EMERALD COAST UTILITIES AUTHORITY
BID 2015 12
RFP BANKING SERVICES
April 1, 2014

ADDENDUM NUMBER 3

Prospective Bidders:

This addendum is issued to clarify questions received about this request for proposal for banking services.

1. On page 13 D - are these the items processed by third party processor?   If so, who the 3rd party processor?

    Response: There is no third party vendor for these transactions. ECUA customers can sign up to have their monthly bill charges automatically withdrawn from their bank account. ECUA creates a transmission file weekly to draft these payments from the customer's account.

2. On page 13 F – what is the average dollar amount of the ACH file for vendor pay?

    Response: The average vendor ACH payment is $23,166.

3. On page 13 item G - does the third party vendor, that processes payments net the daily transactions or pass through each payment entry individually?   Who is the 3rd party processor?

    Response: Kubra, the third party vendor deposits the net total into our account daily.

4. On page 13 item H – is your current bank accepting payments at their branches? If so, will you please provide the average number per month?

    Response: The current bank accepts customer payments at their branches. The average is 1,000 per month.

5. On page 14 item 3 - Are you currently using scanners? If so, what model? How many scanner locations do you currently have? Do you currently prepare an Image Cash Letter?

    Response: ECUA uses two Cannon CR180-II scanners at our only payment office. We prepare an image cash letter.

6. On page 15 item 9 A – this section mentions partial reconciliation; however, the fee schedule refers to full reconciliation. Are you using both?

    Response: The current bank is providing full reconciliation even though we only need to reconcile paid and outstanding checks for one bank account.

7. On page 17 item 12 a – what is the average dollar amount of your biweekly payroll file?

   Response: The average biweekly payroll file is $769,300.

8. On page 19 item a – are you currently receiving any rebate? Rewards program?

   Response: ECUA receives a purchasing card rebate. There is no rewards program with the current purchasing card program.

9. On page 19 item b - Does ECUA own merchant services equipment currently used at the Ellyson office, what brand(s)/model(s)?

   Response: ECUA is not currently accepting debit and credit card payments at our payment location and does not own any merchant services equipment.

10. On page 19 item b - How many credit card terminals/stations are used?

    Response: ECUA does not currently accept credit and debit card payments at our office. Credit and debit card payments may be made by telephone or through the ECUA website. The payments are processed through a third party vendor.

11. On page 19 item b - Does ECUA use software to handle credit/debit card payments at the Ellyson office? If so, is there a gateway or middleware connecting the card processor to the software?

    Response: Credit and debit card payments may be made via telephone or through the ECUA website. The payments are processed through a third party vendor.

12. On page 19 item b - What would be the monthly or annual Visa/MasterCard/Discover credit/debit card volume? American Express monthly or annual volume?

    Response: The volume is unknown at this time as ECUA does not offer this service at our payment location.

13. On page 19 item b - What would be the average ticket processed via credit/debit card? What would be the highest expected ticket?

    Response: The average credit/debit card payment is $82.00. The highest expected credit/debit card transaction is $2,500.00.

14. The below questions are all in reference to the line item pricing:
    1. What items are you currently processing via same day ACH? Do these items have to be processed same day?

       Response: This volume represents vendor ACH payments when the customer and ECUA use the same banking institution. It is ECUA's intent to pay vendors every Friday. Please provide cut-off times for ACH file submission to meet this schedule.

    2. Online Information Reporting Customer Payments – please describe this service.

Response: This is for the reporting service for electronic lockbox service for utility payments deposited to our account through online banking service providers. The information to post the customer's utility account is provided to us in electronic format that we upload to our system.

15. Can ECUA confirm the number of scanners and/or locations required?

   Response: Refer to question 5.

16. Do the online information reporting customer payments of 17,649 represent the ACH payments from the third party website?

   Response: No. Refer to question 14.2. This is for Ebox services.

17. Of the requirement to accept customer payments at bank branches, can ECUA provide the average volume of deposits accepted at the incumbent bank branches?

   Response: Refer to question 4. Each payment is made as a separate deposit.

18. a. How many processing Merchant IDs does ECUA have today?
   b. Please provide information for each location:
      i. Annual volume
      ii. Average ticket
      iii. Equipment
         - Terminals (make/model)
         - PIN pads (make/model)
         - Gateway (name)
         - Software (name/version)
         - Mobile (name)
         - Connection type
         - Card present or Card Not Present transactions
   c. Level II or III transactions?
   d. Current Funding time?
   e. Does ECUA reconcile transaction detail or batch detail?
   f. Standard delivery time of service/product?
   g. Please confirm whether all your merchant accounts under the same Merchant Category Code (MCC).
   h. Please provide electronic copies of most recent merchant services statements
   i. Daily or Monthly discounting of fees?
   j. Please elaborate on the reconciliation process and merchant services reports utilized to reconcile (if possible provide sample).

      • Please elaborate on the gateway ECUA uses?
         o What are the channels ECUA uses to collects credit card info: phone/internet/retail?
         o Does ECUA accept eCheck/ACH?
         o Is the ECUA gateway integrated into the ECUA ERP/accounting system?
            ▪ What is your ERP?
         o Does ECUA store payment information?
            ▪ Do you tokenize or store in your ERP?
         o Does ECUA reference transactions by order#, customer #?
         o How does ECUA update customer payment information?
         o Does ECUA have any recurring payments?

> **Response**: ECUA is not currently accepting credit/debit payments at our payment office. Refer to questions 9-13.

19. How many locations will need Merchant Services?

    Response: One

20. What type of credit card equipment do you use?

    Response: Refer to questions 9-13

21. Do you use software or a payment gateway for any part of processing? If so, what kind?

    Response: Refer to questions 9-13

22. How much in annual card sales volume do you process?

    Response: Refer to questions 9-13

23. What is the average transaction amount?

    Response: Refer to questions 9-13

24. What are your current rates and fees? Can you provide 3 recent months of merchant statements?

    Response: Refer to questions 9-13

25. Are you interested in an EMV enabled solution for your card present activity?

    Response: Refer to questions 9-13

26. How many point-of-sale devices will be needed?

    Response: We would start with one (1) until we know the volume of transactions.

27. Will you need recurring billing with customer database?

    Response: No

28. Will you need to process PIN Debit for face-to-face transactions?

    Response: No

29. Are you interested in accepting payments via an Interactive Voice Response system?

    Response: No. This is handled by Kubra. Refer to question 3.

30. Are you interested in charging a fee to customer for credit card and/or ACH payment?

    Response: No.

31. What type of reporting are you currently receiving from Wells Fargo for ECUA payments that are made at their branches? Will you provide a sample report?

Response: A sample report is included as an attachment.

32. Will you provide an estimate of how many payments are made monthly at Wells Fargo branch locations?

    Response: Refer to question 4.

33. Which Security Service are you currently using?

    Response: Loomis Fargo & Co.

34. RDC question – is the ECUA using a scanner or sending Image Cash Letter to the bank?

    Response: Refer to questions5.

35. ACH question – is the ECUA originating ACH items through Web Portal or FTP transmission?

    Response: ACH items are sent via web portal.

36. If the bank cannot receive customer payments does this disqualify them?

    Response: ECUA considers this an important service for our customers. Not providing this service does not disqualify you.

37. Vault deposit process fee? Is this night deposit?

    Response: This is the average number of cash deposits per month.

38. Electronic deposit checks on bank/checks on other banks? Is this onsite deposit items?

    Response: These statistics represent the number of checks in the Remote Deposit Capture Deposit that are drawn on an account at Wells Fargo (our bank) or another banking institution (other banks).

39. Is the Ebox Service (Item #11 in the RFP) a required service for the winning bank. My understanding is that you currently have it now and am wondering if it is something you would need to continue to have going forward.

    Response: This is a valuable service to us as we process 17,649 payments on average each month through Ebox. However, we do not want to discourage anyone from submitting a proposal.

40. Is the desire to have payments collected at the branch level a requirement? Currently we are not setup to handle that but would be interested in understanding exactly what that entails.

    Response: Refer to question 36.

41. The RFP states that you would like an electronic copy of the proposal. Would you prefer that on a flash drive, CD or email?

    Response: A flash drive or CD sent in with your hard copies is what we prefer. Sometimes attachments sent in e-mail can be too large for our system to accept.

If you have any questions, please call my office at 850-969-6531, or email me at amy.williamson@ecua.fl.gov.

Regards,

Amy Williamson, CPPB, FCCM
Senior Purchasing Agent

Attachment