



CITY OF RIO RANCHO
DEPARTMENT OF FINANCIAL SERVICES
PURCHASING DIVISION
3200 Civic Center Circle NE – Suite 300
Rio Rancho, New Mexico 87144
Telephone: (505) 891-5044 Fax: (505) 891-5762

**ADDENDUM NUMBER (2) TWO
RFP-20-FS-006
FISCAL AGENT AND OTHER RELATED BANKING SERVICES**

January 22, 2020

Addendum Number (2) Two forms part of the contract documents and modifies them in the manner and extent set forth below.

ATTENTION OFFERORS

- Questions and Answers

Questions and Answers:

Question: Section 4.2.2 states that "Required Fee Proposal. Offerors must submit a detailed fee proposal with the submitted proposal detailing the fees related to the services to be provided. Will the City be providing a form for offers to complete for banking, lockbox, EBPP and Commercial Card services similar to Exhibit C-Cost Proposal for Merchant Services or do you want us to incorporate it into that form?"

Answer: Incorporate into Exhibit C Cost Proposal form. Indicate the service type (i.e. lockbox, EBPP, etc.)

Question: General Question: Due to response page limitations is the City ok if offers reference other sections of a response when the City is asking for similar information? Example: page 18 section C requests cut off times for vault deposits and then again on page 19, section iv the same information is requested?

Answer: Yes, it is OK to reference other sections when duplicate information is requested.

Question: Pages 26 AND 27, section H, Online Debit and Credit Card Services:

- a. Would the City's intent be the possible transition of its current EBPP provider for Water payments? If so, will the City please provide the following:
 - i. Total # of payments received annually via online site and via IVR?

1. Of those what percentage were echeck and what percentage were debit/credit card?

Answer:

- a. Yes, that would be the intention.
 - i. See Monthly Card Volume tab in Exhibit C. All online and IVR amounts listed are for Utilities. See below (and attached):

Month	Online	IVR	Online Transactions	IVR Transactions
Oct-18	\$989,055.69	\$603,941.05	6,821	4,669
Nov-18	\$947,705.56	\$594,664.68	6,615	4,595
Dec-18	\$776,463.36	\$529,072.94	6,103	4,281
Jan-19	\$936,454.38	\$632,090.55	7,508	5,235
Feb-19	\$828,459.42	\$538,989.83	6,483	4,495
Mar-19	\$906,618.71	\$557,755.77	7,174	4,702
Apr-19	\$848,095.23	\$503,954.68	6,861	4,233
May-19	\$909,895.36	\$555,622.05	7,033	4,648
Jun-19	\$940,801.91	\$570,528.51	7,044	4,575
Jul-19	\$967,097.22	\$587,115.44	7,060	4,635
Aug-19	\$1,034,602.16	\$659,993.26	7,292	4,960
Sep-19	\$947,613.85	\$608,070.23	6,577	4,476
Oct-19	\$1,098,072.50	\$662,694.79	7,675	4,908
Total	\$12,130,935.34	\$7,604,493.79	90,246	60,412

1. 0% are echecks - 100% credit/debit cards

Question: Please clarify if section H, line vii refer to discount fees charged to the City of Rio Rancho or service / convenience fees charged to the card holder at the time of each transaction?"

Answer: We are referring to fees charged to the City of Rio Rancho.

Question: Due to the volume of questions and details requested a 30 limit on the responses is going to be very difficult to adhere to. Is the City willing to consider increasing that page limit or reducing the scope of questions?

Answer: I am willing to extend the length of a response. I don't want to reduce the scope of questions - we need all the info we can get.

Question: We would like to request an increase in the page count for the RFP response to 60 pages from the current limit of 30, and any appendix we provide would be used as part of the evaluation of our response.

Answer: We would be willing to increase the limit from 30 to 50 pages for the RFP response.

All other provisions of the Contract Documents shall remain unchanged. Each Offeror should ensure that they have received all addenda and amendments to this RFP before submitting their proposal.