



ADDENDUM 2

Date: October 16, 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:

- **What are the softwares currently used? Is the City seeking an online form application/software for completion of required form with payment processing for these departments?**
Online forms and payment are not currently a service of the City. We are exploring that option.
- **What are the costs for the electronic check service? Are costs paid by the City? If so, what is City charged? If not, what is the payor charged? Does the City handle all NSF claims and pay all associated costs for NSF/re-presentment of echeck payments at this time? If so, what is the rate of NSF and re-presentment of echeck payments experienced by the City?**
The City currently provides customers with online check presentment that is essentially a bank draft and does not currently charge a convenience fee. At this time, the City is absorbing the cost. There is a \$25.00 NSF charge to customers for returns.
- **No collection and transaction data id provided for echeck payments. What is the number of echeck payments processed by the City for service outlined within this RFP or envisioned within this RFP and what are the total funds collected via echeck for those services?**
The City's online check presentment is processed as a bank draft. In the month of August of 2018 there were approximately 3,767 payments for about \$535,000.00. There is no charge to the customer for this service.
- **What are the five MID's for? Specific payment type or department?**
The five MID's are for different departments within the City. Utilities, Permits, Miscellaneous Receivables, POS and Web.
- **Are all 7 POS terminals used by the same (single) department or are payments for different departments accepted on a shared POS terminal? Please list the number of devices used or deployed for each City department accepting payments via POS terminal?**
The City departments share a software cash application solution from dedicated terminals.
- **Section 3, #2 Scope, you limit the response to 5 pages and state to clearly describe the scope of the required services. Does this mean that the City:**
 - Does not want the questions written in the response with the answer? Our experience is that RFP's require the question with the answer, please see example below:
 1. Provide a customer assistance support line or live chat for website assistance, questions and problems.
Vendor Customer Service is available 24/7/365. Vendor expands across four time zones and handles payments and assistance at all hours.

Please use this section to describe how your company interprets the scope of services.
- **Section 3, #2 Scope and #4 Approach in Providing Services, can you clarify which sections of the Scope of Service you wish to be addressed per section?**

- **For example, in #2 Scope, you wish us to address Section 2.1, 2.2, and 2.3 on pages 5-6 of the RFP...**

Please use #2 Scope section to describe how your company interprets the scope of services and #4 Approach in Providing Services to explain the approach your company plans to use in order to accomplish the services requested.

- **Section 3, #3 References, you limit the response to 5 pages, but the form provided is 2 pages. Does the City need more information than required in the forms?**

The references form should be completed under "Required Forms", but you may use the additional pages as needed.

- **Is the City planning on having a pre-proposal phone call or meeting with interested service providers?**

- **If so, when will the call/meeting be scheduled?**
- **Will the call/meeting be optional attendance?**

There is not a pre-proposal meeting scheduled for this RFP.

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

Sincerely,



Candice Blake
Purchasing Manager