

CITY OF HOBOKEN

ADDENDUM #1 TO RFP DOCUMENTS

RFP 16 – 06

CREDIT CARD PROCESSING SERVICE PROVIDER

This addendum # 1, dated July 25, 2016 is issued to modify the previously issued RFP documents, and is hereby made part of the RFP documents. Please attach this addendum to the original documents in your possession.

This addendum consists of the following:

A. Clarifications, Questions and Answers

Q1. Does the city plan to pass the payment card interchange costs to the citizen in the form of a convenience fee; or does the city plan to absorb said interchange fees?

A1. HPU GovOnline transactions are assessed a convenience fee. Credit card charges that are collected through the Gov-Online system have approximately 3.5% convenience fee charge added to every transaction.

Q2. Would you know if the convenience fee is handled by GovOnline?

A2. The convenience fee is handled through GovOnline. HPU sets up the calculation in the GovOnline software.

Q3. How many locations, estimated volume and number of transactions would help? Any particular information that would help me prepares a proposal?

A3. The following information is provided: The approximate number of locations and terminals are:

HPU Windows: 1 terminal

Municipal Court: 2 terminals

HPU Garages: 5 pay stations; 3 backup terminals; Midtown 2 pay stations and 1 backup terminal; Garage D 2 pay stations and 1 backup terminal; Garage D 1 pay station and 1 backup terminal

HPU Multi-meters: Currently approximately 175 multi-meters. Plans to add approximately 150 in the near future.

Sample volume and transaction data is in Appendix D of the RFP.

Q4. The RFP lists a number of locations.

A4. The following information is provided:

HPU Garage

What POS system or terminal is being used? – If terminal make and model number / POS what POS and software? HPU uses Amano McGann parking management software “AMS Charge”. Gateway provide is Opus.

Recreation Trust

- What gateway is currently being used?
Capture Point via <http://www.hobokennj.org/register>
- is this actual ecommerce or Virtual? Ecommerce

HPU Gov Online

- What gateway is currently being used? authorize.net
- is this actual ecommerce or Virtual? Ecommerce

HPU Multi Meters

What POS system or terminal is being used - if terminal make and model number / POS what POS and software Gateway provider is Credit Call.
The HPU pay stations are Amano McGann Item APM-1005CCB. The payment gateway provider is Credit Call.

HPU Garage Swipe

What POS system or terminal is being used? – If terminal make and model number / POS what POS and software. The garage backup swipe is 3 PAX terminals. Model: S80-MOL-063-02EA.

Hoboken Municipal Court

What POS system or terminal is being used? – If terminal make and model number / POS what POS and software The Municipal Court payment windows have two Ingenico model ICT220 terminals?

Q5. Do any of your existing departments accept credit cards; and if so who is the existing credit card vendor?

A5. Appendix D has merchant statements with the various departments listed at the top of the statement.

Q6. If applicable, how many annual transactions and total revenue is collected via credit cards?

A6. See sample statements in Appendix D.

Q7. What departments (list department names) are anticipated to participate in this credit card processing program?

A7. See sample statements in Appendix D

Q8. What are the total revenue amounts and transactions totals for each department?

A8. See sample statements in Appendix D

Q9. In addition to in person point-of-sale card payments, does the city also desire web payments?

A9. Yes.

Q10. If web payments are desired, which departments will be participating?

A10. Recreation Trust and HPU GovOnline.

Q11. What is the total number of in person point-of-sale terminals desired by each department?

A11. The following information provided:

- Municipal Court Window – 2
- HPU Garage Backup Swipe – 3
- HPU Window – 1 terminal

Q12. What is your projected timeline to have a vendor selected?

A12. The governing body has sixty (60) days to award the contract after the review process is completed.

Q13. Can you also include any other published requirements related to this RFP?

A13. All requirements are listed in the RFP package given to all vendors.

Q14. Can you provide copy of the contract?

A14. Corporation counsel will provide copy of the contract to the selected vendor after the contract is awarded by the governing body.

Q15. Can you tell us who receives the convenience fee revenue? Does the City receive that or is it retained by GovOnline?

A15. The City receives all of it.

Q16. The RFP included merchant information for the following Departments: Hoboken Parking Utility (both online and over-the-counter), Municipal Court (over-the-counter) and Recreation Trust (online). Are these the only Departments that the RFP covers, or may other Departments be able to utilize the contract that is entered into as a result of this RFP?

A16. These are the departments currently accepting credit cards that are covered by this RFP. The City has no plans to expand credit card acceptance to other department at this time.

Q17. The RFP is designed such that the City will absorb the processing fees associated with credit and debit cards. Would the City entertain a Proposal whereby convenience or service fees are assessed to the cardholders? In such a scenario, those paying by credit or debit card would bear the cost of the system.

A17. The City will evaluate and score all submitted proposals in accordance with the published criteria.

Q18. With regards to the Parking Multi-meters, who is the provider of these meters and are there any restrictions on the gateways that these meters can process through?

A18. The parking meters are provided by Amano McGann using proprietary software to operate the meters .Credit Call is the gateway provider.

Q19. What third party vendors, other than EnfoTech, are you currently working with (list all based on department)?

A19. EnfoTech was never mentioned in any part of this RFP, this is irrelevant for this RFP. All other vendors that are currently providing goods and services relevant to this services/RFP had been provided.

Q20. Does the winning bidder need to be certified to work with these vendors?

A20. Yes. The vendor must be authorized and licensed to provide the services in response to this RFP.

Q21. Is there any interest in accepting PIN Debit at any other locations besides the Municipal Court (i.e., HPU Window swipe, HPU Garage swipe)?

A21. The scope of work is specified in this RFP, all submitted proposals will be scored in accordance with the published criteria.

Q22. How many different Fed Tax ID are used for the 7 locations? If more than 1 is used please specify by location.

A22. The City has only one Tax ID. Be advised that the City is tax exempt and a tax exemption certificate will be provided to the selected vendor.

Q23. Are American Express transactions currently processed and funded by American Express or your current Visa/MC merchant service provider?

A23. American Express

Q24. Can signatures on our response be electronically entered? Do the documents need to notarize?

A24. Mandatory documents must be notarized, see page 28, proposal document checklist.

Q25. Is the City interested in accepting validated ACH payments online?

A25. The scope of work is specified in this RFP, all submitted proposals will be scored in accordance with the published criteria.

Q26. What is the average ticket is for each individual department and what they are collecting for. Also, we would like to know what the low and high tickets are for each department:

County Trustee's
Office Engineering & Public Works
Health Department
Parks & Recreation

Courts
Regional Forensic Center
Public Library

A26. The departments covered by this RFP are identified in the specifications and/or Addendum. Sample merchant statements are provided in Appendix D. The City's requirements are outlined in the vendor questionnaire.

Q27. Is the City processing over terminals/software/E-Commerce?
A27. All of the above.

Q28. If processing over terminals are the terminals analog dial based or internet?
A28. Dial base.

Q29. Please provide a list of all the terminals/POS systems/gateways that Hoboken is currently using.
A29. Information provided in this addendum, see above, Q3, Q4, Q11, etc.

Q30. Do you have any terminals or systems that are EMV (chip capable) and if so is the EMV chip currently turned on? Yes

Q31. Do you pay quarterly, bi-annual or annual fees and if so what are they?
A31. This is not applicable for this RFP, current fee information is not required for RFP response.

Q32. What company are you currently using for PCI Compliance?
A32. Information not currently available.

Q33. How soon after the batch is closed is your money deposited into your account?
A33. Not applicable for this RFP.

Q34. Do you have an account rep assigned to your account?
A34. Yes

Q35. If there is an issue do you call a specific person or do you contact an 800 number?
A35. 800 number.

Q36. Do you receive hard statements in the mail or do you go on line to get your statements?
A36. Both

Q37. What type of reporting tools are you currently utilizing and is there a fee for this service?
A37. Reporting tools vary by merchant

Q38. Do you have someone that will train your personnel on all aspects of credit card processing?

A38. Training is covered in scope of services questionnaire.

B. The proposal submission deadline of August 17, 2016 will not be changed.

This Addendum #1 will be sent to all vendors who have received the complete bid package on or before the date of this Addendum #1, will be included in the complete bid package on and after the date of this Addendum #1, will be published in the newspaper, and will be posted on the City of Hoboken website.

There are no other changes to the RFP documents as part of this addendum.

ATTEST:

Date: July 25, 2016

AL B. Dineros, QPA
Purchasing Agent

CITY OF HOBOKEN

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**RFP 16 – 06
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ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

The undersigned Bidder hereby acknowledges receipt of the following Addenda:

<u>Addendum Number</u>	<u>Dated</u>	<u>Acknowledge Receipt</u> (Initial)
Addendum # 1	July 25, 2016	_____
_____	_____	_____
_____	_____	_____

No addenda were received:

Acknowledged for: _____

(Name of Bidder)

By: _____ Date: _____

(Signature of Authorized Representative)

Name: _____ Title/Position: _____

(Print or Type)