

Purchasing Division

300 West Third Street
Oxnard, CA 93030
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April 10, 2017

ADDENDUM #1

PROPOSAL NAME: Banking Services

Scheduled Proposal Closing Date: April 17, 2017 at 5:00 p.m.

To All Bidders of Record:

Acknowledge receipt of this addendum by attaching a signed copy of this addendum with your bid. Failure to do so may subject bidder to disqualification. Revisions/clarifications to the bid specifications and documents are as follows:

Questions & Answers:

- What are the addresses for the armored carrier pick up?
 - a. **214 South C Street Oxnard CA**
 - b. **111 S. Del Norte Blvd, Oxnard CA**

- What version of Sungard-H T E do you use?

9.1.15.3.0

- What is listed on banking services as Banking Center Deposit with a frequency of 27 per month?

These are deposits processed at local branch for our third party vendor for parking citations.

- What is your Daylight Overdraft Limit?

Our Daylight Overdraft Limit is an internally bank set limit. Please note that each bank has separate calculations methods. Our current limit is \$1 million.

- What is Trans Mgmt Monthly Maint? How is that different from Mthly Armored Carrier fee?

This fee is a result of the bank contracting armored carrier services on the City's behalf.

- Is a separate affidavit required for the amount of capital stock and surplus?

A separate affidavit will not be required if the audited financial statements will certify the institution's amount of capital stock and surplus.

- Does the City currently have a daylight overdraft limit with its current provider? If so, what is that limit?

Our current limit is \$1 million.

- What is your e-Payables' volume or count per month and what is the total dollar amount for that period?

ePay:

<u>2017</u>	<u>Count</u>	<u>Volume</u>
Jan.	47	\$223,661.41
Feb.	42	\$96,025.56
Mar.	51	\$369,971.72

- What is your Purchase Card's volume or count per month and what is the total dollar amount for that period?

PCARDS:

<u>2017</u>	<u>Count</u>	<u>Volume</u>
Jan.	558	\$143,034.36
Feb.	823	\$161,007.94
Mar.	607	\$168,813.72

- Parking Citation Accounts?

Number of checks (daily) = 55

Daily average deposits = 4,000 to 10,000

- General City Accounts?

Number of checks (daily) = 902

Daily average deposits = 765,000

- Who is your 3rd Party Vendor for Parking Citations?

Phoenix Group Information Systems

2670 N. Main Street, Suite 200

Santa Ana, CA 92705

Merchant Services:

- How many Merchant IDs does the City operate?

We have three. Click2Gov (C2G) and Interactive Voice Response (IVR) use one, One point and MRF use the second one and Oxnard Beach Park is the third one.

- Please describe the payment technology for each of the City's merchant accounts.

C2G & One Point = Online & POS

IVR = Interactive Voice Response (Telephony)

MRF = POS Authorize.net

Beach Park = Parking Meter

- Please provide a listing of the hardware (terminal make & model) and the payment software (name and version) being used throughout the City.

C2G, IVR & One Point = Sungard HTE ERP system (MagTek readers)

MRF = Authorize.net (Topaz)

Beach Park = VenTek (Ventek model 400)

- Does the City utilize a payment gateway? If yes, please advise with gateway name(s) and how they are used?

H T E – C2G process on line payments

Selectron – IVR phone payments for checks and credit cards

Checks-settle through Telecheck

Credit cards-settle through Tsys

We use PayPal Manager to access these settlement reports.

MRF-Uses our merchant account and they use Authorize.net for their gateway

Police- GovPayNet
Recreation- They use their own merchant and processor called
ActiveNet

- Does the City need a payment gateway (or software) that integrates to a front-end billing system? If yes, please describe.

No. Sungard HTE provides gateway

- Please provide the following volume metrics:
 - a. Annualized or monthly Visa and MasterCard (\$) volume

(see merchant statements attached)

- b. Annualized or monthly Visa and MasterCard (#) count

(see merchant statements attached)

- c. Annualized or monthly Amex (\$) volume

N/A

- d. Annualized or monthly Amex (#) count

N/A

- e. Annualized or monthly Discover (\$) volume

N/A

- f. Annualized or monthly Discover (#) count

N/A

- If possible, please provide indicative month-end statements from your current merchant services provider?

(See Merchant Statement Attached)

- The City indicates that “Merchant Services must be able to function with our processor”. Please expound upon this requirement. Which provider is the City’s processor?

Sungard HTE ERP system

- Does the City have any specialized reporting needs?

We need online access to view same-day transactions, daily balances, Checks clearing over \$5,000.

- How does the City reconcile its merchant services payments?

We get billed every month for merchant fees. However, the hard dollar is not deducted from our account until the end of the year.

- Please expound upon the City's consideration of charging of a convenience fee to its constituents?

Would the City employ this model across all payments types?

If not, which payment types would the City likely use a convenience fee?

And would the expectation be that the convenience fee would be charged both online and face-2-face?

We are currently analyzing and learning the legal requirements when implementing a convenience fee or service fee to all types of payments (utility, permit, license, etc.)

Addendum #1 received: Date _____

Received by: _____

Name & Title, printed: _____

Company: _____

Address: _____

Telephone Number, including Area Code: _____

Fax Number, including Area Code: _____