



**ADDENDUM
CITY OF AUSTIN, TEXAS**

Solicitation: RFP TVN0055 Addendum No: 2 Date of Addendum: September 22, 2015

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Questions:

- Q1: Can proposers provide links to their financial statements instead of actual documents?**
A1: Yes, links will suffice as long as they don't required additional login protocol.
- Q2: Why aren't all departments participating?**
A2: It's a departmental decision whether or not accept credit cards as a form of payment.
- Q3: How many Merchant ID's does the City have?**
A3: There are approximately 90 merchant IDs Citywide.
- Q4: Do we have the breakdowns for the 510's and 520's that are EMV capable?**
A4: The 510s are not EMV capable, only the 520s. We do not currently have an exact breakdown of the 520s that are EMV capable.
- Q5: What's the number of pieces of hardware that we should be estimating?**
A5: This will be left up to the departments, but currently the City has approximately 110 credit card terminals in use.
- Q6: Which reports will be required in hardcopy form?**
A6: Multiple reports will be required in hard copy form. Most are physically archived currently.
- Q7: From an Accounting perspective, what is utilized for backup information?**
A7: There are multiple documents used as backup for accounting purposes, to include reports printed out from the terminal itself, chargeback documentation, monthly reporting, etc.
- Q8: Is auto posting to the Accounting system required?**
A8: Not Currently.

- Q9:** With the EMV requirements going into effect on 10/1/15, what does the City envision as the requirements for that?
- A9:** The departments that currently want an EMV terminal and cannot wait until the new contract is in effect, will work w/ the current Contractor to provide that hardware. We are hoping that this equipment will be capable of being reprogrammed for the new Contractor, if necessary.
- Q10:** Do the existing terminal have pin pads?
- A10:** Although we do want that capability, all of the current terminals operate strictly as credit transactions.
- Q11:** Has the City considered a "virtual" terminal w/ an integrated pin pad?
- A11:** Please provide all options within the proposal.
- Q12:** Do all departments have internet access?
- A12:** All departments do, but not necessarily all locations.
- Q13:** Page 1 of 6 in the SOW, lists departments that accept debit/credit cards shows what they are accepting cards for. Is that all that's accepted?
- A13:** The list is not meant to be complete, but rather as examples.
- Q14:** In regard to convenience fees, you're not currently charging for them but are you considering it in the future?
- A14:** There are no current plans to charge convenience fees but we feel that feature is important to have in case the City decides to add this at a later date.
- Q15:** In settlement reporting and monthly statements, the contract manager is responsible for distributing the information to the various locations throughout the City, correct?
- A15:** Yes.
- Q16:** In regard to the last question, would the City be interested in getting those reports electronically instead of in hard-copy form?
- A16:** Currently the paper documents are kept as part of the file retention process. However, the City is open to electronic distribution in the future if the retention policy changes.
- Q17:** Would the City prefer a hierarchy reporting?
- A17:** Yes
- Q18:** Is the City interested in check verification services?
- A18:** That is not within the scope of this solicitation.
- Q19:** When will the new contract go into effect?
- A19:** We anticipate the new contract will go into effect somewhere in late 2016, or early 2017 depending on the usage.
- Q20:** In regard to the departments listed in Section II of the 0500, what does the language in the parenthesis mean?
- A20:** These are the services that the department utilizes the contract for.

- Q21:** Will the contractor disseminate reports to the departments? Or will the City?
- A21:** *Currently, the Treasury office receives & files the paper copy and disseminates the electronic copy to the departments.*
- Q22:** Would the City provide a breakdown of transactions and average dollar amount for each of the identified City departments; municipal court, parks and recreation, EMS department, etc.
- A22:** *This information is not readily available.*
- Q23:** Is Paymentech the current vendor for all current services as described in this RFP?
- A23:** *Yes*
- Q24:** The City requires that the vendor be certified with authorize.net and plugNplay to process transactions. LexisNexis Payment Solutions is the gateway. Should we be required to go through authorize.net, etc., would LexisNexis pay the cost of using these gateways?
- A24:** *All costs are required to be notated within the cost proposal.*
- Q25:** Does the City require a separate merchant ID for each City department and/or location? How many merchant IDS are required?
- A25:** *See Section II Background. The City currently has approximately 90 merchant IDs.*
- Q25:** At which City departments/locations are the non/swipe PCs or “virtual” terminals required? How many are required at each location?
- A25:** *Various City departments/locations use non/swipe “virtual” terminals.*
- Q26:** Can the City list the departments in order of priority for implementation?
- A26:** *The schedule has not been determined yet.*
- Q27:** Will the City confirm that utilities and parking meters are excluded from this solicitation?
- A27:** *Please refer to Section 0500, sub-section II A – Exceptions.*
- Q28:** Should the City expand electronic payments to departments other than those identified in this RFP would it confirm which departments.
- A28:** *The City reserves the right to add departments as required.*
- Q29:** Would the City identify which departments’ fees are to be paid online via the City website? Currently, only the municipal court, public library and police department alarm permits are listed as taking payments via the City website (other than utilities)?
- A30:** *This is not within the scope of this solicitation.*

Q31: Would the City consider a convenience fee model where convenience fees are charged to the customer during the transaction and deposited into the contractor's bank account rather than debited monthly from the City's bank account from a vendor providing all equipment and services at no cost to the City?

A31: Please refer to Section 0500, sub-section III K – Convenience Fees.

II. Additional Information: The sign-in sheet from the Pre-Proposal is attached.

III. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY:


Terry V. Nicholson, Sr. Buyer Specialist
Purchasing Office, 512-974-2995

Date:

9/21/14

ACKNOWLEDGED BY:

Name

Authorized Signature

Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

PURCHASING OFFICE MEETING SIGN-IN SHEET

Bid No & Description:	RFP TVN0055 – Merchant Card Processing Services	Meeting Date:	9/10/15
Check Type of Meeting:	Pre Bid/Proposal <input checked="" type="checkbox"/> Bid Opening <input type="checkbox"/>	Place/Room:	Purchasing Office Conference Room
	Buyer: Terry V. Nicholson		

Please Print Legibly

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