



CITY OF WACO

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Date: 3/12/2020
RFP No: **2020-004**
Commodity: **Merchant Services**
Buyer: Kasey Gamblin

Closing Time: 2:00 P.M. CST, March 19, 2020
Opening Time, 2:01 P.M. CST, March 19, 2020

Proposal Opening Location: Operations Center, Purchasing Services Office, 1415 N. 4th St., Waco, TX 76707

Addendum No: 1

The above-mentioned Proposal invitation has been changed in the following manner. **Sign and return addendum to the Purchasing Office by the closing time and date with your RFP response.** Returning this page signed by your authorized agent will serve to acknowledge this change. All other requirements of the invitation remain unchanged. If you have any questions, please call or stop by the Purchasing Office at the above address.

Questions and Answers (please see below)

PLEASE SEE THE FOLLOWING PAGES BELOW

Firm: _____

Address _____

Signature of Person
Authorized to Sign
Proposal: _____

Signor's Name and Title
(print or type): _____

E-mail Address: _____

Date: _____ Telephone: _____ Fax: _____

RFP 2020-004

Merchant Services

Questions & Answers

1. What is the estimated average ticket and annual credit card sales for the each department planning to accept credit cards? Please breakdown the figures based on each department. Please provide a recent merchant statement for each department.

Please see exhibit A for estimated average ticket and annual sales volume for each department. We have consolidated the information on the exhibits, the City will not be releasing statements.

2. Are you currently accepting credit cards online and/or over the counter? If so, who is your existing processor and what system are you using?

Please see page 12 of the RFP.

3. Are you interested in charging your residents a convenience fee or will the City absorb the credit card charges?

The City is currently absorbing credit card fees, but management will continue to review this provision.

4. For over the counter transactions, do you require EMV (Chip and Pin) technology? (Recommended)

We are not currently requiring it but are in the process of converting all locations to EMV technology. Under this contract we will require EMV capabilities.

5. Would you like the online AND over the counter transactions to appear in the same reporting system?

Yes

6. Are you interested in accepting ACH payments online? If so, do you require ACH verification services to reduce mis-entered data?

The City does accept ACH payments, this service addressed through our banking services contract.

7. Do you require next day funding?

It is preferred.

8. Is invoicing for fees a requirement or do you allow fees to be debited from your account?

The City does allow debits to our account for fees.

9. Are you happy with your current processor?

Yes, we are going out for proposal to test the competitive environment, not because of discontent with our current provider.

10. What languages besides English are prevalent among your clients?

Spanish

11. Do you have a need for an integrated voice response system (IVR)?

The City has an existing contract for this service.

12. Explain how you plan to accept or use PINLESS debit card transactions.

We intend to use the standardize protocols for pinless debit card transactions.

13. City of Waco requires that all services be operational May 1, 2020 and expects transitional work be completed before that date at the fee proposed. **Will not the not desire to have a “test” time period before going live? What if more time is needed past July 31st?**

We expect a test period before going live, if more time is needed it will be discussed based on the progress at that time. We anticipate that this transition time will be sufficient for testing, but test will be required prior to go live.

14. One Zoo café merchant location utilizes dedicated phone lines. All the equipment is owned by the city except the wireless connections at the zoo. **Does the Zoo wish to keep a wireless terminal or will they be transitioning to a direct Ethernet line?**

The Zoo has transitioned off of the wireless terminal and is now using gateway services provided by Plug n' Pay.

15. American Express is taken only at the golf course and the convention center. **Does the City wish to expand to all locations? Is AMEX through a direct relationship or bundled with current processor?**

No, this is a separate relationship.

16. Utility Department uses Central Square (click2gov with Paypal Pro) for the web-based payment option. **With the Nov. 2019 breach at the City of Waco through Click2gov, is the City looking to replace with a new bill payment service? What capabilities would like City like: IVR, online, mobile, etc?**

The City Council recently approved a new contract that will provide IVR and online payment capabilities for the Utilities Department.

17. Is the firm offering a fixed cost plus surcharging fee or an interchange plus fee? **Would the City be interested in a Service/Convenience Fee pricing model?**

Our preference is the interchange plus fee.

18. Who is the Current Vendor?

Wells Fargo Merchant Services

19. For the integrations listed in Appendix A(3), can you please describe the level of integration (real time bi-directional, batch file, etc) that the current vendor has.

If we understand your question correctly, the equipment and standard operating procedures is real time bi-directional processing.

20. Will the city mandate the software vendor integrate with selected vendor?

The City will not mandate and does not now mandate integration. The data moves in standardized formats.

21. Does this RFP include the acceptance of E-Checks?

No.

22. How many Chargebacks does the City face monthly?

Normal average is 5 or less.

23. Does the City have a hard Go Live date for this project?

See page 6 of the RFP.

24. Will the City provide copies of Merchant Statements for evaluation and review?

No, see response to question 1.

25. Do any of the MIDS have inactive periods during the year?

No, but some have higher seasonally activity.

26. Describe your expectation of vendor implementation:

- a. Bi-Directional
- b. Blended Payment
- c. Batch Processing

Please see response to questions 19 and 20.

27. How many physical office locations would require e-payment services?

Currently the City has 3 locations offering e-payment services, Municipal Court, Utilities, and Building Inspections/Permitting.

28. How many total cashiering stations are there?

Please see appendix A (3).

29. Which in-person cashiering software(s) (if any) is used?

Please see appendix A (3).

30. Which bank is the banking services provider? (i.e. where funds are deposited)

Currently Wells Fargo, however the City is in the process of evaluating proposals for banking services.

31. If known, please supply the number of debit/credit card chargebacks in the last 12 months.

See question 22.

32. Does the City also wish to accept e-checks as part of the scope of this RFP?

No.

33. What are the current rates for payment processing?

The City is not planning to release current costs.

34. Please specify which departments use convenience fee pricing, and which absorb cost.

Please see question 3.

35. Does the water department use convenience fees, or is it considering switching to convenience fees?

Please see question 3.

36. Is the City interested in any particular value added services? For example, e-billing, text to pay, or PayPal and Venmo acceptance.

No.

37. The RFP states: “The service provider must be affiliated with a national or regional financial institution.” Please clarify what the purpose of this requirement is. We work with a national processor, but they are not considered to be a financial institution.

The City is firm on this requirement.