

THE CITY OF WALTHAM
MASSACHUSETTS

PURCHASING DEPARTMENT

BANKING SERVICES CREDIT CARD AND DEPOSITORY

ADDENDUM NO. 1

June 2, 2015

CHANGES, CORRECTIONS AND CLARIFICATIONS

The attention of bidders submitting proposals for the above subject project is called to the following addendum to the specifications. The items set forth herein, whether of omission, addition, substitution or clarification are all to be included in and form a part of the proposal submitted.

THE NUMBER OF THIS ADDENDUM (NO. 1) MUST BE ENTERED IN APPENDIX B PARAGRAPH #2

ITEM 1: ANSWERS TO POSED QUESTIONS

Q1. What is your annual volume and transactions broken down by merchant number with entity listed?

A1. This is just our counter credit card it is all under 1 merchant account

Q2. Can monthly statements be furnished?

A2. No

Q3. Who is your current provider?

A3. Bank of America \ Pay pal

Q4. Please detail the equipment, software or gateways used by merchant account. Please detail card present, card not present and any ecommerce credit card processing.

A4. We are using Govern software and pay pal. All transactions are done in person with card present.

Q5. If using terminals are they owned or leased? What is the make and model of the terminals?

A5. N/A for this service

Q6. Do they connect via IP, dial or wireless?

A6. IP

Q7. Do you use pin pads? If yes what is the make, model and encryption?

A7. Not at this time

Q8. Does the City of Waltham use an IVR (Interactive voice response) system for any card payments?

A8. No

Q9. Are any leased lines or frame relays currently used? If yes, please detail number, which merchant entity is using it, and which floor of the building the frame relay is located on.

A9. N/A for this service

Q10. What is the breakdown between card present and card not present transactions?

A10. All transactions have the card present

Q11. Does the City of Waltham use a convenience fee solution? If yes please detail items like vendor, convenience fee percentage, software used, types of payments accepted, entity using program, number of transactions and volume processed annually. If not, is it a requirement for your processing?

A11. The City does not charge a convenience fee for counter transactions

Q12. How often do you perform security scans and who do you use?

A12. The city uses Symantec's software for antivirus and Barracuda for spam filters.

Q13. Who performs your PCI compliance?

A13. The winning bidder is responsible for pci compliance

MERCHANT SERVICES

Q14. Please provide the number of merchant accounts currently in use.

A14. One(1)

Q15. What is the purpose of each account?

A15 Real Estate, Water and Miscellaneous Government invoices

Q16. Please identify the card interface (terminal, software, gateway, VAR) of each of the existing merchant accounts.

A16. Govern Software and PayPal

Q17. Please provide the average transaction amount and the annual \$ volume processed for each account.

A17. See bid sheet

Q17. Who is the current merchant provider(s)?

A17. Bank of America and PayPal

Q18. Please provide copies of your current merchant statements, 2-3 months preferred.

A18. This information is archived to an offsite location and it may take some time to retrieve. Not available at this time

CASH SERVICES

Q19. Please provide Total Number of Daily Deposits specifically segregating volumes for Checks, Currency and Coin?

A19. One check deposit, one cash deposit per business day and no coin deposit

Q20. Please provide Total Dollar Value of Daily Deposits segregated by Checks, Currency and Coin?

A20. Information not available to the City

Q21 Do you require Change Orders (Coin and/or Currency)? If so, what volume, denominations and frequency do you order?

A21. No

Q22. Are you interested in Advance Daily Credit via SMART Safe technology for deposits?

A22. The City is not aware of the "SMART Safe technology for deposits" technology

Q23 LEFT BLANK INTENTIONALLY

Q24. Do you currently receive Same Day or Next Day deposit availability?

A24. The City receives availability of deposit next day

Q25. Do you currently use armored transportation? If so, with who?

A25. Armored transportation is not part of the service specification for this solicitation.

Q26. Are you currently under contract with them?

A26 See Q25 above

Q27. What time are deposits ready for pick-up? Or what time do you take deposits to the bank?

A27. See Q25 above

DEPOSITORY

Q28. What are the purposes of each of the 20 accounts? How many are interest bearing.

A28. Repository, all accounts are interest bearing accounts

Q29. How many of the 20 accounts are checking?

A29. None

Q30. What % of the \$4,809,026 average monthly balance is in checking accounts?

A30. None

Q31. Who is the incumbent bank?

A31. Bank of America

Q32. Is the City considering lockbox services at this time?

A32. A separate public solicitation for this service will be issued soon

Q33. Could you please provide a current analysis statement?

A33 See lock Box RFP

TECHNICAL

Q34. Will you provide the RFP document in word format for ease of response?

A34. A public MS word document would subject the document to unauthorized changes to the specifications contained within it. The City's policy is to issue un-editable bidding documents

Q35. In the RFP five (5) copies of the technical proposal are requested in Section 1 and four 4 copies of the technical proposal are requested in Section 3.4. Which would you prefer?

A35. Please submit 5 copies of your response

End of Addendum 1