



March 31, 2020

**ADDENDUUM ACKNOWLEDGEMENT FORM  
RFP 2019-2020-03 ADDENDUM #1**

Proposal No: RFP 2019-2020-03  
Proposal Title: Banking Services  
Proposal Due Date: August 13, 2020 2:00 p.m. CST  
Questions Due Date: March 30, 2020 2:00 p.m. CST  
Proposal Opening: August 13, 2020 2:00 p.m. CST

PLEASE BE ADVISED THAT THE FOLLOWING CHANGES ARE APPLICABLE TO THE ORIGINAL SPECIFICATIONS OF THE ABOVE-REFERENCED RFP:

This addendum includes the following:

**RESPONSE TO WITTEN QUESTIONS RECEIVED OR ADDITIONAL BID DOCUMENTS:**

- 1. Question:** Page 17 (xiii) refers to an Attachment 8 for Merchant Service transaction information. I did not find the attachment included. Will you please provide?

**Response:** In retrospect, NWFSC uses several merchant services providers. This service will not change and should be excluded from this RFP. Please disregard section 11.f (i through xv) of the RFP, pages 16 & 17.

**Questions:** Scope of Work Questions 2 - 4

- 2. Question:** Page 9 (13). Do you currently, or plan to in the future, have deposits delivered to a Vault rather than taking all deposits to a branch?

**Response:** There is no plan to deliver deposits to a vault rather than a bank branch.

- 3. Question:** Page 10 (26). Please confirm that each business office location receives electronic daily deposit detail reports.

**Response:** Only Niceville location

- 4. Question:** Page 10 (33). Does the College want a full Commercial Card proposal or just capabilities at this time? If full proposal, will the College provide a vendor listing (names and addresses) with 12 month spend in Excel format (template can be provided)?

**Response:** Just capabilities

Proposal Specifications

- 5. Question:** Page 14.I.A. Qualifications. v. Are you requesting three copies of most recent audited financial statements in addition to a link? Note that paper copies will exceed well over 200 pages per copy. Will a link, alone, suffice?

**Response:** A link will suffice

- 6. Question:** Page 16.II.e. Bank Fees. i. Attachment 6 is blank. Please provide list of banking services, as well as average balance (ledger and collected) and volumes.

**Response:** see Attached

- 7. Question:** Page 16.II.f. Merchant Card Services. ii. Please clarify question – “What web-based software does your system use to enable the College’s receipting?”

**Response:** In retrospect, NWFSC uses several merchant services providers. This service will not change and should be excluded from this RFP. Please disregard section 11.f (i through xv) of the RFP, pages 16 & 17.

- 8. Question:** Page 17.II.f. Merchant Card Services. xiii. Attachment 8 for Merchant Services transaction information was not included.

**Response:** In retrospect, NWFSC uses several merchant services providers. This service will not change and should be excluded from this RFP. Please disregard section 11.f (i through xv) of the RFP, pages 16 & 17.

- 9. Question:** Regarding Merchant Card Services

- a. What point of sale hardware/software, gateways and/or virtual terminals are used today to accept credit card payments?
- b. Will it be required that any existing hardware/software, gateways and/or virtual terminals be used with a new merchant provider?
- c. Are any credit card transactions integrated with the College’s software systems, specifically accounting systems?

**Response:** In retrospect, NWFSC uses several merchant services providers. This service will not change and should be excluded from this RFP. Please disregard section 11.f (i through xv) of the RFP, pages 16 & 17.

- 10. Question:** Is it a requirement of the College that the Proposer be a federal chartered or Florida chartered bank? Are there exceptions to this requirement?

**Response:** It is required without exception

- 11. Question:** Page 10 – Question 26 – please provide an example of the daily deposit detail report the College currently receives. How does the College receive the report? Transmission, download, email?

**Response:** NWFSC currently does not receive a daily deposit report with its current services. Please indicate if this is a typical practice or not for your services. We have simply used our Treasury platform to access this information.

**12. Question:** Page 10 # 33 – Does the College utilize an Integrated Payables service now? If yes, please provide account activity and breakdown per card, ACH and check. Please provide a current vendor list with full address and annual spend.

**Response:** NWFSC does not at this time use an integrated payables service

**13. Question:** Page 16 e. Bank fees – Please provide bank statements and analysis statements for all 9 accounts. Including balances.

**Response:** same as questions 6. See attached.

**Merchant Card Services-** In retrospect, NWFSC uses several merchant services providers. This service will not change and should be excluded from this RFP. Please disregard section 11.f (i through xv) of the RFP, pages 16 & 17.

Item	Page #	Section	Question/Comment
1			What percentage of the business is card present vs card not present
2			What are the volumes for card present and card not present transactions with the average ticket sizes
3			Do you accept checks? If so is it via ACH, Face to Face, via mail, website?
4			Do you use a check service today to verify or warrant your checks?
5			In addition to MC/VISA/AMEX/Discover what other payments types are in scope? Paypal, Google Pay, Apple Pay, Android Pay, Samsung Pay? Please verify for card present and card not present transactions
		<b>Hardware:</b>	
6			What terminals are in place today? Make, model, software versions
7			How many terminals will need to be provided?
8			Do you support Pin Debit/Pinless POS/EMV?
		<b>Ecommerce:</b>	
9			What is your eCommerce environment today? What gateway, software is in place today?
10			Are you open for new suggestions or are you looking to keep what you have in place today?

<b>11</b>			Do you have a recurring payment functionality? Will you need card account updater?
		<b>Mobile</b>	
<b>12</b>			What is your mobile application infrastructure?
<b>13</b>			What is your vendor product and card types accepted?
<b>14</b>			Please describe list of features you have today. Any challenges that you are looking to change. Who owns the program? (CDO, CTO, CMO?)

THIS ADDENDUM NOW BECOMES A PART OF THE ORIGINAL RFP.

THE ADDENDUM ACKNOWLEDGMENT FORM SHALL BE SIGNED BY AN AUTHORIZED COMPANY REPRESENTATIVE, DATED AND RETURNED WITH THE RESPONSE.

COMPANY NAME: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_