

City of Dublin Banking RFP Q&A

8/31/2015

1. What makes and models of payment terminals does the City of Dublin utilize to accept credit card payments?

The City currently uses a mix of the following makes and models:

- OMNI Vx680 GPRS
- OMNI Vx520
- OMNI Vx570

2. Does the City lease or own the equipment addressed in question 1?

The City owns its credit card payment terminals.

3. Does the City utilize a “shopping cart” function with regard to the acceptance of credit card payments?

Our Parks and Recreation Department’s order system includes a “Shopping Cart” for programs, activities, and memberships.

4. Does the City of Dublin accept payments online?

The City does accept payments online for certain items. Examples include Mayor’s Court payments, Tax payments, and Parks and Recreation payments.

5. Does the City utilize PlugNPay with our RecTrac system?

Yes, the City does use “PlugNPay” with our RecTrac system.

6. Does the City charge a convenience fee for credit card processing?

The City does charge a convenience fee in certain circumstances. Not all credit card payments are assessed a convenience fee. Tax payments via credit card are one example of where a convenience fee is assessed.

7. Was the May merchant statement representative of the volume experienced by the City of Dublin?

Transaction volume shift in certain city transactions on a seasonal or event basis. With regard to addressing the RFP, you may extrapolate the merchant services statement out on a twelve month basis.

8. Does the City plan on awarding all services described in the RFP together?

The City is not bound to award service lines requested in the RFP as a single package. Staff will review the RFPs in their entirety and move towards an award decision that is in the best interest of the City. Service lines may be awarded entirely to a single entity, broken up between institutions, or even excluded from the final award(s).

9. How does the City process daily deposits?

Revenue transactions are generated from offices across the City on a daily basis. Deposits are then centrally completed by Finance staff.

10. Does the City utilize an armored car service?

The City does utilize armored car services for certain city-sponsored events.

11. Does the City utilize a lockbox service?

The City does not currently utilize a lockbox service.

12. Does the City currently have any policies with regard to thresholds for deposit discrepancies?

There are no current formal policies with regard to deposit discrepancies. Any discrepancy, regardless of size, is researched and addressed.

13. How would the city prefer to have merchant fees charged?

The City does not have a preference at this point. We would like options discussed in the RFP responses.

14. Does the City prefer to have banking fees deducted from earnings credits or charged directly?

The City does not have a preference at this point. We would like options discussed in the RFP responses.

15. Does the City permit tax payments via credit cards?

Yes, the City does currently accept tax payments via credit cards.

16. Does the City require any front or backend integration to accommodate validation or posting of payments? If so, can the City provide the software vendors where integration would be required?

The city currently integrates with Vermont Systems RecTrack, Sungard OneSolution, CityTax and will be moving to Tyler Technologies Munis ERP.

17. Does the City have any special reporting requirements associated with Merchant Services?

There are no special reporting requirements.

18. How does the City currently accept payments- i.e. online, in-office, IVR, live agent, mobile?

The City currently accepts payments in-person and online. The acceptance of payment depends upon the item being paid for.

19. Will the City consider a convenience fee program for payers using credit/debit/echeck to offset the cost of acceptance by the city?

The City does assess a convenience fee for taxation payments made via credit card. While we are willing to discuss convenience fees, they have not been assessed on most transactions in the past.

20. If the City is currently accepting payments under the convenience fee program, what types of payments are being accepted and what are the corresponding convenience fees?

The City does assess a 2.65% convenience fee for taxation payments made via credit card.

21. What is your current investment vehicle and what is your policy surrounding investments?

The City's current investment policy was approved by City Council through Ordinance 82-13 and became effective January 1, 2014 (see attached).

22. What types of files are you receiving in the data downloads listed in the Depository Services section on the Fee Schedule? Please describe both the file content and format (i.e. pdf, xls, txt, etc.)?

The data download listed in the Disbursement Services section of the Account Analysis Statement allows the City to download disbursement transaction detail in either a CSV or QBO file format.

23. Can you provide details for the types of transactions for which the City is using CHIP?

The City generally utilizes CHIP transactions for certain debt service payments.

24. Are the Book Credits/Debits only between the City of Dublin accounts at the same institution?

Correct.

25. Based on the Fee Schedule, it appears the City is using both file upload through an online banking service as well as a direct upload through direct transmission, such as FTP. Is this correct? If yes, can you give details on how or why some transactions are uploaded and others are sent through direct transmission?

The City uploads files that are voluminous in nature (i.e. payroll). Individual transactions are processed manually.

26. Can you provide amounts for active and interim deposit amounts you would like used in the Depository Agreement?

As part of this RFP process, the City will be analyzing its deposits held at each financial institution in order to determine the appropriate level that should be held as an active or interim deposit or invested as per the City's investment policy. For this reason, the City cannot provide an amount at this time.

27. What Merchant Service technologies (software, gateway or terminals) are tied to each of the City's current merchant services numbers?

The City currently uses a mix of the following makes and models as credit card payment terminals:

- OMNI Vx680 GPRS
- OMNI Vx520
- OMNI Vx570

Additionally, our Recreation Sites utilizes PlugNPay through Vermont Systems' RecTrac application.

The city currently integrates credit card payments with Vermont Systems RecTrack, Sungard OneSolution, CityTax and will be moving to Tyler Technologies Munis ERP.