

Addendum No. 1 to RFP 19-83



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: All Parties on Record with the City of Somerville as Holding
RFP 19-83 Payment Gateway and Merchant Services

From: Thupten Chukhatsang

Date: 5/20/2019

Re: Extension of Deadline
Question and Answers

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Notice:

The due date for submission of sealed proposals is extended to 1:00 PM, May 29th, 2019.

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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Questions & Answers:

1. Quality Requirements #5: Proposer shall list by name and provide contact information for all on-line program registration and payments packages with which your system can interface. Vendors shall also submit a minimum of two (2) municipalities where this interface occurs.

Question: Due to the public nature of RFPs and the large volume of proprietary information this requires vendors to disclose, would the City accept a representative list of interfaced online programs registration and payments systems with representative municipalities in the vendor's proposal? We are more than happy to provide a full list in-person.

Answer: Yes, the City will accept a representative list of interfaced online programs registration and payments systems with representative municipalities in the vendor's proposal.

2. Under Comparative Evaluation Criteria, each of the "Factors" make reference to both "online bill pay services & credit / debit card processing". If a responder only plans to propose on Part II (Micro-transactions), will the intent of the evaluation criteria "factors" be adjusted accordingly to only take into account credit / debit card processing of "micro-transactions"?

Answer: Yes. If a responder only plans to propose on Part II (Micro-transactions), the intent of the evaluation criteria "factors" will be adjusted accordingly to only take into account credit / debit card processing of "micro-transactions".

3. Factor 3 - are electronic checks, pay by phone and pay by text capabilities applicable for Part II (Micro-transactions) as it relates to IPS, Parkeon and ParkMobile? If yes, please explain in more detail.

Answer: No. Electronic checks, pay by phone and pay by text capabilities are not applicable for Part II (Micro-transactions). The payment would go through IPS, Parkeon and Parkmobile software.

4. Factor 4 - Please explain how "performs minimum ACH payment verifications at time of payment by confirming that the routing number is valid" relates to Part II (Micro-transactions) of the RFP.

Answer: We would expect ACH payment verification on a daily basis.

5. Factor 6 - Please explain how the City plans on handling a customer convenience fee related to Part II (Micro-transactions) and how IPS, Parkeon and ParkMobile will be involved in this process.

Answer: If a convenience fee was added it would have to be included at the transaction level with IPS, Parkeon and Parkmobile software.

6. Factor 8 - Please explain relevance to Part II (Micro-transactions).

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Answer: If Factor 8 (Interface with Separate Online Programs Registration and Payments Systems) is not applicable to the Micro-transactions solution being offered by the proposer then it will be adjusted accordingly during evaluations.

7. If a responder plans to only participate in Part II (Micro-transactions), is it the Cities expectation that such responder will only provide answers to sections B. Payment Validation, C. Payment Processing, D. Reports, E. Training, Customer and Technical Support, F. Project Schedule, H. Marketing of Electronic Payment Services, I. Transitional Plans & Services, J. Disaster / Business Recover Plan as well as the relevant information set forth under "PART II" in the RFP?

Answer: Yes. However, the City expects to receive responses for all applicable sections. If some sections do not apply to Micro-transactions, it would be helpful if the proposer referenced non-applicability of those sections in their proposal.

8. PART II - You have indicated that the "City requires Vendors to provide a fixed per transaction cost inclusive of all discount, interchange and any other variable pricing and / or any and all fees". Can you please elaborate here. Typically, merchant services is quoted as a "fixed per transaction cost" exclusive of interchange and card association fees (ie: Interchange or Cost PLUS Pricing). Please clarify exactly what the City is asking for as it relates to pricing.

Answer: The city is requesting a fixed cost per micro transaction including all fees.

9. PART II - Traffic & Parking Requirements, Bullet point 2 - how many terminals will the City require.

Answer: Traffic and Parking requires 8 terminals

10. PART II - Traffic & Parking Requirements, Bullet point 4 - Please explain in more detail as this is not the typical way a merchant account relationship works. Typically, daily credit / debit card proceeds are deposited into the merchants bank account and the applicable processing fees for the month will be charged and paid directly from the sane merchants bank account in the month following the transactions (ie: 3rd or 4th day of the following month).

Answer: The City wants the entire amount deposited to the account and billed for all fees separately.

11. PART II - Traffic & Parking Requirements, Bullet point 6 - Will monthly statements via PDF and online access to download reporting details in excel is acceptable?

Answer: Yes.

12. Quality Requirements - Please indicate which of the 11 Quality Requirements will be applicable to a responder only participating in PART II.

Answer: For a Vendor participating only in Part II, Quality Requirements 1, 3, 4, 6, 7, and 10 are applicable. All 11 Quality Requirements are applicable for Part I respondents.