

ADDENDUM NO. 1

RFP NUMBER: __190691__

RFP TITLE: ____Merchant Services Provider____

DEPARTMENT: __Finance/Treasury____

DATE OF ADDENDUM: ____October 25, 2019____

DEADLINE FOR QUESTIONS DATE/TIME: ____October 22, 2019, 4:00 p.m., e.s.t.____

RFP DUE DATE/TIME: ____November 14, 2019, 4:00 p.m., e.s.t.____

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____(DATE): _____

(COMPANY): _____

Sign one (1) copy of this page and return it with your proposal.

Retain a copy for your file.

ADDENDUM NO. 1

ANSWERS TO QUESTIONS

RFP NUMBER: __190691__

RFP TITLE: _____Merchant Services Provider_____

QUESTION: Of the nine (9) City departments listed on page 5 of the RFP, which of those require interfaces the payment technology? Please also list the name of the host system and the provider/vendor?

ANSWER: All departments. Enco, Tyler Technologies- Incode, Oracle.

QUESTION: Can the City confirm that the scope of this RFP includes point-of-sale, web (online), IVR and virtual terminal payments?

ANSWER: The scope of this RFP includes point-of-sale, web (online), IVR and virtual terminal payments

QUESTION: Can the City share the name of its current merchant services provider(s) for the payments outlined in the scope of this RFP?

ANSWER: FIS / Link2Gov

QUESTION: Can the City provide the processing rates (paid by cardholder or absorbed) associated with the current payment provider?

ANSWER: No

QUESTION: Does the City currently assess a service fee (convenience) fee to the cardholder? If this varies by department, please clarify which departments absorb and which assess a service fee.

ANSWER: Varies by department

Customer pays: Air Pollution; Business tax (license); Business license (BFO); Land Development Office (ECD); Transportation; RPA (Regional Planning Agy); City Court

Dept absorbs: Parks; CWS ; Library (6 locations) ; Witness Support; Heritage House (YFD)

QUESTION: Can the City confirm that it currently does not offer an online eCheck payment option?

ANSWER: The City does not offer an online eCheck payment option though would like the ability to offer this option.

QUESTION: Can the City share the model of point-of-sale terminal(s) deployed currently.

ANSWER: Various--Magtek -swipe computer wedges; Magtek PN 21073062 terminals

QUESTION: Can the City provide an annual estimate of annual chargeback payment amount and transaction totals?

ANSWER: No estimate but they are minimal

QUESTION: Will the City be assigning a centralized project coordinator/sponsor who will facilitate coordinating with various departments, or will the selected merchant services provider be working separately with each department?

ANSWER: A centralized project coordinator however, each dept. will have an individual person to do testing and assessment of departmental needs

QUESTION: Does the City currently deploy mobile POS terminals? If so, which departments? If not, which departments are earmarked for mobile terminal use?

ANSWER: No the city does not deploy mobile devices (one that operates on a smartphone or tablet). No departments are earmarked for mobile terminal use.

QUESTION: Page ten (10), item #6 of the RFP mentions "on-line portal". Does the City intend for payment products for all departments to be accessible via one web portal or does the City see each department maintaining separate (specialized) online payment site that only include their specific products?

ANSWER: These would be separate for each specific departmental product

QUESTION: Why is the City releasing the bid at this time?

ANSWER: The contract with the current provides is set to expire in 2020 with not additional renewal options.

QUESTION: Who is the current vendor?

ANSWER: FIS / Link2Gov

QUESTION: Can you list all present forms of payment capture (POS, Web, IVR, etc)?

ANSWER: Web, virtual terminal, on-line portal, POS (swipe machines)

QUESTION: Can you provide list the desired form of payment capture, by department?

ANSWER: All departments - Web, virtual terminal, on-line portal, POS (swipe machines)

QUESTION: How many Merchant ID's (MIDs) does the city currently have? [SAME QUESTION FROM ANOTHER SOURCE: How many merchant ID's are in use today?]

ANSWER: 19

QUESTION: How many POS terminals are currently deployed in the City?

ANSWER: approx 10

QUESTION: Is this the expected number of terminal for this project going forward?

ANSWER: TDB approx 10

QUESTION: Is this the expected number of terminal for this project going forward?

ANSWER: Yes

QUESTION: Does the city currently use Kiosk locations for payment acceptance?

ANSWER: No

QUESTION: Does the city currently absorb the processing fees or pass only to the constituent, in the form of a convenience fee?

ANSWER: Varies by department. Most passed on to the constituent.

QUESTION: If the city absorbs the fees, will you provide copies of merchant statements to review?

ANSWER: No

QUESTION: If the fees are passed, via convenience fee, what is the current fee charged to the constituent?

ANSWER: 2.49%

QUESTION: What is the current annual cost to the City for merchant services?

ANSWER: \$7200.00

QUESTION: What is the current frequency of payment from merchant vendor to the City?

ANSWER: Daily

QUESTION: On page 6 of the RFP, two processing volumes are listed. \$6,320,928 and \$2,900,364. Please clarify the amount which is to be used for pricing purposes.

ANSWER: \$6,320,928

QUESTION: The transaction volumes did not include e-check/ACH processing volumes. Do these transactions fall under the scope of this RFP? If so, can the E-check volumes be included?

ANSWER: The City would like to expand current services to include E-Check processing

QUESTION: On page 5, It states that City Courts does not include on-line payments. Is that the current service level or the desired service level?

ANSWER: Current service level

QUESTION: Please list any and all departments, along with their 3rd party independent software vendors, which will require integration for data file transfer (via API, Batch file, etc).

ANSWER: Air Pollution, Parks and Recreations, Regional Planning Agency, City Court (excluding on-line payments), Economic and Community Development, Library, Transportation Department, Witness Support Fund, Youth and Family Development.

Vendors: Enco, Tyler Technologies- Incode, Oracle.

QUESTION: For those departments that require integration, can you provide the current level of integration?

ANSWER: API, FTP, Batch File

QUESTION: On Page 7 of the RFP, The City references a resource availability date commitment. We would like to make sure we understand what the City is asking for. Can you please explain what you are asking the selected firm to commit to.

ANSWER: Implementation date / when services will be available. May be answered in terms of number of days from project start date to go-live date.

QUESTION: Can the City provide a list of payment types that will be accepted as part of this RFP (i.e. Property Taxes, Parking Tickets, etc.)? What source system(s) is associated with each of these types of payments (i.e. eTims, Tyler Munis)?

ANSWER : Payment types: court citations, business licenses, property taxes, permits, golf tee times, facility reservations. Systems: Enco, Tyler Technologies- Incode, Oracle.

QUESTION: The RFP states that the City currently accepts payments at "many locations"? At how many locations is the City currently accepting in person payments? What equipment is currently being used? Does the City anticipate adding locations? Is the City considering new point of sale hardware and/or kiosks as part of this RFP?

ANSWER: Currently, 6 library branches as well as the other departments listed previously are not under one roof. Approximately 12 accept in person payments; Various--Magtek -swipe computer wedges; Magtek PN 21073062 terminals; locations are being added based on business needs, ex. library is opening a new branch and police is interested in taking beer payments via card which may require hardware or web interfaces

QUESTION: What vendor is currently providing the City's IVR solution? What types of payments (i.e. Property Taxes, Parking Tickets, etc.) are available through IVR? Is the City looking to replace or expand upon their current solution as part of this RFP?

ANSWER: No, the city does not use IVR for any existing payments at this time, and has no plans to expand; a third party vendor contracted for sewer payments utilizes IVR but it is not included as part of this RFP

QUESTION: We noticed that the City released a Tax Billing and Collection RFP (190008) concurrent to this RFP. Would the City consider a streamlined approach that includes property tax payments (along with all other City payment types) as part of a uniform payment solution?

ANSWER: The Tax Billing and Collection RFP is related to a solution for an operating system to manage taxes; accounting for revenue (generate billing) and collections posted to accounts receivable. Services under the scope of the Merchant Services RFP includes collection of payments for property taxes.

QUESTION: Can the City provide three months of merchant statements? Doing so would allow us the information necessary to provide a pricing model that is as competitive as possible.

ANSWER: No. Please provide your most competitive pricing.

QUESTION: In the Functional Requirements section, requirement 2 states that the vendor will "Transmit files related to the City's credit card, debit card and/or transactions for authorization and settlement through the vendor's certified payment processor(s) to facilitate the acceptance of customer payment funds". Is your intention for the awarded vendor to both process the card and fund the City's bank account, or to pass on the transactions to an existing payment processor?

ANSWER: To both process the card and fund the City's bank account

QUESTION: Would the City be interested in proposals that include digitizing and automating the forms/permits (many of which include a payment) that are currently offered on the City's website (i.e. business licenses) as an additional feature and value add?

ANSWER: No

QUESTION: Page 10, Functional Requirements, Item 6, indicates that vendor have the "Ability to process charges by virtual terminal, swipe machines or an on-line portal." However, the Pricing Template references charges for IVR in line items 3 and 7. Our question: Is the ability to process transactions by IVR a requirement, a desired option, or not-in-scope, of this RFP?

ANSWER: A desired option

QUESTION: Pricing Template Items 1 and 2 request pricing information for 7 levels of Monthly Volume. Is it correct that you are requesting the price per transaction for each transaction falling within the Monthly Volumes listed, meaning 7 prices will be entered into the Per Transaction column?

ANSWER: The City is attempting to capture pricing variables to accommodate cost comparisons. Yes, 7 prices will be entered into the Per Transaction column though prices may be the same for different volumes.

QUESTION: What is the estimated annual electronic check dollar volume?

ANSWER: Unsure, as currently not accepted

QUESTION: Would you provide a list of software and/or gateway solutions in use today?

ANSWER: We have many, few are: Enco, Tyler Technologies- Incode, Oracle, First Horizon(formerly First TN).

QUESTION: Would you provide a list of point-of-sale terminals, with the make and model numbers that are in use today?

ANSWER: City Court; LDO; Various--Magtek -swipe computer wedges; Magtek PN 21073062 terminals.

QUESTION: Does the City process Level II or Level III data today?

ANSWER: No.

QUESTION: Is the City looking for a convenience fee front-end solution? Or, if the City is currently utilizing a convenience fee solution today, would you provide the vendor solution details?

ANSWER: Yes both convenience fee and fees paid by the city are currently accepted; this solution is part of the current providers services

QUESTION: If a convenience fee front-end solution is in scope for this RFP, would you provide the annual card dollar and transaction volume for convenience fee payments?

ANSWER: \$135,000 with transaction volume 16,000

QUESTION: Is invoicing a requirement of the City, or is there an option to debit for processing fees?

ANSWER: Invoicing is a requirement

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END