



ADDENDUM 1

Date: October 9, 2018

RFB No: FIN-01-18 / Electronic Payment Solution

Bid Date: October 23, 2018/2:00 PM Local Time

The following clarifications, changes, additions, and/or deletions are hereby made to the RFP:

- **Does the City require the proposal for transaction processing to be:**

- In the Biller Pay (Absorb) fee model?
- In the User Pay (Convenience Fee) Model?
- Or do you want a quote for both ABS and CF?

At this time, we are absorbing the fee, however we are interested in both hosted and convenience fee models. Quotes for both would be helpful.

- **Does the City have Superion's Cash Receipts module for taking payments at the counter?**
Yes.

- **Does the City have Superion's integration module, Fusion?**
No.

- **Regarding non-Utility city services, what other software integrations do you expect?**
A web presence to fill in a form to accept payments for special events, sponsorships or alarm permits from various departments.

- **Does the City have an IVR provider today? If so, can you please identify your present IVR vendor?**
Our current provider is Selectron Technologies.

- **Section 2 of the RFP document requires the selected vendor to furnish and install all systems, network connectivity and infrastructure. For Point of Sales infrastructure, does the City have Ethernet connectivity today?**
Ethernet, yes. If the vendor needs special connectivity, then they would be expected to furnish what it takes to work.

- **Payment volume by channel:**
 - Volume breakdown by payment type? (credit card, debit card, and ACH annual volume, possibly 2017 & YTD 2018)
 - Volume breakdown by card issuer? (Visa, MC, Discover)

Please see Chart 1: August 2018.

- **Per the question below, does San Angelo currently pay interchange fees, etc. or is there a customer convenience fee from your current provider?**
No current customer convenience fee, the City pays.

- It is not apparent from your website that there are convenience fees involved for water or citation payments, as an example. Does your current provider(s) charge a CFee or Transaction Fee for payments? (credit card, debit, ACH)
Click2Gov is currently our Utility payment processor, the City pays AMS (Automated Merchant Systems) as the merchant service provider.
- What are the service fees for paying by card etc. today?
Please see Chart 1: August 2018.
- What is your average ticket amount?
Aug 2018: \$138.70 average.
- Please confirm the name of the City's utility customer information system (CIS) and the company that currently supports the software.
CentralSquare Technologies – FKA Superion using Click2Gov.
- Our company has implemented the services you are seeking within many municipalities and a Customer Support center for end-users is typically not required. Is the ability to provide Customer Support to City staff sufficient?
Yes, it will be considered.
- Does the City require an interface for posting misc. revenue (i.e. products, services, etc.) to the General Ledger?
The City has a lockbox and will need the information provided in the right format.
- Does the City desire the ability to support recurring payments through a digital-type 'wallet'?
Yes, we need to at least offer what our customers are currently using.
- Please provide the name of the current merchant services vendor(s).
Automated Merchant Systems, Inc.
- Are cardholders currently assessed a service/convenience fee today? No If so, what is the fee amount and is there cap of the total transactions amount?
- If a service/convenience fee is not assessed currently, please share the rate paid by the city and a copy of a recent monthly billing statement from the current merchant services provider if available.
Please see Chart 1: August 2018.
- Does the City currently accept electronic check; and if so what are the per transaction costs?
Yes.
- Please provide an estimated project start and go-live date expectations; and are these expectations based on the expiration of an existing merchant services/electronic payment processing contract?
This will be determined after evaluation proposals. This is not based on the expiration of our existing contract.
- Please confirm the name of the City's utility customer information system (CIS) and the company that currently supports the software.
CentralSquare Technologies – FKA Superion using Click2Gov.

- **Section 2.4, bullet six (6) references CentralSquare Technologies. Is this “financial system” different than the utility CIS or are they the same?**
They are the same.
- **Why is the City releasing the bid at this time?**
We have had several complaints on the website and would like to know what else is available
- **How many MID’s does the city presently have?**
Five (5).
- **How many POS terminals are presently deployed in city departments?**
Seven (7).
- **What is the current fee rate charges?**
Please see Chart 1: August 2018.
- **Will the city provide copies of their Merchant Statements, for analysis for potential cost savings?**
Please see Chart 1: August 2018.
- **In Section 2.1, a chart is included showing transaction volumes. Can this information be broken down by Card Type?**
Please see Chart 1: August 2018.
- **Additional, can this be broken down by Department?**
These fees are all for Utilities.
- **Can the included departments list all payment channels presently accepted (POS, IVR, Web)? Also please include the desired channels for each department.**
IVR is not listed in this RFP.
- **Please provide a list of any and all software systems, which will require integrations. Will these vendors be able to provide real time bi-directional integration via an API, or will a daily batch integration be required?**
Currently our Click2Gov provides a real time integration.

Chart 1: August 2018

Card Type	# of Sales	Trans Chg	Sales	Avg Disc Rate	Discount	Avg Tkt
Visa	941	0.05	142,596.42	0.25	403.54	151.54
Visa Debit	3,683	0.05	465,381.84	0.25	1,347.60	126.36
Visa Business	177	0.05	144,637.12	0.25	370.44	817.16
MasterCard	523	0.05	95,495.74	0.25	264.89	182.59
MasterCard Debit	2,299	0.05	286,885.30	0.25	832.16	124.79
MasterCard Business	238	0.05	85,838.37	0.25	226.50	360.67
Discover	134	0.05	17,207.26	0.25	49.72	128.41

Discover Debit	55	0.05	6,328.09	0.25	18.57	115.06
Discover Business	42	0.05	4,803.72	0.25	14.11	114.37
Total	8,092		1,249,173.86		3,527.53	2,120.94

For other questions or clarifications, please contact the Purchasing Division at SAPurch@cosatx.us.

Sincerely,



Candice Blake
Purchasing Manager