

## Addendum 2

1. Can we get a copy of merchant statement or existing payment pricing received?  
This information is not readily available.
2. What is the current payment model absorbed, Flat Rate, Convenience Fee or "Hybrid" (absorbed ACH only)? Going forward will it be different?  
Credit Card payments are a flat rate convenience fee paid by the customer. ACH fees are currently absorbed by the city. We are open to change, yes.
3. Can you list current payment channels and supplying vendors ? Web, IVR, SMS, eLockbox
  - a) Credit Card: LexisNexis VitalChek
  - b) eLockbox: BB&T Bank
  - c) Autodraft: Tyler Tech New World
  - d) eCheck: in-house
4. Monthly Avg of Payments by Channel from the above?
  - a) These are avg number of payments per month
  - b) Credit Card: 1879
  - c) eLockbox: 6704
  - d) Autodraft: 4077
  - e) eCheck: 7478
5. Detailed breakout by payment type (ACH/CC) preferred.  
Please see above.
6. Average customer payment amount?  
\$74.00
7. In-House ACH Autodraft Program? If yes, count of customers? Interest in importing that to us?  
Yes, ~400, Yes.
8. Are there existing online customers they would like to import?  
No.
9. Are you using a bill print vendor? If so who?  
Yes. PPI Graphics

Please see our additional EBPP RFP questions below:

1. For this requirement: Service allows bill history to be viewed in the one-time payment channel (NO REGISTRATION REQUIRED). Customer should be able to see an exact copy of bills.

If no registration is required for customers to see their bills, are customers required to authenticate to preserve the privacy of their bills?

2. What does AUS stand for (from the cashiering requirement)?

3. For this requirement: Service will provide hosted interfaces that support the following payment processing functions: authorizations, charges, settlement, credits, refunds and voids, scheduled payments, Auto -Pay payments, Flex-Payments (customer initiated payment plans), chargeback and reject notifications

Please provide an example of customer credit. Is the payment system supposed to maintain a customer balance?

4. For this requirement: Ability, at the City of Canton Utility Billing's option, to accept credit and debit cards at cashier's windows with card readers that can be plugged into desktop computer USB ports. Service should be integrated with bill presentment system to allow staff to tie payments directly to selected bills, resulting in approved payments automatically updating billing system and should allow for payments outside of billing system.

What is meant by allowing payments outside of the billing system?

5. Are responding vendors expected to generate the eBills for the City of Canton (not just display, but create)?

6. For this requirement: After making a one-time payment, the payment confirmation screen should include a link that says 'would you like to save this payment information for future use?'

Is it acceptable to allow the customer to log in to save their information? Saving payment information without a login is a PCI violation.

Please find below Origin's questions pertaining to the EBPP RFP:

Can the City please provide a breakdown of total residential and commercial accounts?

Residential: 36,869 Commercial:4,319.

What are City's billing cycles (monthly, quarterly, etc.)?

Monthly.

Will the City pay any fees associated with online and IVR payment processing, or will they be passed on to the customer?

Passed on to the customer, we are flexible.

4. What is the average bill size by Residential and Commercial customer?

Residential: \$50.85 Commercial: \$280.93

5. Can the City provide insight into its preferred change management approach for solution implementation? For example, would it like to own the change management approach internally with support from the vendor, or have it solely owned by the vendor?

Internal change management is preferred

6. Does the City have a requirement or request for on-site vs. remote implementation?

No Requirement.

7. Can the City further elaborate on its requirement for the passing of Level 3 data?

Previously answered.

1. When will the City provide responses to bidders' questions?  
As soon as possible.
2. Is the City willing to use a different provider for merchant processing (credit/debit card) other than Lexus/Nexus? U.S. Bank uses Elavon for merchant processing.  
The City will consider all proposals submitted.
3. Please provide 3 months of merchant services (credit card) statements  
Please see included spreadsheet.
4. Is the City willing to use a different ACH processor for ACH origination?  
Currently the City uses BB&T. Would the City consider using U.S. Bank?  
The City will consider all proposals submitted.
5. Of the 36,648 payments per month, how many payments are considered electronic payments (ACH/eCheck/bank account and credit/debit card) versus paper checks?  
~17,000 paper , ~19,000 electronic.
6. Of the 48,672 bills processed per month, how many bills are presented electronically online versus paper mail?  
159 bills presented electronically per month.
7. Are you currently using a convenience fee or service fee program for credit card/debit card payments? If yes, what is the fee model?  
Yes, \$5 customer convenience fee per transaction.
8. What level of integration exists today with the Tyler Technologies New World platform? Is it custom files and reporting or more end to end full integration?  
Custom files and reporting.
9. Is the City currently using PayPal/Venmo and Apple Pay/Google Pay? Or is this a desired future capability? If yes, please provide monthly volumes by payment type.  
No, yes, a desired future capability.
10. Is the City currently using pay by text and sending alert notifications via text? Or is this a desired future capability? If yes, please provide monthly volumes by text payments and text alert notifications.  
No, yes, a desired future capability.
11. How many customers late payments or delinquent payments are processed monthly? How are those payments handled today?  
~25% of customers pay late, delinquent payments are processed normally.
12. What is meant by the following requirement, "Provide and incentivize the use of "automatic payments."?  
Please provide ways to encourage automatic payment verses other payment types.
13. Is the Utility and Collection Department the only department that is seeking EBPP services? Or are there other departments involved in this RFP? If yes, please provide the names of the departments.  
Yes, Utility and Collection Department is the only department.
14. Please provide 3 months of account analysis statements.  
Please see included pdf files.

I have the following questions regarding this RFP for the City of Canton's Utility Billing EBPP System.

What are your gross annual collections?

~\$38,000,000

? Average ticket size?

\$74.00

? What percentage is commercial/residential?

~10% of our accounts are commercial.

? What is your highest ticket amount?

~\$40,000

? What percentage utilizes ACH?

~33%

? Could you provide a copy of your current merchant statement?

Not at this time.

If you are unable to provide can you let us know the following:

- a. What is your current pricing?  
\$5 convenience fee.
- b. What additional fees are billed (i.e. Brand, Network or Other)  
None.
- c. What are your total monthly sales?  
~\$100,000
- d. Can you verify current payment channels: online (guest pay and recurring), IVR - Do you currently provide pay by text, Apple, Google or Amazon Pay?  
Current payment channels: online guest pay, no.
- e. Do you use an absorbed fee or a service model fee?  
\$5 convenience fee.

End of Addendum 2