RFP 06-19-20 ADDENDUM 1/RFP QUESTIONS AND ANSWERS

1. Page 9 – Question 13 – Reference Vault Services – are checks included with the cash deposits? **Yes.**
   i. How does SPC currently package the deposits sent to the cash vault? **Each campus business office has its own deposit slip.**
   ii. What determines if a deposit is sent to the Cash Vault vs the branch? **Only one site that sends to the branch.**

2. Page 9 – Question 14 – Please explain what is meant by Coin Sorting and counting services may be required? **We are exchanging U.S. currency for different denominations. This is not a common occurrence.**

3. Page 10 – Question 26 – Please provide an example of the report each location receives daily. How are the reports currently received? **No.**

4. Page 16 e – Bank Fees – iii.
   Prices must be guaranteed for the first five (5) years of the contract. – however, page 12 Contract period states that service fees will remain fixed for the duration of the initial contract – which is 7 years. Please advise. **To clarify, we are seeking an initial seven (7) year agreement. However, we are only requiring fees to remain fixed for the first five (5) years.**

5. Page 16 – e. Bank Fees – Please provide 3 months of analysis statements for each account and bank statements for each account. **SPC will not provide these statements. Attachment 6 contains transactional information.**

6. Page 18 – Advanced Banking Software Interface – viii. – What file types can be accepted by the Oracle – PeopleSoft software?   Are CSV, BAI2 or MT940 acceptable file formats? **We currently use CSV format. We cannot confirm BAI2 or MT940 without testing.**

7. Page 17 – f. Merchant Services – Question xiii – References Attachment 8 for Merchant Service transaction. However, Attachment 8 does not appear to be included in the RFP. Please provide Attachment 8. **Please refer to Attachment 6 for merchant services detail.**

8. Does SPC currently utilize Remote Deposit Scanners? **No.** If yes, how many?   Does SPC own them?   What type of scanner does SPC use? SPC may be interested in this equipment.

9. Attachment 6 – How many checks are deposited per month**?   3,666 average.**

10. How much Cash/Currency/Coin is deposited per month?   **$75,000.00 average.**

11. Does SPC request change orders?   **Rarely, it is by location.** If yes, how many a month?   What's the standard breakdown of the requests**?   It Varies.** Is this done by location or centrally?

12. ACH debits money out via ACH? **Yes.** Is this for Vendor payments? **We ACH employee travel reimbursements, rarely to A/P vendors.** What does this entail and how are the files sent? **Electronically.**

13. How does SPC submit Payroll ACH files? **Electronically sent to the bank.**

14. How does SPC submit Positive Pay files? **Electronically sent to the bank.**

15. Please provide the average balances per account. **No response.**

16. Does this RFP include Purchase Card or Corporate Credit Card? **No.** If yes, please provide copy of current credit card spend per month, annually.

17. Also does SPC currently earn rebates or rewards? **No.** Are the rebates/rewards paid monthly, annually?

18. Can SPC provide a minimum of 1 month (3 months preferred) of statements from each credit/debit card accepting entity? **No.** If Statements are not available, please provide the following:
    a. Average Ticket Size: **$_____**
    b. Estimated Annual Credit/Debit Card Volume: **$_____**

19. What is the estimated breakdown (%) of SPC's annual credit/debit card payments (if known)?
    a. **14 % Card Present**
    b. **14 % Mail or Phone Order**
    c. **0% % Card is Present but Keyed**
    d. **72% % e-Commerce**
    e. **100% Should equal 100%**
20. Does SPC accept PIN Debit where the customer enters their 4-digit PIN number into a PIN Pad Device? **No.**

21. Does SPC accept recurring payments? **No.**

22. Are there any other special needs SPC would like to identify for proposers such as convenience or service fee collection? **N/A**. Please check all that may apply:
    a. ☐ Convenience or Service Fees   (Please elaborate on how they are collected, example: third party collects payment)
    b. _____
    c. ☐ Third Party Billing
    d. ☐ Commercial Card Tax Prompts
    e. ☐ Level III Processing
    f. ☐ Invoice Number Prompts

g. ☐ AVS/CVV or Order Number Prompts
h. ☐ Auto Close Time: _____
i. ☐ Current Funds availability (ie. 24 hours): _____
j. ☐ Any Other: _____

23. Does SPC own equipment?
   a. ✗ **Yes**   ☐ No
   b. If yes, please provide exact make and model (for example: Verifone Vx520). Model names can be found on the front or underneath the unit as demonstrated below.
   c. **Make/Model Name**: **Cashnet/Cherry Keyboard with Magstripe Reader._____**

24.   Does SPC use an accounting system where the merchant services is integrated for payment collection such as Touchnet?
   a. ✗ **Yes**   ☐ No
   b. If yes to software, exact name and version:
   c.   ___Cashnet_____
   d. If yes to gateway, exact name and version:
   e.   _____

25. Would St. Petersburg consider proposals that meet the needs of the student and employee banking program as described in the RFP but does not include a proposal for treasury management and merchant services? **No.**

26. Page 14, section 1.A.v, Qualifications, Experience, and References, due to the length of the audited financial statements, is it acceptable to provide only a URL to the three most recent audited financial statements? **No.**

27. Please identify all on-campus ATMs, the name of the campus on which the ATMs are placed, the name of the financial institutions/vendor that own the ATMs, the ATM contract expiration date(s) and the amount of rent or other revenue received by St. Petersburg in the past year. **N/A.**

28. Page 19, Section IV. Accessibility/Customer Support, would St. Petersburg consider the installation of an ATM on its main campus? If so please identify potential locations. **No.**

29. Would the College consider extending the due date of this RFP in light of this being holiday season? **No.**

30. Can the College kindly provide a copy of an average month and high volume month of your monthly account analysis statements? **See Attachment 6.**

31. What are the average collected balances maintained in the accounts? How many accounts are maintained? **See RFP 06-19-20, page 9. Balance information is not available.**

32. What is the current Earnings Credit Rate on non-interest bearing balances? **N/A.**

33. What is the rate earned on overnight investment balances and in the money market account? **N/A.**

34. How much balances are required to offset service fees? How much in balances are invested overnight? **No response**.

35. Locking bags are mentioned in the Scope of Services. Do you still require locking bags vs tamper proof plastic? **Both.**

36. Does the College require paper copies of audited financial statements or will the links requested suffice? **Paper copies.**

37. What is the model name and number of the card readers you currently use? How many do you have? **See response to question 23.**

38. How many credit card machines and/or PIN Pads do you currently have? Please provide the model name and numbers. **Approximately 20 credit card workstations. No PIN pads.**

39. Do your terminals have Point-to-Point Encryption and Tokenization? **Yes.**

40. How many merchant IDs do you have? **Approximately 30.**

41. Can you please provide some merchant statements from your busier months? **No.**

42. On the pricing spreadsheet can you please clarify the transaction volumes in B23, B24, C23 and C24 because the avg/mo doesn't equal the Qty Year. **Please use the average per month.**

43. Are the Debit Transactions run as PIN or Signature Debit? **Signature debit.**

44. What percentage of the transactions are processed online vs. through a terminal**? See response to question 19.**

45. Are you currently PCI Compliant? **Yes.**

46. Do you have a check verification or warranty service for in-office and online check payments? **No, but SPC is interested.** If no, is this of interest to you?

47. Which gateways do Cashnet and AuguSoft use to connect to your current processor? **Unknown.**

48. Please provide specifics on your current annual processing dollar volume broken down by card type. **No response**.

49. What is your average transaction amount and your highest individual transaction amount? **No response**.

50. How many merchant accounts will you need in total? **Approximately 30**.

51. What are you accepting payments for? **Tuition payments, third party payments, etc.**

52. You asked if CASHNet Software & AuguSoft (Lumens) Software is compatible with our merchant processing solution. Each Software uses a connector (gateway) to process merchant transactions. Can you please provide what connector each Software company uses to process your merchant transactions? **CASHNet uses the CASHNet gateway and AuguSoft uses the USA ePay gateway.**

53. Please provide 3 months of recent Merchant Statements from your incumbent processor. **No.**

54. Please describe all payment application terminals, software (other than CASHNet & AuguSoft) and gateways being used in your existing merchant accounts. **N/A.**

55. Will you be processing PIN Debit transactions? **No.**

56. Will you be processing EMV transactions? **No.**

57. Do you accept Advanced Payment by Credit Card? **No**. If yes, what is the timeframe from payment to delivery of the product or service?

58. What percentage of your transactions are Card Present? and Card Not Present? **Please see question 19 response.**

59. Does the St Petersburg College want to charge a Convenience Fee as a part of its merchant payment model? **No**.

60. What new abilities and/or solutions are you seeking? **No response**.

61. What are your concerns with your current provider? **No response**.

62. Please share the last 3-months of account analysis statements to include volumes and pricing. **No**.

63. Please describe if at all the College's digital transformation strategy related to finance, accounting and receivables & payables processing. **No response**.

64. Has the College considered reviewing procure to pay strategies as a part of a digital transformation process? **No response**.

65. Has the College considered reviewing its order to cash or tuition to cash strategies as a part of a digital transformation process? **No**.

66. Please describe the Colleges openness to allowing the awarded bank to provide guidance with these digital initiatives and strategies. **No response**.

67. Does the College use a third party for tuition payment plans? **Yes**.

68. Does the College issue ACH debits (pulling funds) for tuition payments? **No**.

69. Does the College issue ACH credits (pushing funds) for vendor payments? **A small percentage**.

70. Does the College provide ACH credits for payroll? **Yes**.

71. For employees that receive checks, is the College open to issuing a pay card? **No**.

72. Please provide the highest ACH debit file the College would submit in any one day. $**35-$40 million dollars, twice a year.**

73. Please provide the highest ACH credit file the College would submit in any one day. **$35-$40 million dollars, twice a year.**

74. Please provide account analysis statements for August and January from last year. **No**.

75. Does the College have Investment Accounts?   No response. If so what are those balances and will they be a part of the RFP? **N/A**.

76. Does the College utilize Smart Safe at any of its locations? **No**. If so how many? **SPC may be interested in this service.**

77. Does the College currently utilize Remote Deposit Capture services and if so how many scanners and their make and model? **No**.

78. Are the Remote Deposit Scanners leased or purchased? **N/A**.

79. Does the College utilize ACH Positive Pay? **Yes**.

80. Does the College have any ACH fraud prevention? **Yes.**

81. Does the College employ a Commercial Card program and if so please provide the vendor lists? **No response**.

82. The College has requested that check cashing fees be waived. How many checks does the College anticipate presenting in a given month for those who will be noncustomers of the bank? **Unknown**.

83. Will the College be receptive to converting to Security Sealed plastic bags for deposits as opposed to key locked night drop deposit bags? **We would need both**.

84. Will a proposer be considered nonresponsive if they do not offer the College pricing guarantees for the initial first 5 years? **Yes.**

85. Please provide a breakdown of all cash deposits and currency order needs per location. **See attachment 6**.

86. Would the College accept the response on a CD vs. a flash drive? **No**.

87. Deposit Processing-Describe deposit processing services: Please provide further details on if this is requesting details; is this in reference to deposits made at a banking center, Electronic Deposit, Virtual vault, or all variations. **No response**.

88. Can you please share your November 2019 analysis statement (or the most recent month)? Please feel free to omit price points, we just want to understand your monthly volumes. **No**.

89. On average, what do you keep in balances in our 6-7 bank accounts? **No response**.

90. Please clarify your contract terms. On page 12, we see the following listed for your contract terms. **Please see question 4 response**.

91. Please confirm if St. Petersburg College has a lockbox today. **No.**

92. Please confirm if "commercial deposits" included in the excel spreadsheet named "Attachment 6" are deposits made at the branch or via the vault. **Vault**.

93. How many check are cashed per month at the branch? **Unknown**.

94. How many accounts do you have today? (6 or 7)? **Yes, 6 or 7.**

95. Please confirm if each business office is managed separately. **Yes.**

96. How many account do you write checks on? **Two.**

97. Do you locations sue remote deposit capture to scan check into your account? **No. If yes, how many locations?**

98. How many ACH file do you submit to the bank per month? **See attachment 6**.

99. Would St. Petersburg College accept an online link only for JP Morgan's most recent audited financial statements? **No.**

100. Please confirm the monthly and/or annual volume of checks cashed by non-account holders. **Unknown**.

101. Would St. Petersburg College consider extending the deadline for the proposal due to the upcoming holidays? **No**

102. What does the business office use to process credit card payments? **CashNet.**

103. What gateway(s) services are used for the online business? **CashNet**

104. What mobile application is used today for accepting credit card payments? **CashNet**.

105. Is providing the College with a physical invoice for payment a requirement? **No**. Or are we able to debit for fees and provide daily, weekly, and monthly merchant statements with the processing, funding, and fee details? **Yes**.