

ADDENDUM NO. 2  
RFP 002-11 – Merchant Services

To All Bidders:

The following questions and answers are hereby made a part of RFP 002-11 as fully as completely as if the same were fully set forth therein:

**1. Please provide the payment application that integrates with the City's CALE Point of Sale equipment?**

1. Below is e-mail correspondence received from Cale.

Payment Application:

Tender Retail "Merchant Connect Multi" ver 4.2.8.

There is no separate application on the 104. The 104 communicates the encrypted information via GPRS directly to our main server. Our server handles the interface to the payment platform via MCM. (This application is often referred to as the gateway or middleware.)

Payment Platforms: (Gateways?) These are the processing platforms that are supported by MCM.

\*Vital / Tsys

\*FDMS / Cardnet

FDMS / South-Nashville

\*Paymentech

\*Elavon / Nova

Global East

\*Fifth Third

ADS / Heartland

\* NOTE: These platforms are generally very easy to set up. The others seem to take more to get the correct information. In the case of Global, the connections to their platform seem to be problematic at times causing a higher percentage of offline transactions.

**2. Will the City be charging convenience fees through the Click to Gov application only?**

2. No, the City envisions the use of both models for its credit card processing - a convenience fee model would not be practical for the automated pay stations or in the highly competitive marine fuel environment. However, it may be practical for over the counter payments in the revenue, building and other City departments, in addition to an on-line payment processing environment such as Click to Gov. Currently the City absorbs all merchant charges. The migration to and implementation of a convenience fee model for certain payments will be at the sole discretion of the City Commission

3. *Are the City's terminals leased through their existing processor or a Third Party? If leased through a third party, what is the City's intent for use of the existing terminals?*

3. The City intends to buy, lease or rent terminals from the merchant service provider selected in the RFP process.

4. *Can we request the City of Key West RFP#002-11 in Word format?*

4. The City's policy is not to provide word copies of its bid documents used in the RFP and BID process. This is done to prevent the manipulation of the contents whether intentional or through oversight.

5. *Would it be at all possible to get the RFP document in a word form?*

5. See 4 above

6. *On page 1, Opt. g. requests to include a 'Call for Proposal' document, could you please list an explanation of where this document is located/what exactly it is?*

6. It is page 29 of your RFP package it is the last page. It is simply the advertisement that was published in the local paper. This document is for informational purposes only.

7. *I was wondering if I could get a copy of the statements or a summary of usage (statements would be preferred) from September '09 – March '10. I would request a longer time period, but the above dates are all that are referenced in the RFP.*

7. See attached merchant statements.

8. *Is a word form of the RFP available?*

8. See 4 above.

9. *Can you provide a list of certified payment gateways that are supported by the Cale parking system?*

9. See 1 above

10. *Is the provider required to support Cale and Amano parking systems during the transition off of Amano if that is not completed before the May implementation timeline?*

10. CALE only

11. *Does the City bill for monthly parking or marina slip rental fees? Are these recurring and can the City estimate the average fee for each?*

11. Yes. Yes the city bills for slip rentals and certain "upland" leases on a monthly basis. The monthly slip rental charges amount to approximately \$189,000 for a average bill of \$800 and the monthly lease charges amount to \$197,000 for a average bill of \$5,200.

12. *Can the City provide a breakdown of the number and volume of monthly residential versus commercial utility payments?*

Garbage		
	No. of accounts	Total charges
Residential	11600	\$ 338,670.50
Stormwater		
Residential	11503	\$ 93,343.62
Commercial	1110	\$ 100,245.00
Sewer		
Residential	10265	\$ 410,293.65
Commercial	1411	\$ 110,974.71

13. *Does the City require notification of a chargeback before being debited by the merchant provider or can this occur in parallel?*

13. Preferred method would be before.

14. *The City is requesting pricing on check reader-imager equipment in Appendix 3 (Product Fees). Can you provide the transaction number and volume of checks currently accepted by the City (If available, by Department)?*

14. The city does not employ this technology at this time. Pricing of this piece of equipment is optional at this time.

15. *Would it be possible to receive word/excel versions of this RFP?*

15. See 4 above.

16. *Who is the City's current payment processing vendor?*

16. First State Bank of the Florida Keys/Transfirst

17. *What is the Payment Application used for the Amano pay stations currently in use?*

17. N/A – Amano will be discontinued by implementation.

18. *What is the Payment Application used for the CALE MP104 stations?*

18. See number 1 above.

**19. Would the City consider using a payment application other than Click to Gov for Online Transaction Processing?**

19. Yes, the City is currently reviewing other public sector software. There is a distinct possibility that the City will be migrating to a new software vendor in the next 18 months. Therefore the City would consider using a separate payment application at this time, should the application proposed sufficiently serve the City's needs for payment processing.

**20. Would the City consider integrating an alternate payment application into the Sungard (HTE) public sector software?**

20. Yes based upon 19 response above.

**21. May we request a copy of your latest statement?**

21. See attached merchant statements.

**22. Verify type of connection used for equipment. Dial Up or DSL**

22. Dial Up

**23. Provide 3 months of Merchant statements for each location.**

23. See attached merchant statements.

**24. In response to section M regarding your fees: BB&T will not invoice The City of Key West. However, The City of Key West will receive monthly statements with each locations fee. BB&T will debit the fees from their Direct Deposit Account (DDA). Will this accommodate the needs of The City of Key West?**

24. Yes.

All Proposers shall acknowledge receipt and acceptance of this Addendum No. 1 by acknowledging Addendum in their proposal or by submitting the addendum with the

proposal package package. Proposals submitted without acknowledgement or without this Addendum may be considered non-responsive.

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Signature

Name of Business

## Attachment to Addendum #2

The 270 pages of Merchant activity have not been included in this posting to the Legistar system. For copies of the Merchant statement please contact the finance department.