

RFP 466-10

Addendum 001
Issued 07-30-2010

Please note the following amended timeline:

REQUISITION STEP	DATE	TIME
ISSUE DATE	06-23-10	4:00 PM
INFORMATIONAL ADDENDUM RELEASED	07-30-2010	4:00 PM
LIST OF CMC EQUIPMENT CURRENTLY IN USE	08-19-2010	4:00 PM
DEADLINE FOR QUESTIONS FROM INTERESTED PARTIES	08-26-10	4:00 PM
ADDENDUM RELEASED WITH ANSWERS TO SUBMITTED QUESTIONS (IF NECESSARY)	09-09-10	4:00 PM
PROPOSALS DUE	09-24-10	4:00 PM

CMC is looking for the following Services to be provided by our partner:

1) Services:

- a) State if processing is in-house or by a third party. Describe your relationship to a third-party processor, if applicable, and identify the processor. Describe the processing of transactions whether in-house or by a third party, along with the following:
 - Specific information regarding timing of processing (i.e., same day credit, deadlines, etc.).
 - Specific information should be provided regarding downtime (i.e., downtime history, company policies regarding downtime, etc.), backup facility operations, and location of processor.
- b) Provide a description of the transaction approval process, as it would be implemented for CMC. Comment on the time interval needed to obtain an approval when a card transaction is processed. This must include historical information for peak holiday periods, as well as for normal daily business transactions.
- c) Describe your ability to have funds deposited directly into a CMC account on the same business day as the transaction is processed. Comment as to when credit for good funds will be made to our account.
- d) Describe the hours under which the system is accessible.
- e) Describe your willingness to help with conversion from a different processor, to train individuals to use the selected equipment and availability to resolve problems when they occur.
- f) Describe your willingness and the timetable to provide substitute equipment on an emergency basis when supplied equipment fails. Also describe whether alternate phone procedures are available and at what cost they are available when there are heavy delays in obtaining authorizations.
- g) Describe other options or features which are available, or anything which would make our system easier to use or more efficient.
- h) Indicate if night batching/processing is available at a reduced fee.
- i) Address debit cards and whether or not the process is the same for them.

- j) We have students registering for classes via the Internet. Describe the process for setting up and accepting credit card payments over the Internet. And state what the difference is in rates from Card present transactions.
- k) Describe your ability to provide the requested reports as detailed in Section 3. Address your on-line services to provide transaction information and reports on-line (i.e. via the Internet).

2). *Financial Information:*

- a) CMC is seeking to obtain the best possible rate for processing credit card transactions. The College is looking for one rate, college-wide, regardless of the transmission time. Bidders are asked to provide both a college-wide one-rate bid and an individual location rate, if applicable. The purpose of this is for CMC to determine which way is the most cost-effective based on our volumes, etc. The rates quoted must be guaranteed to not increase for a minimum of one year.
- b) If applicable, explain different rates amongst locations and within locations where more than one rate is applicable, and explain the cause for multiple rates.
- c) Address debit cards and whether different rates apply to them.
- d) Address Internet transactions and whether different rates apply to them.
- e) If applicable, provide cost information for equipment change out.
- f) Address if there will be an interest bearing account into which the proceeds of the transactions will be credited.

3) *Reports* - The successful vendor shall be expected to provide monthly transaction statements. These shall be delivered no later than the tenth (10) day of the month following the month being reported. Bids shall also address your capabilities to provide transaction information and reports on-line. The following information shall be provided on the statement:

- a) Monthly Activity by Location or Merchant number.
- b) Date Processed
- c) Reference Number
- d) Number of Items
- e) Total Dollar Amount Transmitted by Day
- f) Adjustments and Adjusted Amounts Made on Daily Totals Transmitted
- g) Summary Total Monthly Activity by Location
- h) Summary Sheet of Monthly Location Totals, ending with a grand total for all locations for the current month and a YTD accumulative total per location.
- i) Fees identified clearly

Statements and reports need to provide enough detail information so we can easily reconcile them to the College's general ledger.

CMC will post an itemized list of terminal equipment by location that is currently in use by 08-19-2010. Proposals should assume CMC will utilize existing equipment. Please note if your proposal is not compatible with existing CMC equipment. You may submit a proposal with replacement equipment as an alternate bid.