



City of Cambridge

Purchasing Department

Cynthia H. Griffin
Purchasing Agent

To: All bidders

From: City of Cambridge

Date: May 16, 2013

Re: File No. 6106, To provide Electronic Invoice Presentation & Online Payment Service Addendum No. 1

The following questions were submitted and answered. The bid opening has been postponed to Thursday, May 30, 2013@11:00 AM.

Question

Will the City waive this Massachusetts experience requirement with regards to having at least 15 Massachusetts Municipal or Utility customers of which 10 of those customers are utilizing Munis financial software and have been live for at least 1 year?

Answer

No this requirement will not be waived because knowledge and experience the of the State of Massachusetts Electronic billing statutes with regards to Property taxes and Motor Vehicle Excise taxes is essential.

Question

Will the City waive the Massachusetts experience requirement with regards to the number of paperless residents in the state of Massachusetts?

Answer

Please refer to answer to question number one.

Question

Where will the POS devices be located?

Answer

The City would like the POS devices for utilization within the Finance Office at our Cashiering stations.

Question

The fees associated with processing credit cards can often be lower if there are more transactions and dollar volume being transacted. Can you provide some historical transaction volumes for the fees as well as the total dollars associated with credit cards payments? Does the City have an IVR provider now? If so, whom do you currently use?

Answer

The City's current credit/debit card transaction volume is as follows:
Motor Vehicle Excise Tax Transactions 8,200 at a value of approximately \$798,000
Property Taxes 1,500 at a value of approximately \$300,000
Water /Sewer transaction 800 at a value of approximately \$210,000

The City currently has a contract with Govolution to process credit card transactions through MUNIS Self Serve software. This contract does not include electronic invoice presentation.



Question

When are questions due?

Answer

The deadline for questions is Thursday, May 16 at 3:00 PM.

Question

Quality Requirement #2 states, "The vendor has successfully completed EBPP services for at least 15 Massachusetts Municipal or Utility customers of which 10 Municipal customer are using MUNIS financial software and have been live for at least 1 year." Considering that the City of Cambridge uses PeopleSoft financial software, why is this requirement for MUNIS software?

Answer

The City does use PeopleSoft financial software, but we have NEVER utilized this software for our revenue collections. We have used MUNIS since 2006 because the Massachusetts Property Tax Statutory requirements are very unique, PeopleSoft couldn't develop a system that worked for us. We have been very successfully interfacing out revenues into PS for over twelve years.

Question

In reference to the Price Proposal. Would the City please provide the monthly service charge they are currently paying?

Answer

The monthly service fee is only part of the price proposal if the vendor charges one. The City does not pay a monthly service fee with our current vendor.

Question

In reference to the Price Proposal-Electronic Check/ACH Processing- Would the city please provide the current average monthly transactions broken out by instrument of payment, i.e. for electronic check/ACH processing, debit card and credit card processing?

Answer

	Motor Excise Transaction	\$Value	Property Taxes Transaction	\$Value	Water/ Sewer charges Transaction	\$Value
Online Checks	1,450	\$258,000	1,330	\$13,268,000	1,383	\$657,000
Credit Cards	5,305	\$545,000	357	\$663,000	570	\$211,000
Debit Cards	4,315	\$494,878	231	\$320,000	202	\$43,000

All other details remain the same. All questions and answers are closed.



CYNTHIA H. GRIFFIN
PURCHASING AGENT

ADDENDUM NO. 1