, payment channels have evolved since that procurement, and the Board is seeking competitive proposals to provide service in the media by which customers are paying today.

The Board's current service providers are:
Lockbox: Bank of New York Mellon
Website processing: Cathedral
IVR processing: ClearTran
Merchant services: ClearTran
OTC: Apple Bank

20. What is the average payment amount by customer account category (flat-rate, metered and wholesale accounts) and payment method?

The Board does not track payments by account category.

21. Can the Water Board please provide a Word version of the RFP?

Yes. If you would like to receive a Word version, please contact the Authorized Water Board Contact.

22. According to page 19 an electronic copy of the proposal package must be submitted. Can this be submitted in a .PDF version? Can the technical and price proposals be submitted together on one CD or shall they be submitted on 2 separate CDs?
23. With the email or CD submission of the RFP, should we include the Exhibit 3-1 and 3-2 (price sheet) within the same email or CD? Or does it need to be separate?

The price proposal may be submitted on the same CD as the technical proposal. The proposal may be submitted as a pdf. As an Excel version of the Price Proposal template is also being distributed, you may submit your Price Proposal in Excel or pdf.

24. Are the current Contractors operating under a contract extension? If so, is it the first or the second contract extension?

The current Contractor is operating under a contract extension. It is the third year of the extension.

25. When was the relationship with the current Contractors initially established?

The relationship with the current Contractor was initially established in 2006 as the result of an RFP that was issued in 2005.

26. For each service provided, please state your current level of satisfaction with the current Contractor.

A response with regards to the Board's satisfaction with the current Contractor has no bearing on this procurement.

27. For each service requested please identify areas of improved service which you hope to obtain from this RFP process.

As noted in the RFP, the Board would like to encourage customers to enroll in paperless billing and convert to electronic modes of payment.

28. Can you please provide the fees that you are paying the current processor?

The current fee structure is pursuant to the Board's Contract. Such information could be requested pursuant to FOIL, which request requires that such information not be used for any solicitation purposes.

29. Reference is made to Section IV.C.3.1.2 and IV.C.5 which did not accompany the RFP, please provide these sections to the bidders.

Section IV.C.3.1.2 is on page 12 and Section IV.C.5 is on page 13 of the original RFP.

30. Does the Water Board require outbound dispatch of paper?

The Board does not require the outbound dispatch of paper that has been processed. “Unprocessed” items (for which a CIS account number cannot be located) must be posted electronically for DEP to access and attempt to process online. If items cannot be identified and processed by DEP online, the original hard copies should be delivered to DEP.

31. Are there any manual Data Entry requirements?

If a coupon or check is torn or cannot be read by a machine, then the remittance would be done manually. Additionally, if a check covers payments related to multiple accounts, then this would be processed manually.

32. What fields/data need to be manually or automatically captured for each remittance document?

Manual processing would require the same data capture as all other processing. As stated in the RFP, “Remittance processing should capture data related to the dollar amount of the payment, the date of processing, the payer’s CIS account number....” For bank purposes (and archive purposes), “the payer’s banking ABA routing, account, and check serial numbers” should also be captured.

33. Is the keystroke volume numeric or alphanumeric?

Numeric. Basic keying would involve the date of processing, the payer’s CIS account number, and the payer’s banking ABA routing, account, and check serial numbers. None of these fields contain letters.

34. What is the volume or percentage of numeric vs alphanumeric keystrokes?

All keystrokes should be numeric as noted above. The average keystrokes are: 13 for the CIS account number, 9 for the bank routing number, 12 for a checking account number, and the digits related to the payment value.

35. According to Item e on page 17, vendors shall submit 2 years of audited financial statements. Due to the size, can these be submitted on a single CD-ROM?

Yes; they may.

Correspondence

36. The Water Board indicates that they would like correspondence only items returned. Would you consider allowing your vendor to image these items and present them to you in an online image repository?

Images of customer correspondence that have been submitted to the lockbox could be submitted to DEP via an online image repository. All documentation submitted, including the postmarked envelope, would need to be imaged daily and included with the daily submission. The images must be in pdf format and capable of being imported into DEP’s WebEx system.

37. According to Section 5 on page 13, the selected vendor must deliver change of name/address forms. Can the Water Board please provide more specifics surrounding these forms (i.e. format, purpose, etc.)?

The change of name/address forms are on the back of the payment coupon, as shown in Exhibit 2 to the RFP. The purpose of these forms is for DEP to update its customer information in its billing system.

38. For address changes, you have requested that we inspect the front and back of your coupons to identify any changes.
- a) Would you consider providing for the address change information on the front of the coupon?
No. Changing the bill format to allow for change of address information on the front of the coupon is not feasible at this time.
 - b) Also, if you could sort on these items in a virtual batch would you consider allowing us to image these items and not return the hardcopy?
DEP would consider allowing the Contractor to capture the address information submitted on the back of coupons electronically and transmit images of this information to DEP. However, the imaged information would need to be permanently connected to the account data on the front of the coupon.

Volume Questions

39. For each of the listed payment media accepted by BCS in the table on page 4, can you please provide the annual dollar amount of payments for each listed payment medium?

Please see the attached Exhibit 4 – Page 2.

40. Please provide volumes and the associated percentages associated with each payment type listed below.

Please see the response to question 118-123 and additional information below.

- a) Single (check + remittance document)
Approximately 140,000 per month or 89% of lockbox remittance volume.
- b) Multiple (payment includes more than one check and/or remittance doc)
The Board does not track this information.
- c) Check only (check payment without a remittance document)
Approximately 17,500 per month or 11% of lockbox remittance volume.
- d) Exceptions – sent to decision queue
Approximately 1,600 per month or less than 1% of remittance volume.
- e) Fatal rejects
Approximately 250 per month.

- f) Credit Card (remittance documents sent to lockbox with only a credit card # for payment)
The Board does not accept credit card payments at the lockbox.

41. Are any credit card payments received at the P.O. Box?

No. Credit card payments are not accepted at the P.O. Box.

42. Check-only items:

- a) What is your annual volume of check only items?

Please see the response to question 40.

- b) Of the volume of check only items, how many are from on-line home bill payers (checkfree, chase online, Metavante, etc)?

Online home bill payer payments that would be from CheckFree, Metavante, or Chase online (currently remitted through ORCC) are usually received electronically. This process is described in the RFP as “Consolidated Online Banking”. Other online payments that are not consolidated by such providers are received as paper checks, but we do not have detail on the portion of check-only payments that this represents.

- c) Of your check only volume, how many checks are missing a CIS number?

The Board does not track this information, but this would be a subset of the exceptions noted in the response to question 40d.

43. For current payments processed through the web and IVR:

- a) What is the annual volume of payments for water payments vs. sewer payments vs. other payment types?

These payments are not segregated for processing.

- b) What is the annual dollar amount of payments for water payments vs. sewer payments vs. other payment types?

In the past, the overwhelming majority of payments received have been water and sewer payments. Only a minor fraction have been/or will be permit payments. Water and sewer payments are remitted together as a “single charge/payment”.

44. Is the Consolidated Online Banking volume of 343,987 inclusive of the ACH volume of 303,873 and the Credit Card volume of 28,686?

No. The Consolidated Online Banking volume includes payments that customers have made via their own online banking websites. The ACH and credit card volumes are for payments that have been made through the other payment channels offered by DEP.

45. Does not meeting the lockbox transaction volume anticipated by the Water Board automatically disqualify a potential bidder?

For each service on which the proposer is responding, it should have experience handling the anticipated transaction volume of the Board.

Lockbox Questions

46. How many cash items do you receive on a monthly basis in the Lockbox?

Approximately 6 cash items per month are received at the P.O. Box, and approximately 138 cash items per month are received at the over-the-counter bank branches.

47. Section IV B 1.1 “The lockbox preparer should have the ability to print the CIS # on the check as part of the remittance processing.” Please advise if the operator can spray this info on the back versus writing it on the back of the check.

48. Page 5, section 1.1 Data Capture, please elaborate what is meant by “print” in the phrase ...”print the CIS account number on the check as part of remittance processing.”? Is an alternate method of retaining the association between the account and the check acceptable?

49. When an account number is not included on a received check, the Board requires the account number to be printed on the check. Normally the scanner would print the account # on the rear of the check, is this acceptable or do you require the printing of the account # on the front of the check?

The Board would prefer that the CIS account number is printed on the front of the check, but spraying this information on the back of the check is acceptable. Another alternate method that would associate the check with the account could be acceptable.

50. On page 5 B. REQUIRED REMITTANCE METHODS AND SPECIFICATIONS 1.1 Data Capture. Please provide volumes of those checks that do not have the CIS account number listed on the check that will require manual printing of account number on check. Is the account number printed in the memo field of the check? Would another method to identify the transaction be acceptable?

The Board does not track how many checks do not have the CIS account number listed on the check. This would be a subset of the “Manually processed remittance” noted in the response to questions 118-123.

The customers’ account numbers can be handwritten on any blank space of the check by the customer or, if not by the customer, in the lockbox’s remittance processing. If the lockbox is unable to include the account number on checks that were initially remitted without the account number, the lockbox could make images of these remittances accessible online where DEP personnel can assign the correct CIS account number to complete payment processing.

51. Can you please provide figures of what percentage of the items have missing CIS #s, missing dates or missing payees?

The Board does not have these metrics.

52. Do you require Saturday or Sunday processing?

No.

53. Would the Board consider an alternative approach for items where the payee name is omitted such that the item would be treated and considered bankable after the application of the alternative approach?

Yes; provided that the other services support processing the payment and identifying the payee.

54. How many NYC Water Board staff hours per week are necessary to resolve exceptions or allocate payments?

DEP dedicates the equivalent of two full-time employees for approximately 70 to 80 hours per week for such tasks.

55. For items received in the current lockbox, what percent of items are straight-through processed without NYC Water staff involvement?

99%. Please see the response to questions 118-123. DEP staff involvement is noted as “Web decisioning/exception items”.

56. What will determine whether bills transition from quarterly to monthly?

DEP’s ability to drive customers to paperless billing will be a determining factor, as DEP does not want to increase printing and mailing costs dramatically by increasing the frequency of billing.

- a) When is this expected to be determined?

There is not a definite date at this point.

57. Are commercial and residential payments run together in the same processing job?

Yes.

58. What percentage of General Lockbox checks are deposited via ARC?

The Board does not deposit checks via ARC.

59. According to Section I, Background on page 1, the Board has approximately 60 wholesale customers. What is the number of transactions and dollar volume processed for these customers? Is this through wire transfer? Are there any tender type restrictions for these customers?

The number of transactions processed for the upstate customers is approximately 60 per month. The total dollar collections were approximately \$58 million in FY 2012. Approximately two of the monthly payments are made via wire transfer; the remainder are remitted via check and scanned via the remote lockbox, for presentation and deposit purposes only.

Merchant Payments/Credit & Debit Cards

60. For credit card volume, please provide the breakdown percentage by MasterCard, American Express, and Discover.

61. What percentage of credit card transactions are American Express vs. (MC, Discover)?

62. We see on page 4 that the Water Board has provided the number of credit card transactions processed of 28,686 in 2011, however, can you please provide the total dollar volume processed for these payments broken out by card brand?

63. Can you please provide the following breakout of 2011 credit card transactions on page 4 by the number of transactions and dollar volume processed by each channel by card brand (i.e.: web, IVR, recurring debit program payments)?

The Board does not have information with regards to the number of payments received from each card provider or from each provider via the various channels; however, in FY 2012, we received \$5,053,460.37 in American Express payments and \$6,480,789.21 from Global Payments, which includes MasterCard and Discover.

64. What is the dollar size (\$) of the average ticket/transaction for credit card?
65. What is the average payment amount?

Please see the attached Exhibit 4 – Page 3.

66. Who is the current merchant services provider?
67. Who is the existing provider for merchant processing that works with the epayment gateway service?
68. What is the name of the system the Water Board is utilizing to process credit card transactions for the direct debit program?
69. What major debit networks (such as NYCE, PULSE, etc.) do you use for web-based transactions?

ClearTran is the current provider for all merchant services and handles debit-network system processing.

70. Does the Water Board accept Visa credit cards? We do not see Visa listed as a credit card option.
71. Does the Water Board accept Visa cards for the direct debit program?
72. Is there a reason why the Water Board has decided not to accept Visa card transactions via the IVR or Web?

The Board does not accept Visa credit cards at this time because accepting Visa under our current payment structure would require us to charge a convenience charge on all ACH payments. However, the Board would consider accepting Visa cards if such acceptance would not result in a convenience charge for other modes of electronic payment acceptance (i.e., for ACH payments).

73. Does NYCWB accept credit cards for recurring payments?

Yes.

74. Who currently charges the convenience fee? i.e. NYCWB or a 3rd party service provider?

A 3rd party service provider currently charges the convenience fee.

75. Does NYCWB keep the convenience fee as a means to offset credit card fees, or is it retained by a 3rd party service provider?
76. We understand that the Water Board passes a convenience fee for processing credit/debit/ACH payments through its online epayment and IVR gateways. Is this a vendor managed program where the Water Board is not assessed any fees for merchant processing or for the system and the Vendor is collecting the convenience fee from the cardholder and retaining this to offset the cost of the service?
77. If the Water Board is being assessed fees for merchant processing, can you please provide the last three months of merchant processing statements?

This is a vendor-managed program where the convenience fee is retained by the 3rd party service provider to offset credit card fees. A convenience fee is not charged for ACH payments.

78. Will the NYC Water Board be the merchant of record charging the convenience fee, or does the Water Board want a 3rd party to charge the convenience fee?

The Water Board would prefer that the 3rd party charge any convenience fee.

79. Currently the consumer is charged a convenience fee when making a credit card payment through the internet and through the IVR/phone. Will a convenience fee for credit card also be charged when making a payment through a mobile device?

Based on the Board's current price structure, the convenience fee will be charged any time a credit card is used; so yes, the convenience fee would be charged when payment is made through a mobile device.

80. Is the merchant service out for bid as well?

Yes.

81. Can you please provide the current convenience fee schedule for payment processed via the web and IVR?

2.45% is the convenience fee charged for credit/debit card usage. The customer is not charged for ACH payments via the web or IVR.

DEP-Contractor Online Application

82. Will the contractor host the online payment interface (behind the *My DEP Account* login) or simply process the payments captured by DEP-hosted interface? Will you provide samples of existing payment screens?

The Contractor must build and host the full payment site to process payments behind the *My DEP Account* interface. Please find samples of the existing payment screens in Exhibit 5.

83. Section IV, B, 3 – DEP-Contractor Online Application:

- a) What billing system will we be integrating with?

DEP's Customer Information System is a COBOL (COMmon Business-Oriented Language) CICS (Customer Information Control System) application that runs on an IBM mainframe system. The data store is DB2.

- b) Will we or the New York City Water Board be responsible for the API development?

See the response to question 82 above.

- c) Will Visa be accepted?

It depends on the proposals submitted as noted in the response to question 72.

- d) What is the existing convenience fee model? Percentage OR flat fee absorbed by the City Water Board OR by the consumer?

See the responses to questions 74 and 81.

- e) Is a convenience fee required? Offsetting partial or full cost of transaction?

No. But the Board does not want to be responsible for paying high, percentage-based credit card transaction costs.

- f) Will we be working with the City Water Board's existing Payment Processor? If so, who? Is there an option of working with our credit card and/or ACH Payment Processor?

See the response to question 80.

84. Do you presently develop and host your own website? If not, who is your third party vendor(s)?
85. What is the name of the epayment gateway service currently being utilized for online payment?

My DEP Account is the customer interface hosted by DEP. Cathedral hosts the payment process.

Mobile Payments

86. Section 4 - Can you please explain what you mean regarding "Contractor's system should interface with BCS's application?" How should it interface? Does the API need to accept iPhone payments? Is this a requirement?
87. With regard to the mobile application, does NYCWB intend for the provider to develop the iPhone app, or merely provide integration with the iPhone app?
88. Who is the provider of the Mobile Device payment application?

BCS currently is developing a mobile application of *My DEP Account* for iPad and iPhone internally, and DEP expects to develop an Android OS platform application as well. The Contractor should develop and host the payment interface to process payments behind the *My DEP Account* application.

Telephone (IVR/VRU) System

89. According to Section 5 on page 9, the selected vendor must offer a telephone payment venue. What is the number of transactions and dollar volume for payments processed through the current IVR system?

Please see the attached Exhibit 4 – Pages 1 and 2.

90. Section IV, B, 5 – Telephone (IVR/VRU) System:
 - a) What billing system will we be integrating with?
 - b) Will we or the New York City Water Board be responsible for the API development?
 - c) Will Visa be accepted?
 - d) What is the existing convenience fee model? Percentage OR flat fee absorbed by the City Water Board OR by the consumer?
 - e) Is a convenience fee required? Offsetting partial or full cost of transaction?
 - f) Will we be working with the City Water Board's existing Payment Processor? If so, who? Is there an option of working with our credit card and/or ACH Payment Processor?

For answers to all of these questions, please see the answers to question 83 above.

91. Who is the provider of the IVR/VRU system?
92. What is the name of the IVR solution currently being utilized for IVR payment by credit/debit card?

ClearTran provides the IVR system.

DEP Billing

93. In what format are paperless bills generated?

An email alert, which includes a link to the *My DEP Account*, is sent to the customer advising of new charges. An image of the bill is not sent in the body of the email.

94. For paperless billing, where are bills stored?

Copies of all bills, whether paperless or not, are stored on DEP's system.

95. How many months of bill history are available for retrieval?

Eight historical bills are available for retrieval by the customer through *My DEP Account*.

96. Who manages the current Email Alert process, as described on the NYCWB website?

DEP's Bureau of Customer Service and Office of Information Technology.

97. With respect to the 2% Direct Debit Discount, who is responsible for calculating the discount?

DEP was responsible. This discount was discontinued as of June 30, 2012 and is no longer offered.

98. Can sample envelopes be provided?

Scanned samples are included in Exhibit 6. The envelopes are #9 Courtesy Reply close-face envelopes and #24 with black ink on one side. The majority of DEP's bills are printed and packed at the printer. Envelope #1 in Exhibit 6 is the normal return envelope that is included with all DEP bills that are packed and mailed by DEP's printer. Envelope #2 (for return directly to DEP) or Envelope #3 (for remittance to the lockbox) may be used for miscellaneous mailings and other bills that DEP manually prints and packs.

99. Is the Water Board willing to redesign the invoice and coupon if necessary?

100. Are there any plans to modify the payment coupon?

The Board does not have any current plans to modify the payment coupon, but if a Proposer suggests an alteration that would be possible and would save the Board money, then the Board would consider modifying its payment coupon. However, all price proposals must reflect the provision of services based on the current payment coupon, and they may include an additional price structure if the Board were to modify the coupon.

101. Is the coupon sample provided in exhibit 2 the only remittance document used for processing? (e.g. Do you utilize separate coupons for late notices, reminder notices or disconnect notifications, etc? If so, can you provide a sample?)

The coupon sample is the primary remittance document used for payment processing. Some delinquency invoices that have the coupon at the bottom will be used in the coming year. A scanned sample is included in Exhibit 6.

102. In addition to the metered rate payment coupon you provided in the RFP, can the Board provide samples of each additional invoice statement including invoices with coupons and invoices without coupons (if applicable)?

The Board does not mail any invoices that lack a coupon.

Over-the-Counter

103. Please clarify the Over the Counter requirement. Will existing locations remain in place? If the contractor is not a bank, what role will the contractor be asked to play? Is it to accept data files and consolidate the payments with other channels in the remittance and reporting?

The existing locations noted in the Over-the-Counter volume count are Apple Bank branches where customers are able to pay by check or cash. If the Contractor does not utilize such branches under the new Contract, these locations will not remain in place. The Contractor providing Over-the-Counter services will be asked to accept, consolidate and remit payments to the Board's account. The Contractor will also be asked to collect DEP account information and report such information through the Primary Contractor in the Data File, if the Contractor is different from the Primary Contractor.

DEP also has six borough offices where payments by check are accepted. These payments are processed through the remote lockbox and are not counted as over-the-counter payments for the sake of this RFP.

104. Over the counter payments. Can you describe how the work that is received over the counter today is incorporated into your daily reporting?

The lockbox provider includes all items processed that day at the over-the-counter bank in the main daily Data File. Additionally, the over-the-counter bank provider sends an emailed daily report of all items received via cash or check in the prior day. The checks received at the over-the-counter bank are processed through the Board's main retail lockbox within two days. The cash received at the over-the-counter bank is deposited in the over-the-counter bank's account and the funds are wired weekly to the Board's account.

105. What is the volume associated with the cash transactions. What is the frequency of the cash deposit?

Please see the attached Exhibit 4 – Page 1 and the response to question 104.

106. Over-the-Counter:

- a) How many payments per month are collected in Apple Bank branches today?
- b) What is the average dollar value of these in-person payments?
- a) How many of these payments (and what \$ value) are made by cash?
- b) How are the cash payments made at City/Board offices deposited today?

Please see the attached Exhibit 4. Cash payments are not accepted at DEP's borough offices.

107. What are the security and reporting procedures currently in place for this process?

Apple Bank branches payment logs that contain remittance figures, customer names and CIS account numbers are faxed to the Board daily.

Wire Transfers

108. For those customers who pay through wire transfers, what role, function or service will the service provider be expected to perform?

109. Regarding wire transfer payments, please describe the ability of the bank that receives the wire to provide posting data to the service provider for integration to the billing system.

Wire transfer payments are not supported as a normal means of payment; the Board only receives a limited number of governmental (federal, state and local) wire payments. These wire transfers are manually posted by Board staff to the CIS account number that the remitting party includes in the 'Remarks' field of the wire transfer. The Primary Contractor is expected to report the wire transfer, including the 'Remarks' field, on the daily bank statement.

110. How many wire transfers are there per month?

For the average month with 20 business days, we receive 132 wires. This includes a weekly wire of the over-the-counter cash payments and daily wires from the payment consolidators (Online Resources, CheckFree, Metavante and iPayTech) and credit card providers (Global Payments and AMEX).

111. How large are the payments?

Wire Transmitter	Average Wires per Month	Average Wired Amount
Apple Bank	4	\$ 11,181
Global Payments (MC & Discover)	20	\$ 25,820
AMEX	24	\$ 20,516
Online Resources	20	\$ 393,308
Check Free	20	\$ 134,433
Metavante	24	\$ 14,308
iPay	20	\$ 3,891
Total Wires/Average Wired Amt.	132	\$ 91,133

112. Please provide details as to how this is handled today?

Wire transfers are made directly into the Board's account. All account numbers associated with the payments are included in the daily Data File.

Online Banking Payment Consolidation

113. On page 3. A. CURRENT PAYMENT METHODS Pass-Through. Please list the name of the "certain providers and indicate the type of institution i.e. Financial Institution or otherwise. Also, please define the type of information they are providing.

The current providers are: Online Resources, Metavante, CheckFree, and iPay. They provide "the dollar amount of the payment, the date of processing, the payer's CIS account number".

114. Please expand on your needs for providing electronic billing information to other Financial Institutions web sites. If this is not available, can we still bid?

This service would allow DEP's customers to view their outstanding charges on their own banking websites. Yes; if you do not offer such services, you may still submit a proposal.

NYCServ Collections

115. Please describe the payment types captured at NYCServ.

NYCServ accepts cash, checks, credit card, debit card and ACH payments. NYCServ collects funds at five borough offices, on the web and over the phone via IVR.

116. On page 4 of the RFP you have a breakout for NYCServ, and list number of transactions per month. Are credit card and ACH transactions part of that? Are those credit card and ACH payments made through NYCServ included in the numbers under credit card and ACH on page 4? If not what percentage of NYCServ transactions are credit card vs ach?

The NYCServ ACH and credit card payments were not included in the ACH and credit card payments noted on page 4. As noted in the RFP, the NYCServ transactions are not handled by the Board's Contractor. The NYCServ details were provided for information only with regards to the Board's annual collection volumes. The impact on the Contractor will be the receipt of approximately two wire transfers per week. Data transfers are handled inter-agency.

Price Proposal

117. Can you provide an Excel version of price sheet Exhibit 3 -1 and 3-2?

Yes. Please register with the Authorized Water Board Contact to receive an emailed version of the Exhibit.

118. In the price sheet Exhibit 3, Can you please provide definitions around each of the line items under general lockbox processing?

119. In the price sheet Exhibit 3-1 the volume for automatically processed checks is 148,317 per month while the automatically processed coupons is 12,495. Are these numbers inverted?

120. "Automatically processed checks": 148,317 is the average monthly volume listed. Is that volume supposed to be for checks and coupons? Whereas the "Automatically processed coupons" only shows a volume of 12, 495. Is that the check only volume? Please clarify.

121. Please define the difference between automatically processed check and automatically processed coupon as stated in the Price Proposal Exhibit 3.

122. Please explain why there are 1,779,803 checks processed but only 149,939 coupons. Is coupon processing bundled in the 1.7mm items, are the coupons, coupon only items?

123. Please define manually processed remittance as stated in the Price Proposal Exhibit 3.

Please see a revision to this section of the pricing proposal template with item descriptions below.

	Average Annual Volume	Average Monthly Volume
General lockbox processing		
Automatically processed check with coupon	1,680,000	140,000
Check processed without coupon	210,000	17,500
Manually processed remittance	114,000	9,500
Returned/redeposited payment (incl. failed redeposit)	6,900	575
Cash payment handling	72	6
Correspondence & address item handling	14,880	1,240
Web decisioning/exception items	19,200	1,600

- “Automatically processed check with coupon”: 1,680,000 checks and 1,680,000 coupons processed by the lockbox together.
- “Check processed without coupon”: 210,000 checks processed without coupons.
- “Manually processed remittance”: 114,000 items of processing in which the lockbox processor must intervene.
- “Returned/redeposited payment”: DEP attempts to redeposit all payments the first time they are returned. 6,900 payments includes payments that are returned after the initial attempted deposit or the failed redeposit.
- “Cash payment handling”: 72 customer attempts to deposit cash via lockbox remittance.
- “Correspondence & address item handling”: 14,880 change of address forms and other correspondence sent to the lockbox.
- “Web decisioning/exception items”: 19,200 items that were unbankable upon the initial processing and researched and processed by DEP’s remittance group.

124. What is your definition of Automatically processed check (e.g. Do automatic payments only consist of a high speed single/single full pay?)

Please see the response to questions [118-123] above. Yes.

125. What is your definition of Manually processed checks? (e.g. Do manual checks include check only with and without account numbers, balanced and unbalanced multiple transactions, etc.?)

Please see the response to questions [118-123] above. No. A check that is received without a coupon but with the account number on the check would be included in the “Check processed without coupon” category; however, it might also be included in the “Manually processed remittance” depending on the manner in which the CIS account number was included on the check (e.g., typed or handwritten).

126. For optional services that are not included in the RFP, but we think could add value, how should those be reflected in the price sheet?

Please include a service description and an annual fee based on a flat charge or projected volume and per item fee.

127. Failed redeposit: average monthly volume of 1,782. Please define “failed deposit”.
128. In the price sheet Exhibit 3- 1 Failed re-deposit. Can you provide some background on the estimated number of 1,782 items that fail for redeposit each month?

These items are lockbox payments that did not clear the first time they were presented for payment. The Board re-presents the items for processing on the following day. If the payments do not clear at that time, then they have failed for redeposit.

Information Reporting Questions:

129. How many demand deposit accounts are required?

The Board requires one demand deposit account for remittance processing.

130. Do you have a requirement to receive information in BAI? If so, what protocol? Options include manually exporting data from Treasury Edge or receiving a Data Exchange Transmission?

The Board does not have a requirement to receive information in BAI.

131. Please describe the image archive that is in production today.

Images of payments (e.g., checks, money orders, etc.) are maintained at the processor’s facility with designated DEP staff having access to the images. The processor’s archive is web-based and searchable.

132. To make sure we can provide a file that is compatible with your systems, what is the software currently in use by the Board for image processing?

The Contractor’s image archive must be viewable through an internet browser and be searchable by a detailed index that contains the required fields outlined in the response to question 32.

Electronic Data Interchange Questions:

133. Do you require the monthly bill (Account Analysis statement) to be delivered via file transmission? If so, is there a particular file format? EDI 822?

No. However, if the Contractor would like to deliver the statements electronically, that would be acceptable.

134. Do you require your receivables file to contain both electronic receivables along with the lockbox items?

Yes. The receivables file must contain all payments received that day.

135. Do you currently accept daily electronic remittance files from vendors for your web and IVR payments? If so, can you provide your current file format specifications?

As noted above and in the RFP, these remittance files are included as part of the daily receivable file transmitted by the Primary Contractor.

136. Does the Water Board envision sharing an account look-up file with the processor?

Yes. The Board shares a positive accounts file with the processor on a weekly basis for the purpose of verifying valid account numbers, and it also shares a customer accounts receivable file with the web processor on a daily basis.

137. Regarding the archiving services as mentioned in Section 4 on page 16, are vendors permitted to send the electronic file on a monthly CD rather than at the end of 5 years? According to the RFP, the file of archived images must be in a format that is compatible with software that is current in use? What is the format needed?

The purpose of receiving a file at the end of the five-year term is to minimize the number of separate files the Board would need to search through to find an individual payment. Receiving a monthly file would not accomplish the goal of minimizing the number of separate files.

As per citywide policy, the standard platform of choice is currently Microsoft Windows. However, the choice of format used should be cross-platform compatible (e.g., function on Microsoft Windows and Apple operating systems). Consideration should also be given to the functional specifications required to fulfill the search requirements.

138. What file format is required for the Data File?

See Exhibit 1 of the RFP for an example of the Data File.

139. According to Section 3 on page 8, there are approximately 25,000 customers enrolled in the direct debit program. Will the selected vendor be expected to convert these customers to their system?

Yes. The Contractor will be responsible for debiting customers' accounts based on the accounts receivable file shared by DEP as noted in the response to question 136.

140. What are the archiving requirements for the online banking services – transmission of additional data?

The Primary Contractor must maintain a history of the Consolidated Online Banking Service payments that are included in the Data File.

141. If the file transmission requirements are for 2 PM daily, what are the requirements for activity received after 2PM?

Activity that is received after 2 p.m. would be transferred the following business day.

142. Is the 2:00 p.m. AR transmission time based upon your AR update cycle or to meet deposit deadlines?

The 2:00 p.m. deadline is an operational deadline for DEP's processing.

143. Is the DEP's IT department available 24/7?

144. Are any areas of the DEP available 24/7?

DEP's IT department is capable of operating 24/7 should an operational need arise.

145. Does DEP require archiving services available 24/7?

DEP does not require image archiving services 24/7.

146. How many facilities inspections and audits are required?

A minimum of one per year.

147. Is your current processor consolidating all files from the different providers into one lock box file?

Yes.

148. How is the addendum from the credit card payments captured and imported to your receivable app?

149. How is the addendum for the wire payments captured and imported to your receivable app?

All methods of payment, including credit card and wire payments, should be tracked with CIS information and included in the daily Data File, which shall be remitted daily by the Primary Contractor. See Exhibit 1 of the RFP for an example of the Data File.

Contract Questions

150. Section 4.15 of Appendix A (Inventions, Patents and Copyrights): Will work under this contract be supported by any federal grant of funds?

No.

151. Section IX, #23 (Contract Negotiations): (1) Would the Board negotiate from the Bank's agreement(s) and (2) can we obtain a copy of the current contract.

No. The Board will not negotiate from the selected Proposer's agreements. To obtain a copy of the current contract, you may submit a Freedom of Information Law (FOIL) request to the Board's designated contact person.

152. Appendix A, # 4.4 (Protection of Board Property): Would the Board negotiate tangible protection of property as opposed to what appears to be an intangible risk.

Yes; the Board would consider this.

153. Section IX # 19 (Limitations of Liability): can the Bank condition its response to stipulate that the contract is not split among other providers without being rejected?

Yes.

154. Are there any unique regulatory compliance requirements associated with the lockbox that the bidder should be aware of?

All requirements that we are aware of are stated in the RFP. All proposers should perform their own due diligence to ascertain whether any other regulatory compliance requirements may exist.

155. Page A-12, section 4.14 – A thru F. This section speaks to a need to provide data as required by EO 50. There were not any attached forms for this. Would this information need to be provided by the RFP proposal submission date or after the award is made?

156. Appendix A – General Provision: In section 4.14 Equal Employment Opportunity item A(5) references the Contractor agrees to provide an "Employment Report". Can the Board furnish a copy of the Employment Report to be completed?

The information will be provided after the award is made.

157. Regarding Appendix A, Section 2.1 A, first sentence, does this mean that bidders with commissioned sales people are not welcome to submit a proposal?

2.1 PROCUREMENT OF AGREEMENT

A. The Contractor represents and warrants that no person or selling agency has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for a commission, percentage, brokerage fee, contingent fee or any other compensation. The Contractor further represents and warrants that no payment, gift or thing of value has been made, given or promised to obtain this or any other agreement between the parties. The Contractor makes such representations and warranties to induce the Board to enter into this Agreement and the Board relies upon such representations and warranties in the execution hereof.

A proposer's commissioned salesforce would not be a violation of this provision. If the proposer has employed an external selling agent, the proposer should note such exception in accordance with Section IX.22 of the RFP.

**Exhibit 3 - Revised
Price Proposal**

	Average Annual Volume	Average Monthly Volume	Current Volume Pricing						Unit Price at 2xs Volume	Unit Price at 3xs Volume
			Unit Price	Monthly Total	Annual Total	Five-year Total	Renewal 1 Three-year Total	Renewal 2 Three-year Total		
Fixed monthly charges										
Account maintenance	12	1								
P.O. box rental	1	N/A								
Transport to lockbox processing facility	252	21								
Remote lockbox license & transmission fee	12	1								
Online application maintenance charge	12	1								
Mobile application maintenance charge	12	1								
Telephone IVR/VRU system maintenance charge	12	1								
Over-the-counter maintenance charge	12	1								
Electronic imaging & DEP retrieval	12	1								
Remote electronic banking access	12	1								
Periodic electronic reports (daily, monthly, etc.)	12	1								
Correspondence package handling	252	21								
General lockbox processing										
Automatically processed check with coupon	1,680,000	140,000								
Check processed without coupon	210,000	17,500								
Manually processed remittance	114,000	9,500								
Returned/redeposited payment (incl. failed redeposit)	6,900	575								
Cash payment handling	72	6								
Correspondence & address item handling	14,880	1,240								
Web decisioning/exception items	19,200	1,600								
Remote lockbox processing										
Scanned check - CIS account captured	58,800	4,900								
Scanned check - presentation only	22,800	1,900								
Scanned coupon	58,800	4,900								
ACH/Credit/Debit Card Payments										
ACH transactions	448,455	37,371								
ACH return items	4,661	388								
Debit/credit card processing	29,400	2,450								
Customer	29,400	2,450								
Board	29,400	2,450								
Additional mobile payment charges	-	N/A								
Additional telephone IVR/VRU charges	156,000	13,000								
Online banking consolidation transfer	1,008	84								

Exhibit 4
Remittance Volumes

Month	Total Item Count	Lockbox	Remote Deposit*	ACH Total	ACH Web	ACH IVR	ACH Direct Debit	Credit/ Debit Card Total	Credit/ Debit Card Web	Credit/ Debit Card IVR	Credit/ Debit Card Direct Debit	Over-the-Counter Cash	Over-the-Counter Check	Consolidated Online Banking	NYCServ
FY 2011 Collections by Month															
Jul-10	241,920	177,116	4,737	21,393	10,653	10,040	700	2,244	1,374	784	86	135	132	26,347	9,816
Aug-10	248,547	182,867	4,856	22,813	11,226	10,113	1,474	2,307	1,378	764	165	143	151	27,508	7,902
Sep-10	233,029	169,298	4,910	21,988	10,845	9,562	1,581	2,206	1,288	742	176	131	125	26,374	7,997
Oct-10	235,825	168,764	5,106	23,114	10,883	10,523	1,708	2,248	1,261	832	155	122	134	27,205	9,132
Nov-10	235,000	167,051	4,744	24,747	12,254	10,482	2,011	2,352	1,435	754	163	128	129	28,282	7,567
Dec-10	230,151	162,141	4,365	24,614	12,355	10,340	1,919	2,397	1,482	768	147	149	136	28,841	7,508
Jan-11	245,105	176,483	4,034	25,533	12,451	10,829	2,253	2,436	1,462	828	146	131	116	27,790	8,582
Feb-11	228,828	161,977	4,283	24,715	12,473	9,842	2,400	2,301	1,379	770	152	139	117	28,302	6,994
Mar-11	260,557	181,145	4,812	30,666	15,326	12,340	3,000	2,747	1,701	849	197	162	138	32,625	8,262
Apr-11	232,039	160,614	4,473	27,205	13,727	10,487	2,991	2,324	1,437	703	184	123	115	29,384	7,801
May-11	245,643	171,483	4,479	29,070	14,514	10,942	3,614	2,612	1,626	784	202	149	135	30,208	7,507
Jun-11	243,110	168,384	4,857	28,015	14,219	10,436	3,360	2,512	1,607	714	191	147	113	31,121	7,961
FY Total	2,879,754	2,047,323	55,656	303,873	150,926	125,936	27,011	28,686	17,430	9,292	1,964	1,659	1,541	343,987	97,029
	100.00%	71.1%	1.9%	10.6%	5.2%	4.4%	0.9%	1.0%	0.6%	0.3%	0.1%	0.1%	0.1%	11.9%	3.4%
FY 2012 Collections by Month															
Jul-11	239,480	164,482	4,980	28,549	14,477	10,389	3,683	2,366	1,375	813	178	140	128	29,425	9,410
Aug-11	253,583	173,902	3,720	32,028	15,660	11,238	5,130	2,501	1,404	857	240	153	155	32,973	8,151
Sep-11	236,124	165,166	347	29,192	13,912	10,815	4,465	2,324	1,274	804	246	151	132	31,110	7,702
Oct-11	233,228	160,477	-	30,937	14,472	11,067	5,398	2,436	1,285	895	256	126	110	30,830	8,312
Nov-11	236,520	159,570	2,408	31,924	14,844	11,023	6,057	2,308	1,246	827	235	140	169	32,442	7,559
Dec-11	225,445	142,584	4,833	31,036	14,361	10,816	5,859	2,354	1,223	868	263	135	113	36,420	7,970
Jan-12	252,469	160,364	4,856	34,459	15,829	12,084	6,546	2,584	1,368	965	251	151	113	41,164	8,778
Feb-12	247,742	155,743	6,884	34,667	15,793	12,001	6,873	2,563	1,354	957	252	169	135	39,595	7,986
Mar-12	252,346	155,465	7,077	36,548	16,842	12,788	6,918	2,507	1,340	881	286	171	125	41,691	8,762
Apr-12	254,521	160,457	6,698	36,016	16,236	12,149	7,631	2,369	1,228	834	307	160	134	39,879	8,808
May-12	256,903	156,605	8,350	38,234	16,410	12,417	9,407	2,511	1,268	891	352	168	157	42,737	8,141
Jun-12	241,936	147,756	6,968	35,060	15,435	12,123	7,502	2,325	1,186	844	295	165	139	41,536	7,987
FY Total	2,930,297	1,902,571	57,121	398,650	184,271	138,910	75,469	29,148	15,551	10,436	3,161	1,829	1,610	439,802	99,566
	100.00%	64.9%	1.9%	13.6%	6.3%	4.7%	2.6%	1.0%	0.5%	0.4%	0.1%	0.1%	0.1%	15.0%	3.4%
* Note: DEP altered remote deposit procedures slightly in FY 2012; volumes since February 2012 should be used for projections															

**Exhibit 4
Remittance Volumes**

Month	Total Collections	Lockbox	Remote Deposit*	ACH Total	ACH Web	ACH IVR	ACH Direct Debit	Credit/ Debit Card Total	Credit/ Debit Card Web	Credit/ Debit Card IVR	Credit/ Debit Card Direct Debit	Over-the-Counter Cash	Over-the-Counter Check	Consolidated Online Banking	NYCServ
FY 2011 Collections by Month															
Jul-10	\$255,395,553	\$215,378,311	\$8,702,539	\$11,256,477	\$6,289,645	\$4,558,400	\$408,433	\$892,794	\$537,197	\$328,886	\$26,711	\$54,148	\$71,617	\$7,325,292	\$11,714,376
Aug-10	241,891,856	150,789,834	8,935,350	13,137,983	7,386,746	4,758,320	992,918	877,085	508,437	327,192	41,456	42,247	220,199	7,019,456	60,869,701
Sep-10	156,951,162	121,310,033	3,931,957	10,803,664	5,876,934	3,784,149	1,142,581	786,007	430,019	298,848	57,140	34,032	64,689	7,434,585	12,586,194
Oct-10	163,201,504	125,466,403	4,746,054	12,672,388	6,678,375	4,361,873	1,632,140	851,276	454,259	339,537	57,480	43,432	70,617	7,706,092	11,645,241
Nov-10	161,071,966	125,152,404	3,393,766	12,770,369	6,460,418	4,667,447	1,642,504	865,793	520,144	299,220	46,429	25,802	53,819	7,730,081	11,079,931
Dec-10	149,233,941	116,076,523	2,721,572	13,023,002	6,580,207	4,638,522	1,804,273	864,565	519,209	303,742	41,614	41,535	71,609	8,041,506	8,393,629
Jan-11	163,071,359	127,887,892	2,464,917	12,784,119	6,316,554	4,913,299	1,554,266	852,721	498,921	310,371	43,429	34,788	55,472	7,560,407	11,431,043
Feb-11	146,507,796	112,659,899	2,652,307	12,979,406	7,232,385	4,035,407	1,711,614	826,231	473,311	307,445	45,475	49,916	36,122	7,731,578	9,572,336
Mar-11	162,454,903	125,476,058	2,954,116	15,752,579	7,494,527	5,931,637	2,326,415	1,011,727	613,152	353,753	44,821	34,412	54,108	9,031,178	8,140,727
Apr-11	149,704,561	112,359,323	3,060,783	14,804,652	7,614,898	5,342,885	1,846,869	802,916	492,778	259,325	50,813	62,154	46,961	7,789,457	10,778,315
May-11	154,921,525	116,869,564	3,526,095	13,996,736	7,785,041	4,801,055	1,410,640	958,579	547,501	368,336	42,741	39,807	44,720	8,065,706	11,420,318
Jun-11	199,837,057	153,950,469	4,000,971	17,273,759	7,537,768	6,089,351	3,646,640	948,910	586,785	312,934	49,190	42,505	50,342	8,347,945	15,222,155
FY Total	\$2,104,243,181	\$1,603,376,712	\$51,090,429	\$161,255,134	\$83,253,498	\$57,882,344	\$20,119,293	\$10,538,603	\$6,181,712	\$3,809,591	\$547,300	\$504,778	\$840,276	\$93,783,283	\$182,853,966
		76.2%	2.4%	7.7%	4.0%	2.8%	1.0%	0.5%	0.3%	0.2%	0.0%	0.0%	0.0%	4.5%	8.7%
FY 2012 Collections by Month															
Jul-11	\$280,275,742	\$217,331,862	\$9,138,845	\$21,400,561	\$11,690,612	\$5,543,115	\$4,166,834	\$1,060,007	\$543,782	\$454,808	\$61,417	\$51,719	\$35,807	\$8,722,554	\$22,534,387
Aug-11	247,576,894	159,248,120	6,135,526	22,172,675	10,421,486	5,806,517	5,944,672	1,067,381	581,828	406,990	78,563	47,230	72,107	9,993,604	48,840,252
Sep-11	170,823,832	131,502,063	3,011,133	18,785,335	8,230,762	4,712,009	5,842,565	853,807	480,303	281,590	91,914	44,483	77,262	10,264,717	8,995,031
Oct-11	166,644,765	125,605,673	0	19,835,305	8,770,573	5,165,463	5,899,269	1,043,331	513,091	439,867	90,373	35,297	36,025	10,563,757	9,525,377
Nov-11	174,088,976	126,874,444	4,195,469	19,722,891	8,516,510	5,119,435	6,086,946	976,010	536,321	370,353	69,336	38,307	126,688	10,338,702	11,816,465
Dec-11	154,849,760	104,345,409	8,457,213	20,421,497	8,584,034	5,074,323	6,763,140	924,136	463,547	369,285	91,305	52,035	62,861	11,725,598	8,861,011
Jan-12	196,318,124	139,675,314	5,804,986	20,828,704	8,479,106	5,608,848	6,740,751	968,425	465,567	425,135	77,723	48,307	40,330	12,846,856	16,105,203
Feb-12	176,179,047	122,967,092	7,546,981	20,412,403	8,638,527	5,283,500	6,490,376	1,052,814	491,799	477,075	83,940	55,588	40,514	12,396,694	11,706,961
Mar-12	169,346,456	115,964,212	6,688,527	22,220,368	9,549,087	5,684,023	6,987,257	929,044	493,374	355,081	80,589	53,301	69,920	13,239,907	10,181,178
Apr-12	173,773,643	121,438,796	6,116,639	20,705,893	8,686,863	5,505,111	6,513,919	869,106	446,075	337,020	86,011	46,452	45,231	11,737,014	12,814,512
May-12	173,129,057	113,203,499	10,279,848	23,382,912	9,662,790	5,669,854	8,050,268	937,326	438,293	400,001	99,033	60,908	74,542	12,244,625	12,945,397
Jun-12	204,046,739	136,144,455	8,727,962	23,814,135	9,530,621	7,395,469	6,888,044	852,862	441,404	295,623	115,835	58,949	65,026	13,523,676	20,859,675
FY Total	\$2,287,053,034	\$1,614,300,939	\$73,393,127	\$253,702,680	\$110,760,972	\$66,567,667	\$76,374,041	\$11,534,250	\$5,895,383	\$4,612,829	\$1,026,038	\$592,576	\$746,312	\$137,597,704	\$195,185,447
		70.6%	3.2%	11.1%	4.8%	2.9%	3.3%	0.5%	0.3%	0.2%	0.0%	0.0%	0.0%	6.0%	8.5%
* Note: DEP altered remote deposit procedures slightly in FY 2012; volumes since February 2012 should be used for projections															
The above table does not include the wire transfers; please see the response to questions 108-109 for such information.															

**Exhibit 4
Remittance Volumes**

Month	Total Average Payment Size	Lockbox	Remote Deposit*	ACH Total	ACH Web	ACH IVR	ACH Direct Debit	Credit/ Debit Card Total	Credit/ Debit Card Web	Credit/ Debit Card IVR	Credit/ Debit Card Direct Debit	Over-the-Counter Cash	Over-the-Counter Check	Consolidated Online Banking	NYCServ
FY 2011 Collections by Month															
Jul-10	\$1,056	\$1,216	\$1,837	\$526	\$590	\$454	\$583	\$398	\$391	\$419	\$311	\$401	\$543	\$278	\$1,193
Aug-10	973	825	1,840	576	658	471	674	380	369	428	251	295	1,458	255	7,703
Sep-10	674	717	801	491	542	396	723	356	334	403	325	260	518	282	1,574
Oct-10	692	743	930	548	614	415	956	379	360	408	371	356	527	283	1,275
Nov-10	685	749	715	516	527	445	817	368	362	397	285	202	417	273	1,464
Dec-10	648	716	623	529	533	449	940	361	350	395	283	279	527	279	1,118
Jan-11	665	725	611	501	507	454	690	350	341	375	297	266	478	272	1,332
Feb-11	640	696	619	525	580	410	713	359	343	399	299	359	309	273	1,369
Mar-11	623	693	614	514	489	481	775	368	360	417	228	212	392	277	985
Apr-11	645	700	684	544	555	509	617	345	343	369	276	505	408	265	1,382
May-11	631	682	787	481	536	439	390	367	337	470	212	267	331	267	1,521
Jun-11	822	914	824	617	530	583	1,085	378	365	438	258	289	446	268	1,912
FY Total	\$731	\$783	\$918	\$531	\$552	\$460	\$745	\$367	\$355	\$410	\$279	\$304	\$545	\$273	\$1,885
FY 2012 Collections by Month															
Jul-11	\$1,170	\$1,321	\$1,835	\$750	\$808	\$534	\$1,131	\$448	\$395	\$559	\$345	\$369	\$280	\$296	\$2,395
Aug-11	976	916	1,649	692	665	517	1,159	427	414	475	327	309	465	303	5,992
Sep-11	723	796	868	644	592	436	1,309	367	377	350	374	295	585	330	1,168
Oct-11	715	783	-	641	606	467	1,093	428	399	491	353	280	327	343	1,146
Nov-11	736	795	1,742	618	574	464	1,005	423	430	448	295	274	750	319	1,563
Dec-11	687	732	1,750	658	598	469	1,154	393	379	425	347	385	556	322	1,112
Jan-12	778	871	1,195	604	536	464	1,030	375	340	441	310	320	357	312	1,835
Feb-12	711	790	1,096	589	547	440	944	411	363	499	333	329	300	313	1,466
Mar-12	671	746	945	608	567	444	1,010	371	368	403	282	312	559	318	1,162
Apr-12	683	757	913	575	535	453	854	367	363	404	280	290	338	294	1,455
May-12	674	723	1,231	612	589	457	856	373	346	449	281	363	475	287	1,590
Jun-12	843	921	1,253	679	617	610	918	367	372	350	393	357	468	326	2,612
FY Total	\$780	\$848	\$1,285	\$636	\$601	\$479	\$1,012	\$396	\$379	\$442	\$325	\$324	\$464	\$313	\$1,960
* Note: DEP altered remote deposit procedures slightly in FY 2012; volumes since February 2012 should be used for projections															
The above table does not include the wire transfers; please see the response to questions 108-109 for such information.															

Exhibit 5
Samples of Existing Payment Screens



Account: 001

Service Address:

User:

[Home](#) [Account Management™](#) [Payments™](#) [Log Out](#)

Direct Debit Payment and Paperless Billing

Payment Amount

Choose a payment amount:

 Total Amount Due * Required for Direct Debit

If your account balance is not paid in full by the due date, DEP will assess late payment charges. By signing up for Direct Debit payments, you will automatically be enrolled in paperless billing and reduce paper waste. If you want to receive paper copies of your bills, do not enroll.

 Do you understand and agree to these terms?


Payment Source

Choose a payment source:

-- Select or add a payment method --

[Add/Edit Payment Sources](#)

If you pay with a credit card or debit card, you will be charged a 2.45% fee.

 By selecting this option and clicking on "continue", you are agreeing that a bill generated on your DEP Water and Sewer account is to be paid in full automatically 5 days after that charge is created. If you are using a Credit Card for a Payment Source, please know that a 2.45% Convenience Fee will be added to the amount of the bill. The program defaults to run continuously until you change your instructions.

[Cancel](#)[Continue](#)

My Statements

My Accounts

My Profile

Account Management

Click here to manage your account. You can add or delete accounts, edit your payment source information, update your profile and contact information.

- [My Statements](#)
- [My Accounts](#)
- [My Profile](#)

New York City Water and Sewer Payment Options

One Time Payment

This option allows you to make a one time payment that will be submitted today. Make sure your bill gets paid on time by allowing at least 3 days for processing.

Trade Professionals, please click below.

[Continue](#)

Direct Debit Payment*

This option allows you to sign up for direct debit payments and paperless billing. Using this option will automatically enroll your account into DEP's Direct Debit/Paperless billing system. **Saving the environment together.**

[Continue](#)

Future/Recurring Payment

This option allows you to set up payments for a future date or to set up a series of regularly scheduled payments. You must select the number of payments, the interval between payments, and the length of time you want the payment to run for.

[Continue](#)

* Only customers being billed on their metered usage are eligible.

Attention Account Managers:

If you manage multiple accounts, please make sure you have the correct account number open when reviewing payment instructions - see the box in the upper right corner with the service address underneath.

Account: ▼

Service Address:

User:

[Home](#)
[Account Management](#)
[Payments](#)
[Log Out](#)

New York City Water and Sewer Payment Options

One Time Payment

This option allows you to make a one time payment that will be submitted today. Make sure your bill gets paid on time by allowing at least 3 days for processing.

Trade Professionals, please click below.

[Continue](#)

Direct Debit Payment*

This option allows you to sign up for direct debit payments and paperless billing. Using this option will automatically enroll your account into DEP's Direct Debit/Paperless billing system. **Saving the environment together.**

[Continue](#)

Future/Recurring Payments

This option allows you to set up payments for a future date or to set up a series of regularly scheduled payments. You must select the number of payments, the interval between payments, and the length of time you want the payment to run for.

[Continue](#)

Account Management

Click here to manage your account. You can add or delete accounts, edit your payment source information, update your profile and contact information.

- [My Statements](#)
- [My Accounts](#)
- [My Profile](#)

* Only customers being billed on their metered usage are eligible.

Attention Account Managers:

If you manage multiple accounts, please make sure you have the correct account number open when reviewing payment instructions - see the box in the upper right corner with the service address underneath.



Secure Logon

ACCESS CODE? Why do I need an 'Access Code'?

DEP has been working hard to improve and simplify the online services we offer to our customers. Customers can now see their water use and pay their bill online using a single sign on process through My DEP Account. In order to ensure that your banking information remains confidential, we require all online payment users to create a unique access code that will provide an additional layer of security and protection.

If you need assistance setting one up, please contact us at CustomerService@dep.nyc.gov or call 718-595-7000, and we will have a Customer Service Representative assist you.

Welcome to the New York City water bill payment service.

Access Code:

[Forgot your access code?](#)



Logon



Account: 001

Service Address:

User:

[Home](#) [Account Management](#) [Payments](#) [Log Out](#)

Make a One Time Payment

Payment Amount

Choose a payment amount:

 Total Amount Due **You have a credit of \$3.21** Other Amount

If your account balance is not paid in full by the due date, DEP will assess late payment charges.

 Do you understand and agree to these terms?

Payment Source

Choose a payment source:

[Add/Edit Payment Sources](#)

If you pay with a credit card or debit card, you will be charged a 2.45% fee.

Payment Date

Today: 07/10/2012

Your payment will be submitted today. Please allow 3 days for processing. If your payment is due today you may incur late payment charges.

[Cancel](#)[Continue](#)



Account: 001

Service Address:

User:

[Home](#) [Account Management](#) [Payments](#) [Log Out](#)

Future Payment / Recurring Payment

Payment Amount

Choose a payment amount:

 Total Amount Due You have a credit of \$3.21 Other Amount

If your account balance is not paid in full by the due date, DEP will assess late payment charges.

 Do you understand and agree to these terms?

Payment Source

Choose a payment source:

[Add/Edit Payment Sources](#)

If you pay with a credit card or debit card, you will be charged a 2.45% fee.

Payment Date

Choose a payment date:

 Pay On Setup Recurring Payment

Please allow 3 days for processing. If you payment is due today, you may incur late payment charges.

[Cancel](#)[Continue](#)

Exhibit 6
Sample Envelopes
Delinquency Invoice

#1

Return Address

Save Water
Printed on Recycled Paper



PLEASE
PLACE
STAMP
HERE



#2

PLACE
STAMP
HERE

**DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES
MAILROOM - 7TH FLOOR
59-17 JUNCTION BLVD
FLUSHING, NY 11373-5108**

#3

Return Address

SAVE WATER



PLACE
STAMP
HERE

**NYC WATER BOARD
P.O. BOX 371488
PITTSBURGH, PA 15250-7488**





Environmental
Protection

PAY YOUR WATER BILL NOW!!!

June 12, 2012

TRAINOR JASPER
5 SANDGAP ST
STATEN ISLAND, NY 10312-6341

PROPERTY ADDRESS
5 SANDGAP ST

Borough: Staten Island
Block: 05425 **Lot:** 0030
Account No: 6000076542001

Dear Property Owner:

You are seriously overdue on your water and sewer bills. Our records show that you owe [TOTAL AMOUNT DUE] in unpaid water and sewer charges. You must pay **IMMEDIATELY** in order to avoid accruing additional interest charges. All unpaid balances accrue interest at 0.75% per month (9% per year). Failure to make prompt payment on your water bill will result in serious actions such as referral to a third-party collections agency (which in turn may affect your ability to obtain credit), or inclusion in the City's 90-Day Notice of Lien Sale (which may result in a lien sold on your property).

The Department of Environmental Protection (DEP) makes it easy to pay your bill:

- **By mail:** Send a check or money order to the NYC Water Board at the address given below
- **By phone:** Call toll free at 1-866-622-8292 to use DEP's Pay By Phone system with a checking or savings account, or credit card
- **Online:** Go to www.nyc.gov/dep and use a credit card or electronic funds transfer
- **In person:** Pay in person at one of our borough office locations listed below:

Bronx: 1932 Arthur Ave. 6th Floor
Staten Island: 60 Bay St. 6th Floor
Manhattan: 1250 Broadway, 8th Floor

Brooklyn: 250 Livingston St. 8th Floor
Queens: 96-05 Horace Harding Exp. 1st Floor

If you are disputing the charges, DEP recommends that you pay the bill since interest charges are not withheld during the dispute period. If DEP determines that the charges are correct, the accrued interest will remain on the account. For additional information about your water bill or an installment payment agreement, please contact either 311 or DEP's Call Center at (718) 595-7000.

Please disregard this notice if you have already submitted payment.

PLEASE DETACH AND RETURN WITH YOUR MAILED PAYMENT. DON'T FORGET TO WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.

**NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION
COLLECTION DEPARTMENT**



Environmental
Protection

ACCOUNT NUMBER	PAYMENT DUE IN FULL UPON RECEIPT OF THIS NOTICE	AMOUNT DUE
6000076542001		\$1,836.46

TRAINOR JASPER
5 SANDGAP ST
STATEN ISLAND, NY 10312-6341

Make check payable to: NYC Water Board
Please send payment in the enclosed envelope to:

NYC WATER BOARD
P.O. BOX 371488
PITTSBURGH, PA 15250-7488