City of Seattle Request for Proposal

Addendum

Updated on: 1/5/2018

The following is additional information regarding Request for Proposal (RFP) # titled **FAS-3792 Title: Treasury Services** released on 11/14/17 The due date and time for responses is **REVISED** to 01/23/18, 3:00 PM (Pacific). This addendum includes both questions from prospective proposers and the City's answers, and revisions to the RFP. This addendum is hereby made part of the RFP and therefore, the information contained herein shall be taken into consideration when preparing and submitting a proposal.

Item #	Date Received	Date Answered	Vendor's Question	City's Answer	RFP Revisions
1.	11/14/17	11/21/17	We currently have a master agreement with the … City of Seattle ... Being that is in play and has been for several years, do we need to go thru the RFP process …?	All current agreements with the City that include services associated with the 5 Modules are asked to submit proposals.	
2.	11/15/17	11/21/17	Is lockbox processing included in the services to be outsourced? There is a mention of an internal City of Seattle lockbox area/system for payments processing, but there is no information in the RFP relating to the lockbox service that might be required from a vendor if the service is to be outsourced (volumes, samples of remittance documents, etc.). Lockbox processing fees are always determined by the volume of payments to be processed, among other criteria. Prospective vendors need to have at least some basic information from which to formulate a proposal. I also noticed that there are not any questions relating to vendors' lockbox capabilities. IF lockbox is included in the scope of services – lockbox is included in the category of "banking services" with the	Lockbox is not included in the scope of this RFP.	

			implication that the services must be provided by a bank. There are numerous companies that are not banks that provide lockbox services. Including lockbox processors in the same category as banks from a requirements perspective is a nonstarter - we cannot engage into an agreement where we will be submitted to the same regulatory, compliance, liability and security requirements as banks. We and other processors are not banks; we do not hold funds. The benefits of using a non-bank lockbox processor are: - We can electronically deposit checks to any bank in the US. - costs are substantially lower than banks for non-credit services. - Expertise – we have expertise in the services that we provide that banks generally do not. Banks offer a wide variety of services – we do not. lockbox is all that we do.		
3.	11/15/17	11/21/17	Five weeks is a pretty short window for an RFP of this magnitude, especially during the holidays. I would expect that you will get this feedback from other vendors as well.	Yes, please see RFP Revisions column.	See Response in #18 below
4.	11/20/17	11/21/17	Section 6, Instructions and Information: **Hard Copy Submitt**al: The numbers indicating how many copies are required do not match what is spelled	The correct number of copies is the stated numeric number inside of the parenthesis and should read:	

			out and what is numeric in the parenthesis. What number of copies is correct?	The Proposer must submit ~~six~~ seven (7) hardcopy sets of all proposal documents; one (1) set clearly marked original and ~~five~~ six (6) sets clearly marked copy; and one (1) electronic CD/Flash Drive copy. The original and copies shall be submitted per the requirements above.	
5.	11/20/17	12/4/17	Please confirm the vendor selected for a module is not required to offer the same pricing to other public entities seeking to participate in a City contract (interlocal agreement). However, you've asked the proposers to indicate such pricing in their proposals.	Vendors who agree to the interlocal agreement allows for the option but are not obligated to contract with agencies. Vendors have the ability to negotiate pricing and other terms with the requesting agency.	
6.	11/20/17	11/21/17	We understand that there is an intent to start with Banking Services first. Is there a schedule for when the other services will be starting?	The contracting schedule sets the City's priority for the Banking Services Contract to be 1st Contract to focus on but City will issue contracts to other modules prior to finalizing the Banking Contract where it makes sense.	
7.	11/20/17	11/21/17	WMBE/Inclusion Plan – Are there prescribed goals?	No, there are no prescribed goals regarding the Inclusion Plan. It is important that all Vendors respond to and include this "mandatory" document as part of their proposal submittal. Points are given for each section of the Inclusion document via the evaluation process.	
8.	11/20/17	12/06/17	Minimal qualifications (Banking) – CRA rating – Question #8 What rating will be used: national,	The Federal CRA Rating will be used. No, the City will not accept a	

			state, local? Will the City would accept a Washington State-level CRA rating in lieu of a national rating?	Washington State level CRA rating.	
9.	11/20/17	12/06/17	ACH – What is the max batch limit per day for outbound ACH?	The City is unclear what you are specifically asking? Is it the number of ACH batches, the number of items in a batch or the amount of dollars per batch? If this is what is being asked, all of these would be negotiated with the banking services provider. Please submit additional question if answer does not address your question.	
10.	11/20/17	12/22/17	There are 100 remote sites/ depository agencies – Is the City interested in continuing depository services or is there interest in remote depositing?	The City is interested in both the possibility of remote deposits as well as the ability to physically deposit funds. Please reference "Required Services" document under Banking Services Module 1 in Section 6, Table 4 of the RFP.	
11.	11/20/17	12/22/17	Overdrafts: pg 9 of 19 Banking Services: Please confirm if the city is requesting a $50mm daylight facility. Please confirm if the city is additionally seeks an overdraft facility or line of credit. If an overdraft line is in place how is it structured and documented? – Required Services document are at the bank's discretion as opposed to fully committed (evidenced by a note, e.g.) credit facilities.	The City is seeking a 50mm daylight overdraft only.	
12.	11/20/17	12/22/17	Overdraft – Do they need to have a	The proposing entity has discretion as	

			committed amount identified to support this or does the bank have discretion on how to structure?	to how to structure the coverage as long as it complies with all legal requirements of the City,	
13.	11/20/17	12/22/17	Regarding the Interview stage, will there be an option to do presentations remotely?		The City will allow remote for coin counting/intelligent safes and safekeeping modules but reserves the right to conduct remote presentations for other modules if the City determines it is in the best interest of the City.
14.	11/20/17	12/06/17	Do City Ordinances 125257, 117845, 124250 and Resolutions 31709 and 31740 also apply to the non-Banking Services modules? If yes, is adherence mandatory?	Where applicable, adherence is mandatory. • ORD 125257 applies to all modules. • RES 31740 applies to the banking module only. • ORD 124250 (council bill 117845) applies to the banking module only. RES 31709 is not directly applicable to this RFP	
15.	11/20/17	11/21/17	Will the contract extensions be mutually agreeable? Will the City re-evaluate prices and services that changed?	Yes, after 5 years, the extensions will be mutually agreed upon. Vendors will have the opportunity to request price changes that are in line with their initial pricing at that time. Services changes that are within the scope of the Contract and that meet the expansion terms set forth in “Contract Expansion” terms of Section 5 of the	

				RFP can be negotiated into the Contract at any time during the term of the Contract.	
16.	11/20/17	11/21/17	There is one five-year extension, right?	Yes, the initial Contract is for 5 years with an optional 5-year extension for a total contract term of 10 years.	
17.	11/20/17	11/21/17	Are there page limit restrictions for responses?	Yes, there are page limits for certain sections of the contract – Please keep your responses within the limits provided.	
18.	11/20/17	11/21/17 Updated 12/22/17	December bid due date seems like a very aggressive timeline given the number of services. Would extension be considered?	Yes, please see RFP Revisions column. Revised →	~~The City has revised the following scheduled dates:~~ ~~**Deadline for Questions**~~ ~~December 14, 2017~~ ~~**Sealed Proposals Due to the City**~~ ~~January 16, 2018 3:00 PM Pacific~~ See Revision in #128 Below
19.	11/20/17	12/22/17	It states that we must provide 2 ATMs? • If so, is it at no fee to the City? • If so, is at no fee to the consumer? • Are the ATMs currently available to public?		Providing 2 Automated Teller Machines (ATMs) is no longer required. This is now optional. Page 14 of 19 banking services – change to 'not a required free ATM'. As an option (not evaluated), in your response, please provide pricing if the City were to elect to request an ATM at either/both City Hall/Muni Tower to: 1. Describe your ATM maintenance standards and services

					provided through the ATM *that may be provided to* either City Hall and Seattle Municipal Tower. 2. Describe all fees, if any, will be charged to the City or *to users of a provided ATM* at the City Hall and/or Seattle Municipal Tower ATM. The 'no fee' is intended to be no fee to the City and to the customer. It is understood that there may still be a fee for use by the customer bank for ATM services. The ATM's would be available for the public.
20.	11/20/17	12/22/17	List of SPD accounts – Are those accounts tied to Seattle Police Department? What are they? (explain acronyms)	SPD on the list is the Seattle Primary Depository. The police have 2 accounts. One account is for investigative funds and one account is for evidence funds.	
21.	11/20/17	12/06/17	Does the City collect cannabis cash? How does the City process it?	The City collects taxes and fees from all legal entities doing business in the City of Seattle. Payments may come in the form of cash, check, credit/debit or ACH at the election of the business entity. Cash is accepted and processed in the same manner for all legal entities.	
22.	11/20/17	12/06/17	Regarding the Merchant Services Module the Minimum Qualifications state " Proposer shall provide same day availability of all collected funds paid to the City of Seattle." Can you please elaborate on this? You also mention Next Day Funding so this	All good funds received by the provider are to be sent (deposited) via wire or same day ACH to the City. Most credit card transaction are closed/settled at the end of each 'business day' (approximately 5:30-7:00 p.m.) and the City receive the funds in our account at	

			seems a little conflicting. When do you settle out your credit card payments currently and when are you receiving those funds into your bank account?	opening the next business day.	
23.	11/20/17	11/21/17	Are you issuing addendum only after the deadline for questions end date?	No, Addenda will be posted on the City's website throughout the RFP process.	
24.	11/20/17	12/06/17	Merchant Services – Is the City getting debited or invoiced?	We are currently being debited for merchant fees.	
25.	11/20/17	11/21/17	When does the current contract expire for Banking Services?	The City's current Banking Services Contract is due to expire on 12/31/18.	
26.	11/20/17	12/06/17	Can you elaborate on the current equipment and/or services you utilize for your merchant services? The Merchant Services Module states it is mentioned in the Module but I'm not finding the specific details of any POS equipment and/or gateways/services that you currently utilize in the Module details/Scope.	The City currently uses approximately 80 POS terminals (mostly model FD 130) in addition to approximately 1700 on street parking kiosks with wireless terminals, a couple of P2PE transmissions and a payment gateway for most online transactions (currently using Kubra)	
27.	11/20/17	12/06/17	When does the 90-day trial period start?	The 90-day period begins after Contract has been finalized and signed. (This is a correction from the answer provided during the Pre-proposal meeting.)	
28.	11/20/17	12/06/17	At the end of Banking Services – Required Services there's a section "Alternative Services Offered". Can such services be included in a response to another module if a proposer doesn't plan to submit a bid for Banking Services?	Yes, see right column →	Vendors proposing modules other than the Banking Services module can offer "Alternative Services". Such services are to be included as a separate to vendor's response to the Required Services. "Alternative Services" will not be evaluated but will be considered if vendor is awarded contract based on all items that are evaluated.

29.	11/20/17	12/06/17	Socially Responsible Questions, #4, pg 3 of 4: Is it mandatory that the proposer provide all information regardless of client confidentiality?	It is mandatory, but the proposer may request proprietary status of the information which would fall under the rules stated in the RFP, Section 6 regarding **Proprietary Material.**	
30.	11/20/17	12/06/17	MERCHANT SERVICES Please clarify the minimum requirement of "same day" settlement (receipt of funds to the city dda account) vs. next day settlement	All good funds received by the provider are to be sent (deposited) via wire or same day ACH to the City. Most credit card transaction are closed at the end of each 'business day' (approximately 5:30-7:00 p.m.) and we receive the funds in our account at opening the next business day.	
31.	11/20/17	12/22/17	Merchant Services providers typically debit a client's account for merchant fees with detailed reporting. Please confirm if the city is allowing debit vs. invoice and then payment		The City will allow a debit or invoice for fees with a detailed report of charges.
32.	11/28/17	12/06/17	How does the City of Seattle handle single source providers? Specifically, providers that offers 1 product on the acceptance side.	As stated in Section 1, Purpose and Background, "Each module stands independently with specific requirements and minimum qualifications and must be submitted as single proposals. The City will evaluate each module separately for award. Please reference Section 8, Evaluation Process regarding how each module will be 'handled".	
33.	12/1/17	12/06/17	Regarding Module 2 Merchant Services, Minimum Qualifications Item #2: Proposer shall have a minimum of 500 institutional customers and a	This is not a card issuing threshold, but a card processing minimum. For clarification, language for Item #2	Revised Language: Proposer shall have a minimum of 500 institutional customers and a minimum

			minimum of 1,000 cardholders to which they provide comparable services. The 1,000 cardholders portion, is the city looking for this qualification to be satisfied via card issuing? I'm not sure if I'm reading this correctly, could the city expand a little further on this service requirement?	of the Merchant Services Minimum Qualifications in Section 7 of the RFP has been revised. See right column →	of 1,000 cardholders to which they provide comparable card processing services.
34.	N/A	12/06/17	N/A	See right column →	Questions and Answer Period has been updated to 12/21/17
35.	12/4/17	12/22/17	What is the Proposed implementation date for Commercial Cards?	The implementation date is not firm – it will be later in 2018 or early 2019.	
36.	12/4/17	12/22/17	What is the current POS hardware and/or software devices being utilized for Commercial Cards?	City is not the merchant… The City does not have POS hardware and/or software devices.	
37.	12/4/17	12/22/17	What is the current online gateway being used for Commercial Cards?	City is not the merchant… Do not have this information readily available.	
38.	12/4/17	12/22/17	Who is the current Commercial Card processor?	The City uses Bank of America and the Works application.	
39.	12/4/17	12/22/17	What are the current processing rates for Commercial Cards?	City is not the merchant… Do not have this information readily available.	
40.	12/4/17	01/02/18	City is requesting archiving of City information; what City information to be archived? How long?	The Banking Services Required Services notes archiving services in two places. The "archiving" in both refers to retention of banking records. In the Deposit Verification Section, question #12, the City is requesting information on information gathered	

				during a routine deposit investigation, i.e. logs, video tapes and reports. In the Record Retention Section, question #2 is requesting information on retention of transaction history and reports. In question #3 in the same Section the RFP is inquiring how long it takes to retrieve such information for use by the City.	
41.	12/4/17	12/22/17	When does the current lease expire on the 115 POS machines currently in contract?	The lease is on a month to month basis.	
42.	12/4/17	12/22/17	How many on-street parking kiosks?	Approximately 1700	
43.	12/12/17	12/22/17	Would the City be amendable to start with (Vendor's) Merchant Services' merchant agreement?	No, The City will not start with the (Vendor's) agreement. Please refer to Section 6, regarding Contract Terms and Conditions and Negotiations.	
44.	12/12/17	12/22/17	If the City is not able to start with "Vendor" Merchant Services merchant agreement, if the City rejects any of our exceptions, is the bidder allowed to decline providing the requested services?	If the City and Vendor are not able to reach an agreement on an exception submitted by Vendor within a reasonable time (around 10 days), the City or the vendor may discontinue negotiations with the City moving to the next highest rated proposal.	
45.	12/12/17	12/22/17	Is the City able to be a participant under the state of Washington merchant agreement?	Yes, the City has the ability to participate under the State of Washington merchant agreement but not as part of this solicitation.	
46.	12/12/17	12/22/17	Who is the current Merchant Acquirer and when does your contract expire?	The City is using Wells Fargo/First data and it is due to expire 12/31/18	
47.	12/12/17	12/22/17	What payment types are accept today credit, Visa, Mastercard, American Express, Discover, other) echeck, PIN debit, PINless debit, signature debit,	Currently accepting cash, checks, Visa, Mastercard, some Discover and Amex, pinless debit, pin debit, signature debit, ACH and Wire.	

			alternative payments and/or ACH?		
48.	12/12/17	12/22/17	What is the annual volume of credit card payments accepted today by card type?	YTD – November 30th, 2017 Visa = $455,395,707.14 MasterCard = $157,133,030.28 Discover = $177,474.06	
49.	12/12/17	12/22/17	What is the annual number of credit card transactions processed today by card type?	YTD – November 30th, 2017 Visa = 9,107,220 MasterCard = 2,339,738 Discover = 31,093	
50.	12/12/17	12/22/17	Can we have a break down of transactions by card type: Visa, MC, Amex, Discover, Debit?	YTD – November 30th, 2017 Visa = $455,395,707.14 MasterCard = $157,133,030.28 Discover = $177,474. Visa = 9,107,220 MasterCard = 2,339,738 Discover = 31,093	
51.	12/12/17	01/02/18	Is PIN debit transactions accepted today if so please provide the annual volume and number of transactions accepted?	Yes. The City had approximately 3800 Debit/PIN transactions in the 12-month period,	
52.	12/12/17	12/22/17	Are any locations accepting payment via echeck today and if not are you interested in accepting payment via echeck (ECA for over-the-counter, Internet Check Acceptance for online)?	The City is not accepting e-check.	
53.	12/12/17	12/22/17	If accepting or interested in accepting payment via echeck please provide the number of transactions and sales volume processed annually for echeck by each acceptance methods Web, POS, and Phone?	The City is not accepting e-check.	
54.	12/12/17	12/22/17	If accepting or interested in accepting	The City is not accepting e-check.	

			payment via echeck what percentage of the echeck transactions are business checks?		
55.	12/12/17	12/22/17	If accepting or interested in accepting payment via echeck is any of the echeck volume warranted or guaranteed and if not are you looking for a warranty/guarantee program?	The City is not accepting e-check.	
56.	12/12/17	12/22/17	What methods of authorization is used today, real-time authorization, batch authorization, recurring, installment, other?	The City is using real time authorization.	
57.	12/12/17	01/02/18	What acceptance methods, face-to-face, phone, Web, IVR and/or recurring are used today by each location?	Municipal Court = face to face, phone, web, IVR Seattle City Light – face to face, phone, web, IVR, recurring Seattle Public Utilities – face to face, phone, web, IVR, recurring Seattle Animal Shelter – face to face, web Skagit – face to face Cedar River Watershed – face to face, web Transfer stations – face to face Seattle Center garages – face to face Dept of Const. and Inspections – face to face, web Dept of Trans. – face to face, web Parks Dept – face to face, Seattle Fire – face to face, web	
58.	12/12/17	12/22/17 Updated 01/02/18	What stand-alone credit card terminals are used today, the number of each, manufacturer, make and model and if owned, rented or leased?	Approximately 100 devices are either FD130, FD400 – monthly rentals Approximately 15 devices at the Golf Centers – PAX S300	

				Additional Information – more exact 56 – FD130 (14 HOLD MULTI MIDS) 24 – FD410 4 - FD35 15 - PAX S300	
59.	12/12/17	12/22/17 Updated 01/02/18	What PIN pads are used today, the number of each, manufacturer, make and model and if owned, rented or leased?	Current terminals have integrated pin pads. If external pin pads are needed we use the FD35. We are still working to get the number for each. Update: We are not able to provide the number for each at this time. May be something that can be provided later in the process.	
60.	12/12/17	01/02/18	What check readers are used today, the number of each, manufacturer, make and model and if owned, rented or leased?	Check readers are currently not used in public offices.	
61.	12/12/17	12/22/17 Updated 01/02/18	What card readers are used today, the number of each, manufacturer, make and model of each and if owned, rented or leased?	Magtek- 21040107/09 IDTech – IDMB-334112B Update: Magtek21040107 = 17 Magtek 21040109 = 20 IDTech IDMB-334112B = 9 IDTech WCR 3227 = 4 AGP 4571/A923 = 4 AGP 5210/A789 = 10 AGP 4312/A760 = 1 AGP 4411/A546 = 6 AGP 7811/A645 = 5 IGENICO ISC250 = 2	

				These devices are owned by the city	
62.	12/12/17	01/02/18	If any location is using a POS systems provide the company name, product name, and version, including service packs of each system?	See answer to #88 below	
63.	12/12/17	12/22/17	If any of the POS systems use a third-party payment software/middleware application, provide the company name, product name and version, including service packs of each software and the POS system it is used with?	See answer to #88 below	
64.	12/12/17	12/22/17	If any of the POS systems use a third-party payment gateway, provide the company name, product name and the POS System it is used with?	See answer to #88 below	
65.	12/12/17	12/22/17 Updated 01/02/18	If a third-party payment gateway is used for web payment processing, provide the company name and product name of the gateway and areas using this acceptance type?	Kubra is the payment gateway – The areas using this are: Seattle City Light/Seattle Public utilities, Finance and Administrative Services tax and licensing, Seattle Department of Transportation permits, Seattle Department of Construction permits, Municipal Court infractions, Seattle Animal Shelter pet license, Seattle Fire Department fire permits, Seattle Public Utilities education center, Seattle Public Utilities Developers service office. Update: Product name not available at this time.	
66.	12/12/17	12/22/17	If a third-party payment gateway is used for IVR payment processing,	Kubra is the payment gateway used for IVR and Web payments	

		Updated 01/02/18	provide the company name and product name of the gateway and areas using this acceptance type along with the company name and product name of the IVR system?	The areas using this are: Seattle City Light/Seattle Public utilities, Finance and Administrative Services tax and licensing, Seattle Department of Transportation permits, Seattle Department of Construction permits, Municipal Court infractions, Seattle Animal Shelter pet license, Seattle Fire Department fire permits, Seattle Public Utilities education center, Seattle Public Utilities Developers service office. Update: - SPU Utility Bill Payments IVR – Kubra Hosted - PaybyPhone (Seattle DOT): Payment transactions executed by transmitting data over website managed by Pay360 by Capita (fks PayPoint,net) Credit Call LTD, Capita Software Services and Ignecio eCommerce Solutions (BVBA / SPRL (fka Ogone) - IVR Ticket Payments (Seattle Municipal Courts)via Kubra IVR. Payment takes place within the Kubra IVR Hosted environment	
67.	12/12/17	12/22/17	If a payment gateway is used for over the counter, mail or telephone payment	Not used – POS terminals only	

			processing, provide the company name and product name of the gateway and locations using this acceptance type and how it is used in conjunction with each acceptance method?	Update: Kubra via Kubra APIs for inhouse developed applications • SDCI Permitting - Kubra APIs • SCL/SPU eBilling – Kubra Hosted for OBO payments • SFD Internal Permits & Certifications – Kubra API • SPU Paradigm/Weighmaster - Authorize.net API • SPU Paradigm/Weighmaster – via CardConnect via P2PE Ingenico iSC250 devices • SPU Utility Bill Payments OBO – Kubra Hosted	
68.	12/12/17	12/22/17	Are any recurring transactions performed and automatically executed by the current vendor?	Yes - Kubra – Recurring Seattle City Light and Seattle Public Utilities payments.	
69.	12/12/17	01/02/18	Is the website payment interface via a hosted order page or application programming interface?	Website interfaces use Kubra Hosted, Kubra Pass-Thru and Kubra APIs. There are also SaaS applications that use their hosted order pages. Please see #65	
70.	12/12/17	12/22/17	What locations accept or anticipate accepting convenience fees today and who manages or would manage the fees?	Currently, Seattle Municipal Court and Finance and Administrative Services (for tax and license) accept convenience fees. These fees are managed by the City.	
71.	12/12/17	12/22/17	If planning on accepting convenience fees does the locations anticipate a two transaction model and if so who	The City does accept convenience fees and receives the funding.	

			receives funding for the second transaction?	The City does not use a two transaction model.	
72.	12/12/17	12/22/17	If accepting today who funds for Discover transactions?	Discover are entitled and funded under VISA/MC	
73.	12/12/17	12/22/17	If accepting today who funds for American Express transactions?	AMEX funds the America Express payments.	
74.	12/12/17	12/22/17	Are you PCI compliant today and what is your PCI level?	Yes, the City is level 1 PCI compliant.	
75.	12/12/17	12/22/17	Does any location utilize tokenization today, if so please provide the tokenization method and product used?	The City does not utilize tokenization.	
76.	12/12/17	01/02/18	Does any location utilize point-to-point (P2P) or end-to-end (E2E) encryption today, if so please provide the encryption method and product used?	Yes - P2PE Ingenico iSC250 via Card Connect Payment Processing	
77.	12/12/17	12/22/17	What is the time frame of your current funding for payment of your settlement items?	The City receives next day funding.	
78.	12/12/17	12/22/17	Are you currently funded by wire?	No – the City is currently funded by ACH.	
79.	12/12/17	12/22/17	What depository bank are your funds settled into?	Wells Fargo	
80.	12/12/17	12/22/17	What is your settlement cutoff time?	Most locations settle by close of business day – at 5:00 p.m. or 6:00 p.m. This may be negotiated with the awarded vendor.	
81.	12/12/17	12/22/17	Do you have an EMV strategy, if so what is your timeframe to implement and what solution and EMV devices (manufacturer and model name and number) are you considering?	EMV is already in place. All currently rented terminals are EMV capable and PCI compliant.	
82.	12/13/17	12/22/17	Does the City of Seattle have an existing gift card program in place with the current processor?	The City does not have an existing gift card program.	

83.	12/13/17	01/02/18	Does the City of Seattle have Service Fee models in place where the cardholder pays a service fee when a transaction is processed?	No Service Fees charged at this time.	
84.	12/13/17	01/02/18	Has The City of Seattle considered rolling out a Service Fee Program to offset processing costs?	No, the City will not consider service fees.	
85.	12/13/17	12/22/17 Updated 01/02/18	What middleware or payment gateway do the on-street parking kiosks use to process transactions?	IPS/Monetra V8.2 Parkeon Update: Make/Model Parkeon Version 002V100 via Credit Call payment gateway processing <will be discontinued 1/18>	
86.	12/13/17	12/22/17	If online transactions are being processed, what payment gateway is being utilized?	The City is using Kubra as the City standard payment gateway.	
87.	12/13/17	12/22/17	What is the make/model of the 115 credit card terminals that are being leased?	Approximately 100 devices are either FD130, FD400 – monthly rentals Approximately 15 devices at the Golf Centers – PAX S300	
88.	12/13/17	12/22/17 Updated 01/02/18	Does the City of Seattle have other POS solutions in place outside of the stand-alone terminals? If so, what is the make/model and version and what is the name and version of the payment gateway?	~~Ventek – used at the Seattle Parks Boat Ramps~~ ~~IPS/Monetra V8.2 – Seattle Department of Transportation Parking Meters~~ ~~CLASS – Parks Pools/Community Centers~~ ~~Amano McGann – Seattle Center garages~~	

				~~Paradigm/Weighmaster – Seattle Public Utilities Transfer Stations~~ ~~PaybyPhone – Seattle Department of Transportation Parking Meters~~ Update: Ventek: VenTek venSTATION System VI, Model 400 which connects directly to the VenTek Network IPS 4.1.0 via FDMS front line payment processor Parkeon Version 002V100 via Credit Call payment gateway processing <will be discontinued 1/18> CLASS with Payment Server & CLASS eConnect: Version 8.00.0184 / 3.30 via TSYS front line payment processing Amano McGann: iParc Build 19; includes Tender Retail Merchant Connect Multi - PA-DSS certified and via FDMS front line payment processor Paradigm/Weighmaster: Version 5 via Authorize.net payment processor and also CardConnect payment processor via P2PE Ingenico iSC250 devices	

				PaybyPhone: Payment transactions ececuted by transmitting data over webssits managed by Pay360 by Capita (fks PayPoint,net) Credit Call LTD, Capita Software Services and Ignecio eCommerce Solutions (BVBA / SPRL (fka Ogone) PETS (Pet Electronic Transaction System) : Release 4.5.5463.27556 Payment processing by Kubra PetPoint/PetHealth: uses MOVE-IT Central over the internet to Elavon Payment processor. IVR Ticket Payments via Kubra IVR. Payment takes place within the Kubra IVR Hosted environment REC1: Release 3. Payment Gateway is Kubra via Kubra Pass-Thru Club Prophet POS Express V.3.4.2 Kubra payment gateway Cyber Golf SaaS solution- Payment Gateway is Kubra	
89.	12/13/17	12/22/17	Please describe current reporting requirements	The City will require all standard transactional reports that will allow monitoring and reconciliation of all funds (both manual and automated).	

				The City will also need reports to assist with oversight of internal controls. This is referenced in the reporting requirements in the RFP	
90.	12/13/17	01/02/18	Please describe the subsidiary systems and gateways that are in use for specific departments. Also, please describe how those payments feed into City systems from a reporting standpoint	Please see response to #88? The City receives transactional information either through a report for manual input into the cash receipt system or the transactional information is providing in an electronic format for import into the cash receipt system (Inovah product). Information provided is customized for each types of payment.	
91.	12/13/17	12/22/17	Safekeeping - Confirm, One Custody account in the name of City of Seattle. Also, how many portfolios/sub-accounts are required?	Affirmative, the City uses one custody account in its name to settle and safekeep all of its investment securities. Currently there are no sub-accounts in custody. However it is possible the City may require a sub-account or separate custody account in the future if required by bond counsel or new City legislation.	
92.	12/13/17	12/22/17	Safekeeping - Describe how the investments are managed? In-house or investment advisors (how many)?	The City's operating fund is managed internally. The City also internally manages a small pension fund that holds fixed income securities and an equity ETF safekept under the City's single custody account.	
93.	12/13/17	12/22/17	Safekeeping - Will the City keep un-invested cash in the custody account? If so, is collateralization required?	No, The City would not maintain uninvested cash in the custody account long-term. The City could utilize an	

				overnight cash account if such a service were offered and yes it would have to be over-collateralized.	
94.	12/13/17	12/22/17	Safekeeping - Confirm, all holdings are DTC or Fed. No physicals or alternative investments.	To confirm, currently held investments and day-to-day trading is all DVP settlement through DTC or Fed. As for physicals: The City is sometimes bequeathed shares of donated bearer stock certificates and bearer bonds.	
95.	12/13/17	12/22/17 Updated 01/02/18 Updated 01/8/18	Safekeeping - Can you provide your most recent custody statement? **Follow up question:** In the Q&A process, item #95, I had asked for a recent copy of the safekeeping/custody statement for your investments. In the reply, the custody agreement (with Wells Fargo) was provided. I think you had intended to provide a monthly custody statement. Is it possible to provide a recent custody statement at this time?	Yes. The custody statement is in PDF. It is separate from the month-end pricing excel format the City receives from its custodian for investment accounting purposes noted below in item #99. Updates: **01/02/18** Washington State RFP for Umbrella Custody Provider inv_StatewideContractForSecurityCusto **01/08/18** City of Seattle November 2017 Custody Report CITYOFSEATTLE_20171130_Monthly_Stat	

96.	12/13/17	12/22/17	Safekeeping - How many outgoing wires per month?	Approximately 15 – 40 a month.	
97.	12/13/17	12/22/17	Safekeeping - From your Investment Policy, explain your investment activity/plans with Repos, Bankers Acceptances and Non-negotiable CD's. Are all of these items DTC/Fed eligible?	- By state statute the City is precluded from purchasing non-negotiable CDs. - Purchases of BAs would be DTC/Fed eligible. - Bilateral repo that would clear DVP through the City's custodian for securities that are DTC/Fed eligible.	
98.	12/13/17	12/22/17	Safekeeping - Trades: Will the City (or its Investment Advisors, if any) consider providing trade instructions electronically via one of the following communication methods: Custody Web Portal, SWIFT, FTP or DTCC ID Affirmation.		The City would consider providing trade instructions as requested. The City will not setup trade instructions in clearing systems. This would be a negotiable item with the awarded vendor.
99.	12/13/17	12/22/17	Safekeeping - Do you require Fund Accounting or Performance Analytics?	No. The City uses Sungard for its investment accounting and performance analytics. The City will rely upon the custodian to provide month-end prices for every individual CUSIP in excel format. The City will upload these individual prices into Sungard to generate market value and total return reporting.	
100.	12/14/17	12/22/17	Merchant Services Q. Who is the financial institution that has the City's current bank services relationship?	Wells Fargo	
101.	12/14/17	01/02/18	Merchant Services Q. Regarding Merchant Services,	The City may have a need for a program where funds are distributed to	

			under Scope of Work, can you detail the customizable gift card program? Specifically, what you are seeking from the proposers?	recipients in the form of a customizable gift card. This may be a pre-loaded debit card in example.	
102.	12/14/17	12/22/17	Commercial Card Services -Does the City have a brand preference for their commercial card program? Does the City prefer the Visa or MasterCard brand?	The City does not have a brand preference.	
103.	12/14/17	01/02/18	Commercial Card Services From the RFP: **Proposer Identification and Experience** *Describe your involvement in and commitment to the commercial and virtual card markets. Describe your experience in expense management, and include the number of years your firm has been in the expense management business. How does expense management fit into your organization's products and services portfolio?* Q. Can the City please clarify the intent of this question? Is the City looking for a solution that offers allocation and transaction management detail or is the City looking for an expense management/travel solution to integrate with the program, such as Chrome	The City is not looking for a specific "solution" here but a sense of the overall commitment of the firm to the merchant services provided. The City is not looking to integrate with an expense management/travel solution such as Chrome river or Concur. The City will utilize integration with PeopleSoft version 9.2.	

			River or Concur?		
104.	12/14/17	01/02/18	Commercial Card Services From the RFP: **Card Program** *Can your system allow for delegate assignment to a group of cardholders? Will that include specific controls?* Q. Can the City clarify the intent of this question? Is the City looking for allocation/hierarchy information or workflows for approvals of the transactions?	The City currently uses the allocation/hierarchy and workflow available through the Works application. The intent was to discover what your offering could provide, however the City will likely utilize PeopleSoft version 9.2 for the allocation/hierarchy and workflow.	
105.	12/14/17	01/02/18	Commercial Card Services From the RFP: **Card Insurance** *Specify the various types of insurance assistance that your cards can provide. Address without being necessarily be limited to the following: medical, legal, passport or visas, and transportation* Q. Can the City please specify the intent of this question? Is the City seeking a travel card program or a One Card program (combination of PCard and travel card)? If the City is seeking a travel card and purchasing solution – please provide volumes for both programs.	The City is seeking the ability to provide purchasing only cards and a purchasing/travel card combination. The City currently has approximately 300 purchasing only cards and approximately 375 cards that are used for travel, training and purchasing. The City has a bit over $6,000,000.00 in annual spend.	
106.	12/14/17	01/02/18	Commercial Card Services From the RFP:	The City is requesting that the proposer send a copy of their standard agreement for commercial card	

			Reporting and Billing *Provide a copy of you proposed agreement for this service.* Q. Can the City elaborate on this question? Are you seeking a service agreement for reporting?	programs that would apply under their proposal.	
107.	12/14/17	01/02/18	Commercial Card Services Virtual Card Program Q. Does the City have a virtual card solution today? If yes, please provide the following: • Who is the current provider? • What is the spend of the program? • What is the average transaction size of the program? If the City does not have a Virtual Card program, please provide an AP file for analysis. This will help us in determining overall rebate potential for the City. To have us review your AP information, we will need the following details: •Vendor name •Twelve months of standard AP spend •Payment type (check, ACH, wire, etc.) •Supplier address •Tax ID# (optional) •Transaction count (how many payments a year) •Excel format	The City has a virtual card program currently provided by Bank of America. The total spend in 2017 has been a little over $6,000,000.00. There have been 3680 transactions with an average of $17.22.	
108.	12/14/17	01/02/18	Commercial Card Services	The City is looking for research and reporting opportunities. This would	

			From the RFP: **Virtual Card Program** *What are the inquiry capabilities of your system?* Q. Can the City please elaborate on this question? Is the City looking for reporting capabilities?	include the ability to see card/transaction status and reason codes via an inquiry as well as all transactional and fee reporting capabilities.	
109.	12/14/17	01/02/18	Merchant Services Q. Is there an timing expectation on when these questions maybe answered?	We will provide answers to questions as soon as can. There is no set time for response. Timelines are dependant on complexity and resources.	
110.	12/14/17	01/02/18	Merchant Services Q. Is the City interested in receiving web payments via echeck?	No, not under this RFP	
111.	12/14/17	01/02/18	Merchant Services Q. Is the City interested in offsetting the cost of credit/debit card acceptance by charging a fee to the cardholder paying for the City service/product (a service fee/convenience fee model)	Yes, the City currently charges a convenience fee for some transactions (Taxes and Municipal Court Fines). At this time, we are not looking to expand beyond these programs.	
112.	12/4/17	01/02/18	Merchant Services: Q. Will there be just 1 entity (i.e. Tax ID's) included in the relationship?	The City is just one tax id, however some 3rd party services may use different tax id's.	
113.	12/4/17	01/02/18	Merchant Services: Q. How many accounts will you need on the trust accounting system? a. Are there any anticipated changes to this?	City does not have any trust accounting for Merchant Services	
114.	12/4/17	01/02/18	Merchant Services: Q. Who is the current provider?	First Data/Wells Fargo	

115.	12/4/17	01/02/18	Merchant Services: Q Do you currently participate in the State Wide Custody Program, sponsored by the Treasurer's Office? a. If so, are you planning on not participating in that program going forward or is that program being considered to remain in place as part of your search?	The City of Seattle is using the Statewide custody program with Wells Fargo for safekeeping. Continue participation is dependent on the outcome of the RFP processes.	
116.	12/4/17	01/02/18	Q. What investment system are you currently utilizing? a. Are there any system interface requirements?	Bloomberg & Sungard APS2. No interface requirements.	
117.	12/4/17	01/02/18	Q. Can you describe the current process for placing and settling trades in the account?	Trade settlement is DVP. The City emails Bloomberg-generated confirmations directly to custodian representative by 0900 hours PST on settlement date. The trade confirmation will be used by the custodian's representative to setup the trade information in the various clearing systems. The City does not utilize a real-time STP to communicate trade information because the City does not have a dedicated clearing operations department.	
118.	12/4/17	01/02/18	Q. Are you open to working on a trade file transmittal to automate trade communication process to replace/reduce fax instructions?	The City's preference is email. The City does not currently fax trade confirmations.	
119.	12/4/17	01/02/18	Q. Can you describe the current process for daily cash settlement to zero in the safekeeping account?	The City uses the typical process noted in the question. Days when there are both purchases & maturities the City	

			a. The typical process includes the client remitting an email in the morning with the expected net settlement details for the Custodian's agreement (or if non-agreement the discrepancy is researched for resolution – this is a joint client/custodian effort). Is this process acceptable to the City?	will exchange a net pair-off wire with the custodian to maintain a zero-cash balance in the custody account. This requires email or voice confirmation between the City and custodian for net settlement proceeds before a wire is sent.	
120.	12/4/17	01/02/18	Q. Can you detail any product or services that you are not receiving today that are required going forward?	The City's required settlement needs are currently met. Please see Washington Statewide Custody Provider Program Agreement for Custody Services RFP dated April 1, 2016.	
121.	12/4/17	01/02/18	Q. Are there any cost, product, reporting, technology or service issues in your current structure?	The City's current custody service is exceptional.	
122.	12/4/17	01/02/18	Q. Can you share the current pricing structure?	The City is currently using the State of Washington's umbrella custodial contract for local governments. Historically the City has not paid more than $16,000 annually for custody services.	
123.	12/4/17	01/02/18	Q. Can you provide details of reports/information that you currently utilize on a daily, weekly, monthly, quarterly and annual basis.	Please see Washington Statewide Custody Provider Program Agreement for Custody Services RFP dated April 1, 2016 for minimum requirements. As an example, the City's current custodian provides the following daily reporting available on an electronic portal: 1) account overview with settled market value; 2) position summary and	

				detail for individual securities; 3) real time cash balances and current day pending transactions and posted transactions with ability to view historical transactions; 4) ability to generate customized report of future pending transactions and cash projection; 5) Excel of monthly holdings with closing month-end prices, market value, credit ratings, and GASB 72 asset code. 6) Monthly custody reconciliation report for the City's Central Accounting group.	
124.	12/4/17	01/02/18	Q. In regard to delivery of trade confirmations electronically – will you accept transactions via retrieval from an on-line portal to meet your needs? i.e. Confirmation of trades are accessible (via client retrieval/electronic download) but are not pushed out to clients.	As a courtesy toward the end of the current business day the City's custodian sends a report for the following business day's expected transactions. This provides a heads up on both sides and allows prior confirmation of expected settlement. In turn the City emails next-day settlement trade confirmations to the custody representative.	
125.	12/4/17	01/02/18	Q. In terms of trade settlement, is CONTRACTUAL settlement acceptable to the City?	Yes. The City's current custodian settles trades on contractual settlement date to allow for investment on a same-day basis. Please see Section 42.3.4 & 42.4 of Washington Statewide Custody Provider Program Agreement for Custody Services RFP dated April 1, 2016.	
126.	12/21/17	12/22/17	As we are submitting multiple modules, would the City like us to complete the Vendor Questionnaire and the Social	A single Vendor Questionnaire can be submitted for multiple modules.	

			Responsibility & Fair Business form for each module?	Social Responsibility & Fair Business must be submitted with each module.	
127.	12/21/17	12/22/17	When submitting multiple modules, are we able to mail them in one package, but bound by individual module, or do they need to arrive in separate packages?	Yes, multiple modules can be mailed as one package as long as they are clearly separated to identify the modules being submitted. This applies to the electronic format (CD, Thumbdrive) that is to be submitted as well.	
128.	12/21/17	12/22/17	Would the City consider extending the RFP deadline?	Yes, the City will extend the RFP deadline for one additional week. The Q&A deadline remain unchanged. See RFP revision column	The City has revised the following scheduled dates: Deadline for Questions December 21, 2017 (expired) Sealed Proposals Due to the City January 23, 2018 3:00 PM Pacific