



Accelerate Progress for Students

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RFP NO. 20-013RMS - ADDENDUM #2

Questions and Response

October 4, 2019

1. **Question:** Page 22 Section 9: Information Security. Can we clarify what is meant by “Acceptable USER Policy”? The language today says: Please provide a copy of your acceptable user policy. Should it be Acceptable USE Policy?
Response: Yes, should be “use” policy.
2. **Question:** Pages 15 – 26 Please confirm. Will the answers to the questions in the Scope of Work (pages 15 – 26) should be included in Tab 2 – Qualifications?
Response: Yes, please include the answers to the questions found in the Scope of Work (pages 15-26) within tab 2.
3. **Question:** Page 60 Please confirm. For the 60 page limit – Are appendix documents such as corresponding sample reports, branch locations listing, business continuity plan, legal language, and sample agreements outside of the page limit?
Response: Correct, appendix documents are not included in the 60 page limit. We would prefer to receive these attachments in electronic format on a USB drive.
4. **Question:** Page 19 Section 5: ACH/Payroll
 - Multiple questions are asked regarding payroll services and ACH services and volumes for payroll ACH direct deposit are provided in exhibit A. However, there is no reflection of those volumes on the Exhibit B's price sheet.
 - Are we to assume that the district intends to keep this function at two separate banks or consolidate all these activities to one bank?**Response:** Payroll services will be consolidated with one bank.

5. **Question:** Page 18 Section 4: Lockbox

- Please elaborate on the last bullet point: " The District uses lockbox services for deposits made after hours and on the weekends". This sounds more like an armored courier services who would drop deposits off at a branch or cash vault. However, page 19, section J. "lockbox services" sounds like a more traditional lockbox.
 - Is the district interested in a traditional lockbox where checks are picked up at a post office box by a bonded courier and taken to a processing facility or is the bonded courier picking up deposits (cash and checks) and taking them to a cash vault or branch?

Response: No, the District is not interested in traditional lockbox services. We are referring to locked night deposit boxes for deposits made outside of normal business hours.

6. **Question:** Page 26 Section 15: Merchant Card Services

- There are multiple questions regarding merchant card services and Exhibit A provides volume considerations however Exhibit B's price sheet does not include a section for merchant card services.
 - Does the district plan on providing a specific pricing document for a merchant services cost proposal or would you like this to be integrated into Exhibit B's price sheet?

Response: Please integrate merchant card services pricing into Exhibit B's price sheet.

7. **Question:** Page 26 Section 15: Merchant Card Services Question D states: "Describe the bank's processes in collecting convenience fees? What is the percentage charged?"

- Normally a "convenience fee" is charged as a fixed amount per transaction (example \$1.25) rather than a percentage (%) of the transaction, which would normally be considered a "service fee". Normally with a service fee the district would receive the transaction amount and the merchant card processor (bank) would retain the service fee amount and the merchant card processor would be responsible for paying all interchange fees instead of the District. However, with a convenience fee model the district would receive both transaction amount and the fee amount and be responsible for interchange and merchant processing costs?
- Is the District interested in a convenience fee model or service fee model?

Response: Service fee model.

8. **Question:** The RFP is limited to 60 pages. Are the audited financials and agreements excluded? Are the online screens and reports from online banking excluded? Is it acceptable to put these extra items in a separate binder and if yes would there need to be copies provided or just the original would suffice?

Response? The audited financial statements, agreements, and any other additional items are not included in the 60 pages. A separate binder is acceptable, but we would prefer to receive these items electronically on a USB drive.

9. **Question:** Do you have check payee positive pay where there is a match on the payee?

Response: No, we are not currently using a positive pay match on the payee.

10. **Question:** Under Scope of Service Number 4, the last line, “The District uses lockbox services for deposits made after ours and on the weekends.” Are you referring to the locked night deposit boxes? In our world, lockbox is where coupons and payments are sent to a central location for processing (i.e. utility bills). Does the District have a need for lockbox services? If yes, please describe the type of payments received, what type of file is required and how you would like it delivered.

Response: The District does not have a need for traditional lockbox services. We are referring to locked night deposit boxes.

11. **Question:** Exhibit B Price Request Sheet - Please describe in detail the type of service you are receiving for AFP Codes 080100 (Payment Mgr Comml Crd AP Pmt), 300000 (Payment Manager Monthly Base), 300100 (Electronic Commerce Direct Trans), and 300221 (Payment Mgr Secure Email Service).

Response:

Code 080100 – per item charge for each commercial card payment transaction transmitted to the bank via the payment manager channel.

Code 300000 – monthly maintenance fee per billing account for payment manager plus enhanced remittance customer.

Code 300100 – per item charge for each ACH originated item transmitted to the bank via payment manager.

Code 300221 – additional fee for utilizing the email delivery channel for acknowledgements and /or confirmations.

12. **Question:** Please provide what percentage of collateral the District require on bank deposits?

Response: 50% collateral, in accordance with state statute 6-10-17.

13. **Question:** We noticed under the Purchasing Card Services the (208) Commercial Card AP Transactions. Is APS interested in a banking that can provide a virtual (AP card) solution and would APS consider this solution as part of the overall RFP response? If yes, please provide the following data:

- Total spend volume for virtual cards for 2018
- Total number of Large Ticket and Level III transactions for 2018
- How quickly APS pays the current provider after the cycle closes
- Who is the current virtual card provider?

Response: APS currently not requesting Purchasing Card Services with this RFP.

14. **Question:** Is APS interested in a bank who offers Purchasing Card solutions? If yes, please provide the following details:

- Total spend volume for physical cards for 2018
- Total number of Large Ticket and Level III transactions for 2018
- How quickly APS pays the current provider after the cycle closes
- Does APS have purchasing card today or a One card today?
- Who is the current card provider?
- What is the ERP the school uses for reconciling the Pcard program?
- Is there any functionality that APS is seeking in a new card provider?

Response: Please see response to number 6.

15. **Question:** On the analysis statement for Wells there is a line item called Vendor Fees. Please detail what these fees are referring to? Is this where Wells is sub-contracting lockbox to another entity?

Response: On the WF analysis statement, the line item for vendor fees is a summary of the fees from the merchant service account statement.

16. **Question:** Do they want interchange plus pricing or convenience/service fee pricing?

Response: Service fee pricing, but open to other models if the pricing is advantageous for the District.

17. **Question:** What equipment is currently being used? If no equipment, what gateways?

Response: Currently using both wired and wireless credit card terminals at four different locations.

18. **Question:** How many MIDs does the district currently have in place?

Response: The District has six merchant identification numbers.

19. **Question:** Any integration to back office software needed?

Response: None that we are aware of.

20. **Question:** We have a question regarding the fees for ACH processing and services from the Bank of Albuquerque Analysis system. There is no line items detailed for ACH on the Pricing Sheet provided and we don't have any lines left to add it on the table below. The form will

not allow us to add additional lines. Will you be putting out another pricing sheet or can we add a sheet of our own? How do you want the ACH processing fees reflected within the RFP?

Response: If the AFP code you want to use is not listed in exhibit B, then please add a sheet of your own.

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:

Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

COMPANY/FIRM NAME

SIGNATURE

Date