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Payment Services RFP #: RFP 26-003-00152
Addendum #1 - Response to Questions Received as of 5 pm September 2, 2026 and RFP clarifications
Posted September 3, 2026

1. What is the reason for going out to bid at this time? The District's 5-year agreement with Edmunds GovTech expires February 18, 2027. While we are satisfied with the Edmunds Customer Information System, the District has decided to solicit this RFP for payment services to explore payment service options and costs.

2. Are there any service related issues with the current payment processing vendor? The District has identified opportunities for improvement with the current solution. The most significant is the lack of an administrative portal that allows District customer service staff to assist customers with managing payment methods and automatic payments. Additional areas for improvement include customer account enrollment and password reset functionality, the amount of manual data entry required by customer service representatives for taking payments over the phone, and customer notifications related to failed transactions and expiring payment methods.

3. Is LRECD looking for something specific the current vendor does not provide? See pages 4 and 5 of the RFP and the response to question #2 above.

4. Who is the current vendor for LRECD and what is the current cost associated with this service? As indicated on page 6 of the RFP, the current payments vendor is Edmunds GovTech and their processor is FISGov/FISGlobal. Current fees are: credit/debit card rate is 2.0 % of volume, electronic check payments are $0.90 each, chargeback fees are $15 each but were waived by Edmunds. These figures are provided for informational purposes only and should not be construed as a guaranteed baseline for cost comparisons.

5. The RFP states that vendors should complete Exhibit E in order to state any exceptions for the RFP but no "E" was included – can you please provide this when the addendum is released? No District form will be issued for Exhibit E. Proposers should provide a table that indicates the RFP section, provision quoted, exception, and proposed replacement language. Redlined language from the RFP and supporting explanations are acceptable and should be included within Exhibit E.

6. What is the Number of IVR calls/payments each year? Based on the IVR merchant code in the transaction data provided there were 805 IVR payments between 1/1/2026 and 6/30/2026, so approximately 1,610 per year.

7. What is the Number of SMS messages each year? The District does not presently offer payments through SMS.

8. What is the Number of chargebacks each year? For the past year of available data (8/1/2025 - 7/30/2026) there were 128 chargebacks through Edmunds/FIS.

9. What is the Number of ACH Rejects each year? The District does not maintain a formal count of ACH Rejects. The District's process of prenote testing before each quarterly billing typically surfaces fewer than 15 issues, resulting in fewer than 10 rejects per quarter — roughly 40 per year.

10. What is the Number of Payment Devices required? One (1) payment device is needed for our front desk.

11. Which solution does the Service Credits condition (#25) pertain to – Online Bill Pay, IVR, SMS, Card Brand or ACH network failures? What fees are included in "that month's fees"? That month's fees" means all fees invoiced to the District for the month in which the failure occurred, including transaction fees. Service levels do not apply to outages caused solely by a card network or the ACH operator and outside the Contractor's reasonable control; the Contractor remains obligated to notify the District promptly and to mitigate. This provision does not limit any other contractual remedy available to the District.

12. Exhibit E – Exceptions. The RFP requires exceptions to be submitted on Exhibit E, but no Exhibit E form is included in the RFP or the Excel workbook. Will Exhibit E be provided by addendum, or may we submit our exceptions/redlines labeled as Exhibit E? See the answer to question 5.

13. Please provide three months' worth of Merchant Statements. The District is billed by Edmunds and does not receive Merchant Statements. The 6-months of transaction data provided in the accompanying Excel workbook is the most detailed data the District has available.

14. What is the anticipated number of Merchant IDs to be utilized? The District does not prescribe the required number of merchant IDs. During implementation the selected vendor should recommend the merchant account structure they believe is most appropriate for the proposed solution. The selected vendor will work with District staff during implementation to finalize the merchant account and settlement structure.

15. Will there be separate depository accounts for each LOB collection? The District uses a single deposit account.

16. You mention Interchange Plus and flat rate fees charged for processing. Are you also interested in absorbing processing cost to be offset by Earnings Credit Rate? The District welcomes information regarding Earnings Credit Rate programs and any offset of processing costs that may be achieved

through deposit balances. Proposers should clearly identify assumptions, estimated offsets, and net annual costs. The District intends to compare the net financial impact of all proposed approaches. Earnings Credit Rate information is welcome and will be considered qualitatively. Factor 5 price scoring will be based solely on the Exhibit B five-year cost of ownership as defined in the RFP; ECR offsets will not be netted against that score.

17. Are you looking for any option to be free of charge to the user? Correct, the District's current position is no customer surcharges for paying their sewer bill.

18. The RFP shows 21,266 ACH/eCheck items and an additional 14,000 direct ACH debits. Please explain the difference in these collections and if any clients being direct debited will prefer to have a scheduled ACH/eCheck payment handled via the collection effort covered in this RFP. The 21,266 ACH/eCheck items are processed by Edmunds/FIS with a significant proportion made through automatic payment. The additional 14,000 direct ACH debits are processed by District staff through the District's bank. The District's current intent is to migrate these approximately 14,000 annual ACH transactions to the selected Contractor's platform, subject to successful implementation, testing, and customer impact considerations. This would result in approximately 35,266 annual ACH/eCheck transactions once the vendor onboards customers making the 21,266 ACH/eCheck from Edmunds/FIS. Note that the Exhibit B pricing worksheet lists each of these transaction groups separately on rows 9 and 10.

19. How many POS devices will you require? One (1) payment device is needed for our front desk.

20. How are checks and cash payments handled today? Do you intend to process those payment types via a Cashiering module provided by the new vendor? Check payments are processed using a check scanning solution provided by Jack Henry named RemitPlus. Cash payments are processed by District staff. The District currently has no plans to transition check or cash processing as part of this solicitation. However, the District reserves the right to consider future enhancements proposed by the selected Contractor.

21. Are you looking for a partner to print your bills for this effort? No, the District has an established relationship with its printing and mailing vendor InfoSend.

22. What kind of ad hoc reporting do you require on a daily basis? Standard reporting for deposit reconciliation and functionality for the detailed traceability of each transaction.

23. Do you have an app today or do you just want the online experience to conform to mobile platforms? The District does not have an app or intends on developing an app. The District expects the vendor provided digital solutions to perform effectively across a variety of devices (e.g., mobile, tablet, desktop).

24. The approximate 3,500 ACH bank transfer account, what system hold those account numbers for the migration? The ACH banking information is currently maintained within the Edmunds GovTech customer information system, is readily available, and not subject to potential constraints like the data held by FIS. The selected vendor will be expected to coordinate with the District and relevant

third parties to evaluate available migration options and determine the best approach to securely transferring this information.

25. How are you processing the 14,000 ACH transactions that are not included in payments breakdown? And is there a current fee for processing these? Please refer to the response to question 18 above. The District's bank charges approximately $0.06 each for the prenote testing prior to processing and $0.06 each for processing the payment.

*** End of Questions & Responses #1 ***

Clarifications to the RFP

Clarification on page 17, Pricing section, last sentence, is revised to read: The sum of implementation costs plus the five annual service and transaction charge totals is the five-year cost of ownership that will be scored under evaluation factor 5.

Typographical error on page 11, section 23, for the removal of the duplicate sentence is revised to: Exceptions. Each Proposer must list every exception it takes to the terms of this RFP on Exhibit E, with the specific provision identified and proposed alternative language supplied. ~~Exceptions submitted on Exhibit E will not by themselves render a proposal non-responsive.~~ The District may accept, negotiate, or reject any exception and may find a proposal non-responsive where the exceptions taken are material and unacceptable. This paragraph controls over the CONDITIONED OFFERS paragraph of the General Conditions. This paragraph is subject to the exceptions process described in the General Information & Requirements section; exceptions properly submitted on Exhibit E will not by themselves render a proposal non-responsive.

*** End of Clarifications ***