

19-009 RFP FOR CREDIT CARD AND MERCHANT SERVICES

QUESTIONS AND ANSWERS

1.

QUESTION:

Will there be a pre-proposal conference?

ANSWER:

No, there will not be a Pre-Proposal conference

2.

QUESTION:

Can 2 electronic copies be submitted on USB drives?

ANSWER:

Yes, the City will accept electronic copies on USB drives. Please note the pricing sheet must be submitted electronically and in excel format only.

3.

QUESTION:

Does "Recycled materials" also refer to refurbished as well?

ANSWER:

Yes, recycled or refurbished materials are NOT accepted.

4.

QUESTION:

Is there a certain font, font size, or paragraph requirement?

ANSWER:

No

5.

QUESTION:

On section F.2 Proposal Format, is **II.1** Transmittal Letter numbered incorrectly for **I.1**?

ANSWER:

Yes, it is incorrect. Our apologies. It should be I.1 Transmittal Letter.

6.

QUESTION:

On section E.9, are you referring invoice to monthly credit/debit card processing statements?

ANSWER:

Invoice refers to the monthly credit card processor invoice or bill for interchange and credit card processor fees.

7.

QUESTION:

List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.

ANSWER:

Refer to Bid 19-009 RFP for Credit Card Processing and Merchant Services located here <https://www.cityofcarrollton.com/departments/departments-a-f/finance/purchasing/current-bids>

8.

QUESTION:

Soft Copy of the Tender Document through email.

ANSWER:

Refer to Bid 19-009 RFP for Credit Card Processing and Merchant Services located here

<https://www.cityofcarrollton.com/departments/departments-a-f/finance/purchasing/current-bids>

9.

QUESTION:

Names of countries that will be eligible to participate in this tender.

ANSWER:

United States of America only.

10.

QUESTION:

Information about the Tendering Procedure and Guidelines

ANSWER:

Refer to Bid 19-009 RFP for Credit Card Processing and Merchant Services located here

<https://www.cityofcarrollton.com/departments/departments-a-f/finance/purchasing/current-bids>

11.

QUESTION:

Estimated Budget for this Purchase

ANSWER:

\$240,000 annually including interchange rates. The City paid approximately \$235,000 in credit card fees (including interchange rates) in 2018. However, this amount would vary depending on the credit card payment activity and the need for the merchants to keep receiving credit cards.

12.

QUESTION:

Any Extension of Bidding Deadline?

ANSWER:

NO

13.

QUESTION:

Any Addendum or Pre Bid meeting Minutes?

ANSWER:

No

14.

QUESTION:

What accounting Enterprise Resource Planning (ERP) solution is the City currently using?

ANSWER:

Lawson 10.0

15.

QUESTION:

Will the City accept debiting of a designated banking account (DDA) for payment card/ACH processing fees or is invoicing required?

ANSWER:

Per section E.9. – Invoicing and Pages on page 25 of the RFP, the credit card processor will have to submit a monthly bill to the City for review. The City will pay the vendor via ACH or check. The City will NOT accept direct ACH debiting related to the monthly credit card processor fees.

16.

QUESTION:

The RFP references Open Edge as one of the gateways requiring interface capability, can you please provide further information as to what payment types/channels utilize Open Edge?

ANSWER:

Our apologies, the credit card processor would NOT need to interface with Open Edge anymore. The credit card processor has to interface with Authorize.net, PayPal, Plug'NPay and CardConnect (in the immediate future).