Office of the Treasurer & Tax Collector (TTX)
In-Person Credit Card Payment RFP
Sourcing Event: 0000008691
Questions and Answers

	Question	Response
1.	Whether companies from Outside USA can apply for this? (like, from India or Canada)	Outside US can apply; data must be housed/stored in the US - US cloud services.
2.	Whether we need to come over there for meetings?	Potential vendors need to come onsite for the meeting.
3.	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Support for devices may be in person.
4.	Can we submit the proposals via email?	Refer to section XII. B. 3. Time and Place for Submission of Proposals. Proposals must be submitted via email to the contract administrator by the deadline posted.
5.	If we have a solution that routes around PIN entry, but still enables Pintless interchange, does that suffice? Is it a true hard requirement if we don't? If not, would that disqualify us or just lower our score?	CCSF expects the potential vendor to provide pin capable devices.
6.	CORE is the cashiering software vendor (iPayment) for Department of Building Inspection and Treasurer and Tax Collector. We understand this is an Enterprise-wide RFP, but would the City entertain a bid specifically with the departments our software is being used?	The winning vendor should be able to accept payments for city departments who wish to accept payments with standalone terminals. Any vendor who cannot provide payment terminals for use across CCSF Departments will not be eligible for this RFP.
7.	In regard to 4 references, can they include all transactions running through CORE's iPayment software, including but not limited to credit card processing?	A vendor should be able to supply CCSF with 4 references related specifically to credit card processing.
8.	Regarding the Pricing Workbook, would the City entertain a service fee pricing model whereas the citizen would pay the servicer fee to use a credit/debit card as a form of payment as opposed to the City absorbing the cost of processing cards?	Currently no department levies a convenience fee when processing in person card payments.
9.	RFP document, p. 4, I.A.1. General: It is stated that TTX has issued the RFP "on behalf of all City departments." To clarify, will all 65 City/County	CCSF intends to leverage this agreement for in person transactions, even where the Department is not currently processing via CCSF Bank of America

	departments be participating in the RFP, or only the departments listed in Appendix A?	Merchant Services contract at the time this RFP was issued and is negotiated.
10.	Appendix A, p. 1: We understand CCSF may be using analog phone lines. Does CCSF have high-speed internet available at all participating office locations?	Not all locations are guaranteed to have highspeed internet, and other options such as cellular connectivity will be considered if there is a viable way to keep compliance obligations simple. Analogue phone lines are currently utilized to keep CCSF's Cardholder Data Environment small, so CCSF reduces the level of effort necessary to validate against the PCI Security Standards.
11.	Appendix A, p. 1: We understand the current Bank of America Merchant Services contract includes 94 Mids. a How many separate bank accounts do these MIDs settle to?	These MIDs currently settle to 32 bank accounts and we use a single bank account to debit transaction and equipment fees for the majority of MIDs. The number of bank accounts is subject to change.
12.	Appendix A, p. 2: The second table on the page is a list of departments and average ticket size. Can CCSF provide a total number of transactions processed by each department / for each payment type??	We have provided high level numbers for the RFP to give an overview.
13.	What is the convenience fee rate charged to CCSF payers under the current contract? Does this differ by department?	Currently no department levies a convenience fee when processing in person card payments.
14.	How many chargebacks does CCSF experience annually?	CSSF received 118 chargebacks in Fiscal Year 2023 related to this RFP work scope.
15.	For transaction reporting, are CCSF staff limited to view reports in their own department(s)? Is there a "super-administrator" account (i.e., the Treasurer & Tax Collector) with access to view reporting for all departments?	Yes, CCSF benefits from "super-administrator" accounts (i.e., the Treasurer & Tax Collector) with access to view reporting for all departments. Staff within departments have their own specific credentials, and even within Departments CCSF may want to limit access to reporting to specific MIDs.
16.	Will CCSF accept electronic signatures such as DocuSign on proposal forms requiring signatures?	Yes, CCSF will accept electronic signatures such as DocuSign.
17.	How should proposal documents be combined for submission? (i.e., All non-price documents combined into one file? Each document submitted separately?)	We want all non-price documents combined into one and then the excel spreadsheet as a separate document.
18.	How does CCSF use or anticipate to use Monetra and Verifone Payware? Are these gateways necessary for any software CCSF uses or anticipates using in the future.	While all options are considered, if a potential vendor cannot work with these gateways, alternative gateways must be outlined without expense to CCSF.
19.	Written Proposal Requirements, F-Equipment, F2 What is the approximate size of the opening that devices must fit through?	The barriers may vary but an example is a window that has historically proven challenging is one with a slot with 2" height / 10" width.
20.	What is the bond requirement for this contract?	There is no bonding requirement for this contract.
21.	Are we able to manipulate the pricing columns?	No, do not modify our table. You can add notes for clarity or assumptions.
22.	As of March 1, 2023, the vaccination policy is no longer in effect in the City. Will the City remove the provisions related to the vaccination policy as the policy is no longer in effect?	Yes, CCSF anticipates removing provisions related to the vaccination policy.

23.	Does the City intend for the Minimum Compensation policy to apply to employees working outside the City or outside of the Country?	CCSF's Minimum Compensation applies to employees working on the contracted services in the United States.
24.	Written Proposal Requirements, E-Funding & Pricing, E2 What is the intended benefit to be derived from aggregation of micropayments?	An example of potential micropayments are for MTA, where a constituent may make a small initial payment followed by another, and CCSF is interested in learning whether small payments made before batch close can be aggregated under a threshold (such as $10) and whether aggregation would result in financial savings for CCSF.