September 17, 2020

ADDENDUM #4
RFP: Cardholder Present and Not-Present Merchant Card & Electronic Check Processing
PIN: 83620P0002

Section 1: Vendor Questions and Answers
Section 2: Acknowledgement of Addenda

Section 1: Vendor Questions and Answers

1. How many agencies/departments does pin debit? (3.4 Enable currently deployed PIN devices or, as needed, replace such equipment to enable PIN debit transactions)
   Answer: 30 agencies. The current devices are rented as part of our existing contract this contract is looking to replace. The standalone terminals, which is the majority of our terminals are PCI 3.2.1 compliant and are near their end-of-life.

2. How many pin debit devices will be required? (3.4 Enable currently deployed PIN devices or, as needed, replace such equipment to enable PIN debit transactions)
   Answer: Refer to question #1.

3. Will the City be using regular standalone POS terminals, not connected to a gateway?
   Answer: Yes, as well as terminals integrated with our iPayment POS system.

4. How many standalone POS terminals, not connected to a gateway do you have in use today?
   Answer: About 200+ (rough estimate).

5. Does the City need to support service fees on your standalone POS terminals?
   Answer: Yes, on most of our stand-alone terminals and integrated terminals.

6. On the pricing sheet can we add lines to provide product options? For example: Card Swipe Device Machines, if we have 5 different devices with different prices can we add lines? Same for gateways? (Appendix B pricing Matrix)
   Answer: Yes.

7. Pricing sheet mentions IRV; Does the City want bidders to provide IVR? (Appendix B pricing Matrix)
   Answer: Yes, but optional. Proposer should provide details in proposal if offered.

8. Please provide guidance on how to address banking related items on the pricing sheet. If we are not a bank and do not provide those services. (Appendix B pricing Matrix)
   Answer: Leave blank any optional item you will not be able to offer.

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9. The RFP requests the name, email address and phone numbers for references. Some government entities cannot serve as references by regulation. Could we instead provide public information for the clients we process for like contract number, contract start and end date and Contract administrator /officer from purchasing? (Technical Proposal – References)
   Answer: Please refer to the requirements in Section 4.1.2. of the RFP. In addition, please indicate those government references and the regulation that prevents them from performing the role.

10. Who manages the convenience fees processed by the City? Is it the City or is the payment processor?
    Answer: As a formally recognized Government Merchant, NYC sets the amount of and collects all service fees (informally referred to as "convenience fees" by NYC staff and on our customer communications) on applicable card transactions. All amounts due to a Merchant Processor are invoiced to NYC by the processor on a monthly basis and remitted in accordance with NYC policy.

11. Please describe the CityPay platform, i.e. version, software, integrations, etc. (page 6 Section III. Scope of Services).
    Answer: Please see attached Appendix C – CityPay Architecture.

12. Which gateways are currently integrated to the CityPay platform?
    Answer: We utilize multiple gateways from various providers, each covered by separate contracts of fixed duration. We assume that CityPay can integrate with any gateway provided that security policies on either side do not prohibit it; we/Citypay supports Restful or SOAP API calls, with a preference for Restful API calls.

13. Do you process e-checks today? Is it card not present and retail? If so, please provide the vendor name. If so, please explain the process.
    Answer: Yes. Yes. Our vendor currently prepares a NACHA file at end of day and provides to our ODFI for introduction to the NACHA network.

14. Please list the make and model of all terminals/POS devices.
    Answer: VeriFone VX520 and VX680, Ingenico IS250

15. Is the City interested in updating their terminals/POS devices?
    Answer: Yes, potentially.

16. What fraud or security tools are used to secure payments?
    Answer: Our devices and card data environment are set up and managed to meet the various PCI requirements. For eCheck we anticipate needing to comply with upcoming NACHA requirement for account validation for online payments.

17. What current gateways are in use by the City? What are the gateways used for in your processing environment?

Answer: Gateways are used for processing card payments. We currently use PayPoint, Card Connect and Elavon gateways.

18. Is the City open to signing an NDA so that we can provide our AOC or any other proprietary/confidential business document? (15/155 Section A. Experience, Question 14)
Answer: Please identify and mark all confidential sections in your proposal and provide a redacted copy.

19. Which departments process PIN Debit transactions? What devices are used to process PIN Debit transactions?
Answer: Refer to question #1.

20. Will the City consider a two-week extension?
Answer: Please refer to Addendum #2 & 3.

21. What is the City's current pain points in the payment processing environment? What areas could be improved?
Answer: Lack of automation for payment reversals/reinstatements due to chargebacks/chargebacks reversals, settlement of voided/cancelled transactions, duplication of payments submission (single receipt number processed multiple times), synchronization of batch, settlement, and general ledger entries.
Automated delivery of detailed daily payment/reversal files in various appropriate formats for use in reconciliation.
Lack of real-time redundancy between Merchant Processing platforms.
Responding to chargeback enquiries across a multi-agency environment within the timeframes determined by the card brands.
Protracted merchant account set-up timelines.
Maintaining updated hardware terminals in highly varied in-person and telecom environments.
Payment program expense management.

22. Do you currently accept Walk-In payments for City services? If so, what type of payments are collected? What types of businesses are the payments collected at, i.e. banks, business, etc.?
Answer: Yes. Taxes, fines and fees. Subset of what is collected online. Currently NYC agency business centers but City is open to vendors who may provide offerings which partner with retail or bank locations for acceptance of in-person payments. n to vendors who may provide offerings which partner with retail or bank locations for acceptance of in-person payments.

23. Provide a revised outline for electronic submission. What will the structure be? (4.2Proposal Package Contents)
Answer: See Section 4.2, opening paragraph.

24. Are you participating in Visa higher education and government program?
Answer: Yes.

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25. Will the bidder be penalized if they do not provide confidential or proprietary information without a signed NDA by the City?
Answer: Refer to question #18 and Section 5.1 of the RFP. Proposals will be evaluated based on submitted information.

26. Who are the City's payment processor providers? What specific services do they offer?
Answer: Refer to question #12

27. Will letter "i"., executive summary, be a separate section? Is this a part of the scored rubric?
Answer: Please refer to all information in Section IV of the RFP.

28. Are all sub-sections starting with letter "a" after the executive summary a part of the executive summary?
Answer: Please address all requirements in Section 4.1.2.

29. Can the bidder redact any portion of their bid?
Answer: Yes however, proposer must submit an original proposal along with a redacted copy. Please mark all confidential sections in your original proposal.

30. What type of account verification/authorization is the City looking for? (page 15 sec 9)
Answer: Proposer will choose one or more products and include pricing. At a minimum, product must be able to reduce the number of returned items AND comply with NACHA regulations requiring account validation beginning in 2021 and lasting indefinitely.

31. Please define senior management. (Page 16 sect B1)
Answer: Senior management includes the most senior executives in the proposer's corporate structure with responsibility for the sales process, the development process and the customer support progress, as well as, if different, the respective direct reports of those individuals who would have day-to-day management of NYC's account.

32. Does the City have its own portal(s) that authenticates customers? (page 18 sec ii) If so, is the City seeking to replace either the portal or the authentication mechanism?
Answer: We currently do not have this function but intend to develop it internally.

33. Please provide some examples of E-check instructions that should be rejected. (Page 18 sec 4)
Answer: A customer passes a certain threshold in either returned items (or in some cases chargebacks) and the CIty no longer wants to allow that customer to have the ability to pay online. In that case City would like to prevent the customer from making those payments online.

34. Exhibit I, found on Page 6 does not appear to contain a list of devices. Can you please clarify the list of devices? (Page 18 sec 7) Does this pertain to either or both of the following

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circumstances:
- a) City mistakenly creates two transactions, resulting in a duplicate?
- b) City's customer mistakenly creates two transactions, resulting in a duplicate.??

Answer: We currently have VeriFone VX520 and VX680 standalone terminals and Ingenico ISC250 terminals integrated with our iPayment POS System. We do not understand how the question asking for device types relates to the question about transactions and cannot answer the part relating to transactions.

35. Is there another circumstance that the City had in mind for this requirement? (page 20 sec 33)
Answer: We are not able to provide another circumstance at this time.

Card Present

36. How is the payment architecture unique?
Answer: Refer to question #11.

37. What POS application is being used in your brick and mortar locations (other locations)? Name/version?
Answer: IPayment (version # not currently available).

38. Is the intention to have all physical locations using the same technology stack?
Answer: Yes, but exceptions are possible.

39. How many physical locations are there?
Answer: DOF has six business centers. Other agencies may also have physical locations.

40. Does the POS software integrate to the devices being used in the locations? Or are they standalone devices?
Answer: We have a combination of standalone VeriFone VX520 and VX680 and Ingenico ISC250 integrated with our iPayment POS system via a USB connection.

41. What devices exist in your physical locations? Is there a consideration for changing them?
Answer: VeriFone VX520 and VX680 standalone terminals and Ingenico ISC250 integrated with our iPayment POS system. Yes.

42. How many devices do you have per location?
Answer: It Varies, we have multiple locations across all 5 NYC boroughs. DOF supports payment for all NYC agencies. Currently 30 agencies are processing payments either in-person, via the web, or a combination of both. We have a few hundred terminals.

43. What processing functionality is supported on the devices today (i.e. PIN debit, EMV, NFC, P2PE, etc.)?

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Answer: The terminals support digital wallets (Apple Pay, Samsung Pay and Google Wallet) the terminals also support, EMV, NFC, Tap, Dip, Swipe. The Ingenico ISC250 supports P2PE. Most of our terminals support PCI v3.2.1 and are near end-of-life and will need to be updated in the near future to support the new PCI standard.

44. What additional functionality is required future state?
Answer: Tokenization of payment methods so that they do not need to be stored by NYC. Potentially, this tokenization could be used for other PII such as social security numbers as needed.

45. Do you support physical checks today? Will that be required of Worldpay to support?
Answer: Yes. But this is optional.

46. Are any virtual terminals in use in the locations? If so, are they integrated to your POS/CRM/ERP systems?
Answer: An award for virtual terminal service is pending. We have not finalized an implementation plan.

Card Not Present (Call Center)
47. Is there a call center environment that takes payment?
Answer: Yes.

48. What software (POS) is being used? Name/version?
Answer: Refer to question #37

49. How many workstations and devices are in the CC?
Answer: There are currently 15 workstations and devices in the CC.

50. Is there a Virtual Terminal being supported for payment transactions? If so, is it integrated to the CRM/ERP system?
Answer: Refer to question #46 and 124.

51. Is data being encrypted at key entry?
Answer: Yes.

52. Does the Call Center use a payment gateway?
Answer: For DOF, indirectly (they can use CityPay).

53. Do you support eCheck?
Answer: Yes.

54. Is there a need to support multiple MIDs?
Answer: Yes.

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55. Is there a convenience fee linked to this payment method?
Answer: Yes.

56. Is there an international payment component in this method?
Answer: Yes.

Card Not Present (IVR)

57. Is there currently an IVR capturing payments?
Answer: No.

58. Is the IVR integrated to a Payment Gateway?
Answer: NA.

59. Is there a convenience fee linked to this payment method?
Answer: NA.

60. What payment tenders are accepted (Check, Card, etc)?
Answer: Card, eCheck, PayPal/Venmo.

61. Is there a need for the IVR to support tokens?
Answer: Initially no.

Card Not Present (eCommerce)

62. What software application is driving the checkout experience?
Answer: CityPay (homegrown).

63. Is there a 3rd Party hosting any of the checkout experience? (i.e. iframe/payment page)
Answer: Yes.

64. Is there a payment gateway in use online? Which?
Answer: Refer to question #12.

65. How are recurring transactions handled?
Answer: Not currently but we are interested in hearing proposals for recurring or scheduled payments.

66. What is your process for handling recurring transactions that decline?
Answer: NA.

67. How tender types are supported on your mobile app?
Answer: Card, eCheck, PayPal/Venmo

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68. Are you using a 3rd party or native built app?
Answer: City-owned app but build was out-sourced.

69. Are there any alternative wallets supported for your browser based or mobile app platforms?
Answer: Please clarify question.

70. Do you maintain your own token database or does a 3rd party?
Answer: Tokens not currently enabled.

71. Are you supporting PINless Debit bill pay currently? And do you want to do so in the future?
Answer: Pinless debit cards are supported.

72. What international payment currencies are accepted today? Any future currencies requiring support?
Answer: None. No.

73. Is local currency settlement a requirement?
Answer: No.

74. Are there any foreign alternative payment methods required?
Answer: No.

75. Is interac a required payment tender?
Answer: No

76. Are there any other value-added services required?
Answer: All services required are detailed in the RFP and attachments.

Other:

77. Do you currently add fees for processing card payments?
Answer: Yes.

78. Would you want to add fees if you could?
Answer: Not applicable.

79. Would you like to add them in all locations? If not how many?
Answer: Not applicable.

80. What current system(s) do you use?
Answer: Question is not clear.

81. Is there anything specific looking to enhance your current system(s)?

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Answer: All services required are detailed in the RFP and attachments. Proposers may submit optional services at their discretion.

82. Can you supply appendix b, because the excel spreadsheet still has the #REF! error in a number of the fields?
Answer: Please refer to Addendum #2.

83. Do they have terminal device preferences, manufacturer specific?
Answer: No, but it is our expectation the terminals will support P2PE and other secure technologies.

84. What devices do they have today that will require reprogramming?
Answer: We rent our devices and they will more than likely go with the expiration of that contract, which this contract is seeking to replace.

85. How are they connecting devices to the POS today that are integrated?
Answer: The terminals connected to the POS are connected to workstations running the POS application, via a USB connection.

86. How many devices are required? Please define device type (counter vs mobile vs peripheral)
Answer: 550 terminals. 90 of which are integrated with our POS system and have 90 printers associated with them. The rest are standalone terminals.

87. Do you have a fraud management service today?
Answer: If this means an automated, aII-driven backend fraud detection system, no.

88. Do you have a token database today? If so, with which provider (i.e. gateway, processor, other 3rd party)
Answer: No.

A. Section II, B:
89. a) With regard to routing transactions, does the city have a special contract in place with Discover and/or American Express that would require these transactions to be routed differently that they are currently through the processor to the payment networks?
Answer: No.

b) (Pg. 3): does the city anticipate taking electronic check transactions for in-person payments (i.e. POS Check Conversion), or will all E-Check transactions be processed via web?
Answer: We utilize ICL for in-person.

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B. Section III:

90. a) Item A (pg. 5): Can more information be provided regarding CityPay, and if it is an actual technical solution or just a branded payment services program managed by DOF? If it is a technical solution, can you provide more detail regarding its function(s) and the expectations for how this solution will be involved with the payment acceptance services?
Answer: CityPay is New York City's centralized payment website. https://a836-citypay.nyc.gov/. It functions as a centralized information resource for all online-payable items, and routes transactions for processing by third parties via a variety of means. Refer to question #11.

b) Item A (pg.5): for semi-integrated POS implementations, will the city facilitate the integration with the vendor supplied POS solutions and SDK?
Answer: To the extent possible. For Standalone terminals, does the city require dial-up connectivity or do all physical locations have IP (ethernet) connectivity for the terminals. Currently the majority of our stand-alone terminals are connected via dial-up, for PCI simplification. It is our preference to remain dial-up, with support for the new security features such as P2PE, if possible.

c) 3.4 (pg 9): For e-Check processing, is the city asking the vendor to collect and validate the account information, then generate a NACHA file that is sent to the city's ODFI (Citibank) to actually process (originate) the ACH debit transaction?
Answer: Yes.

C. Appendix B:

91. a) Where we provide a very simple pricing structure for the city's consideration, can we include a supplemental pricing document in the response or does the pricing need to conform to this format?
Answer: A supplemental pricing document (separately identified) would be considered in addition to Appendix B.

92. In reviewing the RFP, we have noticed that the City has requested pricing in Appendix B for banking services including bank account maintenance, balance reporting and reconciliation services, however, we do not see that the body of the RFP does not indicate that a bank account and services are required. Can you please clarify whether a banking relationship is required?
Answer: No

93. Is this RFP abled to be put into a Word Document? Please email the RFP's Authorized Agency Contact Person.
Answer: Yes. Please refer to page 2, Section 1B of the RFP.

94. How will we be notified of confirmation of receipt of the RFP when submitted?
Answer: Request confirmation via email or send a read receipt when submitting.

95. We respectfully request an extension of the due date of two weeks to Tuesday 9/15. (Section 1 Page 2, D proposal due date)
    Answer: Refer to question #20.

96. These 2 forms require a notary, but given the continued Covid-19 situation and based on previous guidance the Department of Finance has provided in a recent RFP (Central Treasury Banking and Case Management Services RFP EPIN:83619P0006), Addendum #4, would DOF consider a similar process for this bid? Below is the excerpt from Addendum #4 (Iran Divestment Act; Attachment M Page 63; Page 138):
    "In Lieu of notary, please submit the following on a separate page with your proposal:
    As a result of the COVID-19 pandemic, Department of Finance is waiving the notary requirement for the Central Treasury Banking and Case Management Services RFP EPIN:83619P0006.
    On this _____ day of _____, 20__, I, _____, on basis of satisfactory evidence, provided below, is the individual whose name is subscribed to the within instrument, who, did depose and say that s/he is the Authorized Officer, TITLE of the NAME OF CORPORATION described in and which executed the above instrument; and that s/he affix her/his name thereto by like order.
    In Lieu of personal appearance before a notary, please sign a copy of a valid State or Federal identification and submit a legible copy with the RFP".
    Answer: Yes.

97. Are you able to share more about CityPay – what platform is it built on? Is it integrated to an ERP on the backend?
    Answer: See (Appendix C). No.

98. Is CityPay fully integrated with a payment gateway today or only in the future state? We utilize multiple gateways from various providers, each covered by separate contracts of fixed duration. We assume that CityPay can integrate with any gateway provided that   security policies on either side do not prohibit it; we/CityPay supports Restful or SOAP API calls, with   a preference for Restful API calls. Are all volumes in RFP being processed through CityPay today?
    Answer: No.

99. Is there a payment gateway integrated to CityPay that we should support or are we expected to introduce a new gateway, in which case we will not know if it integrates with CityPay? Does the City have a list of gateways they know can integrate?
    Answer: We utilize multiple gateways from various providers, each covered by separate contracts of fixed duration. We assume that CityPay can integrate with any gateway provided that security policies on either side do not prohibit it.

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100. Per the descriptions in the RFP - there seems to be conflict between requirement to use convenience fees to cover the budget for these services, and expectation of passing through all network fees without mark up. Can we get clarification on this as one approach or the other, or do both offerings need to be supported?
Answer: There is no conflict. We expect to receive billing that itemizes fees as cost. Separately we recover these costs via the convenience fee and remit to the processor.

101. Will an extension be granted for all participants of 2 weeks to ensure a detailed and thoughtful response is achieved?
Answer: Refer to question #20.

102. What is the City of New York's convenience/service fee computation requirements?
Answer: To compute the fee as set by NYC and to update it from time to time as NYC may see fit.

103. Do convenience/service fees vary by channel, brand, or card type?
Answer: No.

104. Are the convenience/service fees flat rate, fixed, or both?
Answer: Fixed percentage of transaction amount.

105. Are convenience/service fees completed in one consumer transaction or two transactions?
Answer: Current infrastructure was only able to support dual transactions, but recent changes have enabled us to pursue bundling. Implementation has been delayed by reprioritization driven by the Pandemic.

106. Sworn statements are required on some documents. Are there any alternative options for the execution of these documents?
Answer: Refer to question #96.

107. Appendix B references in-person payments at bank or bank-sponsored ATMs or kiosks. Is it acceptable to present an alternative solution for in-person payments to be made?
Answer: Yes. However, third party in-person volumes are currently negligible and expanding these is not a priority at this time.

108. Who is supporting the City's E-Check portal today? Is it In-house, or via a data collector such as First Data/Fiserv or FIS?
Answer: An incumbent provider.

109. Would the DOF consider a 2-week extension for the submission of the RFP response to accommodate additional administrative burden of preparation and submission due to COVID-19 work from home related conditions.
Answer: Refer to question #20.

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Card Present Business

110. How is the payment architecture unique?
Answer: Refer to question #11.

111. What POS applications, if any, are being used in your brick and mortar locations (other locations)? Name/version?
Answer: Refer to question #37.

112. How many physical locations are there?
Answer: Refer to question #39.

113. Does the POS software integrate to the devices being used in the locations? Or are they standalone devices?
Answer: Refer to question #40.

114. What devices exist in your physical locations? Is there a consideration for changing them?
Answer: Refer to question #41.

115. How many devices do you have per location?
Answer: Refer to question #42.

116. What processing functionality is supported on the devices today (i.e. PIN debit, EMV, NFC, P2PE, etc.)
Answer: Refer to question #43.

117. What additional functionality is required future state?
Answer: Refer to question #44.

118. Is there a gateway in use today for your physical locations?
Answer: Yes.

119. Do you support physical checks today? Will that be required of Worldpay to support?
Answer: Please refer to question #45.

120. Are there any physical international locations accepting payment? If so, is local currency settlement required?
Answer: No. No.

Card Not Present (Call Center)

121. Is there a call center environment that takes payment?
Answer: Refer to question #47.

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122. What software (POS) is being used? Name/version?
Answer: Refer to question #37.

123. How many workstations and devices are in the CC?
Answer: Refer to question #49.

124. Is there a Virtual Terminal being supported for payment transactions? If so, is it integrated to the CRM/ERP system?
Answer: An award for virtual terminal service is pending. We have not finalized an implementation plan.

125. What tenders are accepted?
Answer: Refer to question #60.

126. Are Level 2 or 3 transactions accepted?
Answer: Each agency will have different requirements. We can foresee providing more transaction data as demand arises.

127. Does the Call Center use a payment gateway?
Answer: Refer to question #52.

128. Do you support eCheck?
Answer: Refer to question #53.

129. Is there a convenience fee linked to this payment method?
Answer: Refer to question #55.

130. Is there an international payment component in this method?
Answer: Refer to question #56.

Card Not Present (IVR)
131. Is there currently an IVR capturing payments?
Answer: No.

132. Is the IVR integrated to a Payment Gateway?
Answer: N/A.

133. Is there a convenience fee linked to this payment method?
Answer: N/A.
134. What payment tenders are accepted (Check, Card, etc)?
Answer: N/A.

Card Not Present (eCommerce)

135. What software application is driving the checkout experience?
Answer: CityPay.

136. Is there a 3rd Party hosting any of the checkout experience? (i.e. iframe/payment   page)
Answer: Yes.

137. What tenders are accepted online? (Credit, PINless Debit, eCheck,Gift, etc.)
Answer: Refer to question #60.

138. Is there a payment gateway in use online? Which?
Answer: *Yes. Refer to question above #17.*

139. Are you currently using a fraud management provider? If so, will they be maintained?
Answer: Refer to question #87. N/A.

140. How are recurring transactions handled?
Answer: We do not currently support recurring transactions.

141. How tender types are supported on your mobile app?
Answer: Using existing infrastructure already described.

142. Are you using a 3rd party or native built app?
Answer: Native.

143. Are there any alternative wallets supported for your browser based or mobile app platforms?
Answer: Refer to question #69.

144. Do you maintain your own token database or does a 3rd party?
Answer: Refer to question #70.

145. Are you supporting PINless Debit bill pay currently?
Answer: No.

146. What international payment currencies are accepted today? Any future currencies requiring support?
Answer: Refer to question #72.

147. Are there any foreign alternative payment methods required?
Answer: Refer to question #74.

148. Are Alternative Payment Methods required? (e.g. Apple Pay, Amazon Pay)
Answer: Yes.

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149. Are there any other value-added services required?
Answer: Refer to question #76.

Other:
150. Do you currently add fees for processing card payments? (Convenience Fees)
Answer: Refer to question #77.

151. Would you want to add fees if could?
Answer: Refer to question #78.

152. Would you like to add them in all locations? If not how many?
Answer: Refer to question #79.

153. What current system(s) do you use?
Answer: Refer to question#80.

154. Is there anything specific looking to enhance your current system(s)?
Answer: Refer to question #81.

155. Can you supply appendix b, because the excel spreadsheet still has the #REF! error in a number of fields?
Answer: Refer to question #82.

156. Do they have pin pad device preferences, manufacturer specific?
Answer: No.

157. What devices do they have today that will require reprogramming?
Answer: Refer to question #84.

158. How are they connecting devices to the POS today that are integrated?
Answer: Refer to question #85.

159. How many devices are required? Please define device type (counter vs mobile vs peripheral)
Answer: Refer to question #86.

160. Do you have a fraud management service today?
Answer: Refer to question #87.

Section II, B:
161. routing transactions – is there a special contract in place with Discover and/or American Express that would require these transactions to be routed differently than they are currently through the processor to the payment networks?
Answer: Refer to question #89.

Section III:

162. If a technical solution, please provide detail regarding its function(s) and the expectations on how its involved with the payment acceptance services?
Answer: Refer to question #90.

163. Item A (pg.5): are semi-integrated POS implementations with the vendor supplied POS solutions and SDK managed by the city?
Answer: No

164. Standalone terminals -is it required to have dial-up connectivity or do all physical locations have IP (ethernet) connectivity for the terminals?
Answer: Refer to question #90.

165. 3.4 (pg. 9): e-Check processing – does the vendor collect and validate the account information, then generate a NACHA file that is sent to the city's ODFI (Citibank) to process (originate) the ACH debit transaction?
Answer: Yes.

C. Appendix B:

166. can we include a supplemental pricing document in a different format then provided?
Answer: A supplemental pricing document (separately identified) would be considered in addition to Appendix B.

Exceptions

167. We are completely confident in meeting all of NYC DOF's processing needs. In the sections that reference insurance and contract requirements we often have to consider federal regulations, network regulations and corporate obligations. We would like to inform NYC of these exceptions appropriately in the RFP response with notes or redlines. Is there a NYC approved method of accomplishing this?
Answer: Please specify those exceptions in your proposal. They will be reviewed accordingly.

168. Would it be possible to get clarification on insurance? Do we need to submit our certificate of insurance and Attachment M or is that after contract is awarded?
Answer: Insurance requirements are needed for contract award.

Section 2: Acknowledgement of Addenda

Please be reminded that you must acknowledge the receipt of this addendum by completing and submitting **Attachment B** with your proposal**.**

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

Adenike Bamgboye, Agency Chief Contracting Officer

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September 17, 2020

ATTACHMENT B
ACKNOWLEDGEMENT OF ADDENDA

Proposer: _____
E-PIN: 83620P0002

COMPLETE PART I OR PART II, WHICHEVER IS APPLICABLE.

PART I: List below the dates of issuance for each addendum received in connection with this RFP:

ADDENDUM #1   DATED: _____, 2020

ADDENDUM #2   DATED: _____, 2020

ADDENDUM #3   DATED: _____, 2020

ADDENDUM #4   DATED: _____, 2020

ADDENDUM #5   DATED: _____, 2020

ADDENDUM #6   DATED: _____, 2020

ADDENDUM #7   DATED: _____, 2020

ADDENDUM #8   DATED: _____, 2020

PART II: Check, if applicable.

_____ NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS RFP.

DATE _____/_____/_____

PROPOSER (NAME): _____

PROPOSER (SIGNATURE): _____

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