

# City of Weslaco

"The City on the Grow"



Miguel D. Wise, Mayor  
John F. Cuellar, Mayor Pro-Tem, District 2  
Robert J. Garza, Commissioner, District 1  
Olga M. Noriega, Commissioner, District 3  
Gerardo "Jerry" Tafolla, Commissioner, District 4  
Lupe V. Rivera, Commissioner, District 5  
Joe A. Martinez, Commissioner, District 6

Leonardo Olivares, City Manager

## Addendum No. 1 January 20, 2012

Notice is hereby given to all prospective respondents for I.V.R. Interactive Voice Response, Proposal No.: 2011-12-04, Proposals due January 27, 2012 at 3:00 p.m. for the City of Weslaco as follows:

1. How many monthly payments is Weslaco expecting from a Service Fee Solution for the IVR and Web for ACH, Credit, and Debit options? **On average we get around 1400 walk-in CC payments, however anticipate more online payments due to high request for service.**
2. Does city currently have this solution through another vendor and are we able to see what a recent monthly volume was? **No, we do not have another vendor.**
3. Is city able to estimate the number of payments the city will receive monthly from an internal solution? **See number 1**
4. What is the average amount per transaction? **\$79.00**
5. What are the categories for which the city wishes to collect automated payments: Utilities?, Courts?, Library? **Utilities and added other departments in the future.**
6. For each category can you please identify:
  - a. The number of bills that you issue per month **10,000**
  - b. The average dollar value of the bill **\$79.00**
7. What billing system or systems does the City use? **INCODE**
8. The deadline for submittals is 3:00 p.m. on January 27, 2012. **No extensions are or will be considered**

Thank you for your interest in submitting and should you need any additional information please contact me as promptly as possible since the deadline is approaching.

Sincerely,

A handwritten signature in black ink that reads "Homer Rhodes". The signature is fluid and cursive, with the first name being more prominent.

Homer Rhodes  
Purchasing Office / Finance