RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

June 16, 2017

ADDENDUM NO: 2

for

RFP #1324 – Banking Services

The following changes, additions, deletions or corrections shall become a part of the RFP Documents for the project named above and all other conditions shall remain the same.

Deadline Extension:
The District is extending the deadline for the above RFP to June 29, 2017 at 2:00pm PDT.

1. **Question:** Would the District please clarify its business requirements for processing and/ or housing of Subvention payments

   Answer: Funds are received by check and deposited, or are drawn down by Accounting staff from the Federal government with an ACH being sent to our bank account.

2. **Question:** Does the District currently use credit cards for travel? If so, how often?

   Answer: One card is used regularly for the Chancellor's travel only.

3. **Question:** Does the District have specific business requirements relative to Custody services?

   Answer: The District expects annual audits of the institution, bonding of employees and adequate insurance coverage related to our funds. In addition, the District requires accurate and thorough reports available to us electronically.

4. **Question:** Should the District elect to maintain certain accounts or services with multiple financial institutions, what would be the minimum average balance the awarded financial institution can anticipate for banking services provided?

   Answer: This cannot be answered until we review the proposals.

5. **Question:** How many terminals are utilized within the 37 merchant accounts and at which locations?

   Answer: 10: SAC Cashiers, SCC Cashiers, SAC Community Services and SCC Community Services

6. **Question:** How many POS systems are set up, at which locations?

   Answer: 18: 11 at SAC, 6 at SCC and 1 at CEC

7. **Question:** Do you utilize wireless terminals for special events? If so, please explain

   Answer: Yes, iPhone wireless terminals for special events such as Graduation.

8. **Question:** What is the largest liability for cash deposits sent through armored courier daily?

   Answer: $30,000 is largest in one year. Daily average is $1,500

9. **Question:** What is the largest change order liability requested for armored carrier daily?

   Answer: For the full calendar year 2016 it totaled $237,646 in orders. We had 22 cash orders in the year so that average is about $10,000, but the highest total in a month was $65,000 which was from the Bookstore Fund for book buybacks from students.

10. **Question:** How many bags will be picked up at each location per day?

    Answer: Average of 10 bags per business day.

11. **Question:** Are there special type or size of currency deposit bags the District requires?

    Answer: Not sure we are required to use these but we use these for Checks: Harland Clarke 9 x 12 Checks only clear deposit bags and Harland Clarke 12 x 16 Cash Only clear deposit bags

12. **Question:** Are there any special requirements for change/ currency orders?

    Answer: No. For the full calendar year 2016 it totaled $237,646 in orders. We had 22 cash orders in the year so that average is about $10,000, but the highest total in a month was $65,000 which was from the Bookstore Fund for book buybacks from students.

13. **Question:** Please provide specific address & location on campus for, SAC & SCC business office and RSC District office for armored courier pick-up/ delivery.

    Answer:

    Santa Ana College Student Business Office
          Santa Ana College / Student Business Office – VL205
          1530 W. 17th Street
          Santa Ana, CA 92706
    Santiago Canyon College Student Business Office
          Santiago Canyon College / Cashiers Office –E102
          8045 E. Chapman Ave., Orange CA 92869
    Rancho Santiago Community College District Office
          2323 North Broadway, 4th Floor
          Santa Ana, CA 92706

14. **Question:** What is the name of the POS machine and what is the number of POS Machine(s)/ station(s) required?

   Answer: Nebraska WinPrism POS, and there are 16 POS stations

15. **Question:** Will the College District find it acceptable to upgrade their current POS machines and/ or software to align with the Bank's Merchant Services Processor?

   Answer: It will be considered as long as it does not cause significant disruption to our processes.

16. **Question:** Will the District find it acceptable to provide 2-3 months of their current merchant processing statements, so the Bank can provide a more accurate pricing comparison?

   Answer: Yes, these were included in Addendum #1.

17. **Question:** Is not having an S&P or Moody's rating an automatic disqualifier for a financial institution to be considered for the RFP bid?

   Answer: Though not mentioned, KBRA, Fitch, Egan Jones and IDC Financial Publishing would also be acceptable rating sources.

18. **Question:** Are theses balances indicative of average balances to be maintained in each respective account? Or does the attachment reflect a snapshot of actual month end balances?

   Answer: The balances provided represent a snapshot of actual month end balances.

19. **Question:** Will the District find it acceptable to provide 2-3 months of their most recent Account Analysis statements, so the Bank can provide a more accurate pricing comparison?

   Answer: Yes, these were included in Addendum #1.

20. **Question:** How are these transactions processed? Online, phone, in-person?

   Answer: Transactions are processed online and in person.

21. **Question:** Are you under contract with the current processor(s)? If so, when do the contract(s) expire? Are there any cost(s) for early cancellation?

   Answer: Yes; September 28, 2020; $295 per account.

22. **Question:** How does the District define a partner?

   Answer: We apologize, this language was outdated information. We require the institution to be able to integrate into our processing of registration between Ellucian and TouchNet, and to be able to provide daily transaction activity for the related account(s).

23. **Question:** How does the College District define a partner with, a Collaborative or Collaborative Advanced Member with Ellucian Colleague (Datatel) Student and A/R systems?

Answer: We apologize, this language was outdated information. We require the institution to be able to integrate into our processing of registration between Ellucian and TouchNet, and to be able to provide daily transaction activity for the related account(s).

24. **Question:** Is the $11MM balance figure a good representation of balances on average? If not, what is?

Answer: The balances provided represent a snapshot of actual month end balances.

25. **Question:** For Financial Statements and ratings: would a Kroll rating be sufficient in lieu of S&P and Moody's?

Answer: Though not mentioned, KBRA, Fitch, Egan Jones and IDC Financial Publishing would also be acceptable rating sources.

26. **Question:** Who is the District's current bank? What is the reason for this RFP?

Answer: The district currently has banking relationships with Wells Fargo Bank, Bank of the West and City National. The reason for our RFP is stated in section 2.2.1 and 2.2.4 of the RFP.

27. **Question:** Regarding electronic reports: (h) What types of electronic reports are needed? What types are files are transmitted? Incoming to bank, i.e.,: positive pay check issue files, ACH, etc.? Outgoing from bank, ie: BAI2, etc.? (j) What types of documents need image access? Bank statements, paid checks, etc.?

Answer: Real-time account activity with the ability to select customized date parameters as well as monthly statements. The District has several accounts that require positive pay check issue files, as well as several that receive ACHs from various sources. The District will send wire transfers out both domestically and internationally. The District requires access to monthly bank statements as well as paid check images of both sides of the check.

28. **Question:** Just a clarification on question #2 – we are working on our S&P and Moody's ratings but do not have them. I am trying to determine if our bid will be classified as 'unresponsive' with only a Kroll Rating.

Answer: Though not mentioned, KBRA, Fitch, Egan Jones and IDC Financial Publishing would also be acceptable rating sources.

29. **Question:** Please describe the processing technology for each of the merchant locations: i.e. (Terminals, POS, Virtual Terminal)

Answer:

Don Bookstore (6 registers) POS

SAC Campus Store (3 registers) POS

SAC Web Store (1 register) Virtual

Don Express (2 registers) POS

SCC Hawk Bookstore (6 registers) POS

SCC Web Store (1 register) Virtual

Centennial Education Center (1 register) POS

Community Education (4 registers) 2 terminals, 2 Virtual

Diversified Trust Fund (1 register), Diversified Agency Fund (1 register), Associated Student Fund (1 register), District Clearing In-person (8 registers). These 4 funds share 8 terminals

District Clearing Web (1 register) Virtual

30. **Question:** What payment solution (Software product name and version or name of payment gateway) is being utilized with the Ingenico ISC250 terminals? Are you processing Pin Debit on these devices? Are you processing EMV on these devices?

   Answer: TouchNet Ellucian Payment Center 7.0; No; Yes.

31. **Question:** Who injects your ISC250 devices today?

   Answer: TouchNet/Heartland

32. **Question:** What is the middleware (software product name and version) or payment gateway they are using to integrate with their Nebraska WinPrism POS system? What is the integrated device they are using? If yes, Is it the ISC250? How many? Are they doing PIN Debit? Are they doing EMV? Who injects their device today?

   Answer: TENDER RETAIL ver. 4.2.8.203; The POS system uses a magnetic card reader(MCR) integrated into the POS keyboard; No; N/A; No, the POS system's current configuration is not capable of using PIN Debit; No, the POS system's current configuration is not capable of using EMV; Heartland.

33. **Question:** What product name and version of TouchNET are you using today?

   Answer: TouchNet Ellucian Payment Center 7.0

34. **Question:** Which locations are using TouchNET?

   Answer: SAC Cashiers, SCC Cashiers, SAC Community Services and SCC Community Services

35. **Question:** For card present processing are you utilizing an integrated PIN Pad device? If so, what is the model name of the PIN Pad device? How many? Are you doing PIN Debit and EMV today? Who is injecting your devices today?

   Answer: No; N/A; N/A; EMV; Touchnet/Heartland
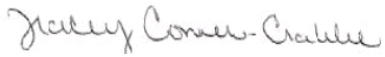
END OF ADDENDUM NO: 2

Bidder shall acknowledge receipt of this Addendum by signing below and returning with your proposal. Failure to acknowledge receipt of this Addendum may result in the disqualification of your proposal.

Name of Firm: _____

Authorized Signature: _____ Date: _____

Print Name: _____ Title: _____

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

Tracey Conner-Crabbe

Tracey Conner-Crabbe
Director of Purchasing Services