

Please note Addendum #2 for the current bid for Automated Payment Options. Should you have any questions, please contact me.

The following is a list of the questions received regarding this RFP. Ms. Seymour's answers appear directly after the questions.

- Pages 1, 2, and 4 note that the response is due March 29, 2012, at 2 p.m., and page 24 notes the response is due April 12, 2012, at 2 p.m. Can we submit our response by the April 12 deadline? **No, There was an addendum sent out stating that the responses need to be in on March 29th, 2012.**
- Is ECUA looking for a managed convenience fee or is ECUA open to managing the convenience fee yourself? **No**
- Does ECUA currently qualify for the Utility Interchange rate, or is your preference to charge a convenience fee. According to Association guidelines, if you charge a convenience fee, you cannot qualify for the Utility rate. **We want to charge a convenience rate.**
- Has ECUA previously registered for Visa's Utility Interchange program? **No**
- Does ECUA accept PIN debit transactions today and if so what percentage of the transactions and volume provided represent PIN debit? **We currently do not take pin debit payments.**
- Does ECUA accept PINless debit transactions today and if so what percentage of the transactions and volume provided represent PINless debit? This is approximately about 40% of the 6553 average check payments taken per month.
- What percentage of ECUA's credit card volume and transactions represent signature debit? **None**
- Do you plan on offering multiple languages on your IVR? If so, do you have resource support to test the translations? **No**
- Do you have an existing toll-free number you would like to use? **Western Union currently provides the toll-free number we are using.**
- Section 1.1, paragraph 2 references a data file from the mainframe. Can you provide a sample file or information regarding the format of this data file? What is the format of the data file from ECUA's mainframe as the source file for the IVR (Inter-Voice Response) and Internet database? **An actual sample file will be provided upon award of the bid. The same data base file is used for both the IVR and the Internet. This file includes CID, LID, customers name, service address, total due, customer status, delinquent flag, delinquent amount, in or outside the city, cash only flag.**
- Is it ECUA's intention that the vendor would be the credit card merchant of record or ECUA? **The Vendor**
- Who is your current acquirer and when does your contract expire? **Western Union - Speedpay**
- What specific cost elements does ECUA's expect the convenience fee to cover, e.g., interchange, assessments, authorization cost, settlement cost, chargebacks, draft retrievals, IVR product, Internet product, 800 number, others (please identify)? **The convenience fee goes directly to the vendor for payment for all services offered. All the above.**
- Page 16, 2.1 IT Applications states that the payment file provided by the vendor must conform to formatting and batch standards required by these applications.

1. Could the ECUA please provide the version of the software from HTE that is currently in use? [We are currently using Sungard Public Sectors Cash Receipts and Customer information System applications, Version 7.0.](#)

1. How many of the payments listed on page 13 of the RFP are residential vs. commercial? [We currently do not track our payments by residential or commercial.](#)

2. Is it permissible for vendors to implement two payment applications – one for residential payments and one for commercial payments? [We prefer to have them as one.](#)

3. According to Section 2.1 IT Application on page 15, the selected vendor's payment file must conform to the formatting and batch standards required by the ECUA's CIS and Cash Receipts applications. Can the ECUA please provide further information on these formats and standards? Also, how often has, or does the ECUA expect, the required payment structure to change? [We are currently using Sungard Public Sector software. We use the Customer Information and Cash Receipts applications. This means you would need to be able to send and receive the data files that we currently use as they are laid out. The current payment structure has not changed in several years and we do not expect them to change anytime soon.](#)

4. Due to the size, is it permissible to submit the Annual Report or Financial Statement that is requested on page 52 of the Proposal Form on a single CD-ROM? [That would not be a problem.](#)

Would this be speaking to actual "charge-backs" where the customer has actually initiated a charge-back through their card issuing bank?

Or is this speaking of a customer request of ECUA or the Vendor for a "refund" or "credit" on a charge to their account?

Also, when an eCheck item returns "NSF" will the Vendor be authorized to Draft the ECUA account for the "NSF" funds that have already been deposited? [We currently receive an email item with any NSF payments. This lets us know the amount that has been debited to our account and the customers we need to notify and reverse the payment that was made on their account.](#)

- Charge-Backs

Once the customer has received verification that the transaction was processed, the Daily Batch File should contain all verified transactions. In cases where a customer disputes the charges, a batch file should not be modified. The vendor will notify ECUA by email, identifying the customer and Payment Batch File of the transaction to be voided. ECUA will debit the customer's ECUA utility account and refund the vendor by check. [This would be the payments that a customer may dispute or even returned check items. We do not want you reducing the amount of the daily payment file and funds to reflect the amount being returned.](#)

1. Must a vendor respond to both the Web and IVR portions of the RFP or will they have the option of responding to just one of the two? **We would like to have one vendor that would handle both options.**
2. Could you please elaborate on the current financial services provided to ECUA provided by Wachovia? **I am not sure what they are asking.**
3. Will the vendor act as first-line support for customers that encounter payment issues? **No, Our customer service department usually can handle a customer's call however there are times that we may need to send them to the vendor.**

Also, please remember to submit one original and four copies of your responses.

Regards,
Amy

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