



Date: August 4, 2021
To: All Vendors
Subject: Addendum #3

REFERENCE: P066-21 MULTI-CHANNEL PAYMENT PROCESSING

This Addendum forms part of the contract and clarifies, corrects or modifies original RFP document.

Question 1: In order to provide you with competitive solution pricing. Please provide several months' merchant statements for utility payments from 2021.

Answer 1: A sample statement is listed under question 2.

Question 2: What is the expected number of transactions per month/year for each type of transaction on ACH, e-Check, ACH debit, ACH credit, American Express, PayPal, digital wallets, Amazon Pay, etc.?

Answer 2: The expected number of transactions per month/year for each type is listed below:

- E-check= 7,775
- Credit/debit=24,311
- American Express= N/A
- Mobile Express payments/ Digital Wallet (Apple pay, Samsung pay, Google Pay) =1,440
- Pay pal, Amazon Pay, etc = N/A

Digital Wallet payments are processed as Web payments and American Express is not accepted.

Below is an example of a redacted Invoice.



Bill To: Brownsville Public Utilities Board
 1425 Robinhood Drive
 Brownsville, TX 78521

Invoice #: [REDACTED]
Date: 5/31/2021

Description	Item Count	Price	Surcharge	Total
ACH Reject Fee Non-Submitter (Chase) - All	80	\$7.500	---	\$600.00
Chargeback Fee Non-Submitter (Chase) - All	5	\$10.000	---	\$50.00
Credit Card - Utility	27941	\$1.500	---	\$41,911.50
Credit Card - IVR - Utility	9161	\$1.500	\$0.32	\$16,673.02
EFT - Utility	6346	\$0.380	---	\$2,411.48
EFT - IVR - Utility	1308	\$0.380	\$0.32	\$915.60
Total Amount:				\$62,561.60
Due Date:				6/10/2021
Balance Due:				\$62,561.60

*Unit Price can vary for some items. Please see the Detailed view for further breakdown.

For Service Period of 05/01/2021 through 5/31/2021

Invoice Cloud
 30 Braintree Hill Office Park, Suite 303
 Braintree, MA 02184
 (901) 737-8686

Payment Remittance

Checks Mailed via USPS:
 Invoice Cloud Inc
 PO Box 412706
 Boston, MA 02241-2706

[REDACTED]
 ABA/Routing Number: [REDACTED]
 Account Number: [REDACTED]
 For Credit to: Invoice Cloud Inc

Question 3: The minimum requirements section doesn't include walk-up/Drive-up Self-Service Kiosks, however the scope of services section does. Is this a requirement or a desired service?

- a. If required, can you provide more detail regarding what you require a walk up/drive up kiosk to perform functionally speaking?

Answer 3: Yes, the self-service kiosks are a desired service for BPUB. We require the following payment methods for the walk-up lobby kiosks, cash (no change provided), e-check, credit card. The Drive thru Kiosk should only receive the following payment methods (No cash, credit card, E-checks).

Question 4: Can you please describe in greater detail your ideal 'drive through' requirements? What exactly do you want to offer in a 'drive through' experience?

Answer 4: We would like the customer to drive up to the Kiosk and be able to access kiosk at arm's length, they would have the ease of using Kiosk where they input their account number and verify account information and process payment electronically with a credit card or e-check. The kiosk would be housed in a self-standing unit beside our drive-up lanes.

Question 5: Can you please provided a detailed matrix of current dollar payment volume by category and amount? Example: Online or Drive-Through - by payment type (debit, credit, cash) and by card type (AMEX, Visa, MC)

Answer 5: A detailed matrix of current dollar payment volume by category & amount listed below:

- CASH- We will not be accepting Cash with the Drive-up Kiosk
- Online- June 2021 Transaction count= 33,526 (debit/credit card)
- Visa= 26,679
- Mastercard=6,498
- Discover= 349
- Amex= Not accepted
- Drive-Through – Kiosk will be independent, away from Drive Through lanes.

Question 6: You mentioned Apple Pay, Google Pay, etc. Are you currently supporting those payment methods?

Answer 6: Yes, digital wallets are supported.

Question 7: How will customer information be loaded into the portal?

Answer 7: BPUB's CIS Department will utilize Cayenta Harris software to load information into the portal.

Question 8: How will the payment info be shared with the Customer?

Answer 8: The payment information will be shared with the customer in the following methods: Online portal, email, text, hard copy.

Question 9: How will enrollments/registrations be supported?

Answer 9: The enrollments and registrations will be supported Online.

Question 10: How will data related to printed/digital invoices be uploaded into the system?

Answer 10: Data is currently uploaded using an XML format to an FTP site.

Question 11: Is a Bid-Bond Required for this RFP?

Answer 11: A bid bond is not required for this RFP.

The signature of the company agent, for the acknowledgement of this addendum, shall be required.
Complete information below and return via e-mail to: nespinoza@brownsville-pub.com

I hereby acknowledge receipt of this addendum.

Date: _____

Company: _____

Agent Name: _____

Agent Signature: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone Number: _____

E-mail address: _____

If you have any further questions about the RFP, call 956-983-6353.

Diane Solitaire
Purchasing