

ADDENDUM ONE

Date: June 17, 2013
 To: All Bidders
 From: Mary Lanning Buyer
 State Purchasing Bureau
 RE: Addendum for One 4404 Z1

Original Opening Date and Time: August 5, 2013 at 2:00 p.m.

Following are the questions submitted and answers provided for the above mentioned Invitation to Bid. The questions and answers are to be considered as part of the Invitation to Bid.

QUESTIONS	ANSWERS
1. Is the State Purchasing Bureau looking specifically for a bank to provide ACH Origination Services and Credit Card Processing Services? Clarification would be appreciated as the term "financial institution/contractor" is used quite often.	Yes. Section IV, F. Business Requirements: states the ACH or Credit Card financial institution/contractor must be a financial institution pursuant to Neb. Rev. Stat. Section 77-2301. Therefore the contract will be awarded to a financial institution/contractor.

Steve Sulek • Administrator

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QUESTIONS	ANSWERS																														
<p>1. Page 50/Section F-Business Requirements/Item 1-ACH Origination Business Requirements/e: Please expand on the need of the State's ACH financial institution to honor State issued Treasury warrants. Please provide volume estimates of the number of warrants issued monthly and the dollar value associated.</p>	<p>Nebraska Rev. Stat. 77-2301 (2)(a) Every bank shall, as a condition of keeping on deposit state funds, agree to cash free of charge state warrants which are presented by payees of the state without regard to whether or not such payee has an account with such bank, and such bank shall not require such payee to place his or her fingerprint or thumbprint on the state warrant as a condition to cashing such warrant. (b) The condition of keeping on deposit state funds in subdivision (2)(a) of this section shall not preclude any bank from refusing to cash a state warrant presented to the bank if (i) a stop-payment order has been placed on the state warrant, (ii) the state warrant has been reported as unregistered, voided, lost, stolen, destroyed, or that a duplicate state warrant has been issued in its place, (iii) the state warrant is incomplete or is forged or altered in any manner, (iv) the state warrant lacks any necessary indorsement or an indorsement is illegible, unauthorized, or forged, (v) the state warrant is stale-dated, or (vi) the bank has a reasonable belief that the individual presenting the state warrant is not the payee named on the state warrant.</p> <p>State Warrants</p> <table border="0"> <tr> <td>Jan 2013</td> <td>43,095</td> <td>\$61,037,026</td> </tr> <tr> <td>Feb 2013</td> <td>68,478</td> <td>\$47,715,655</td> </tr> <tr> <td>Mar 2013</td> <td>60,936</td> <td>\$39,047,435</td> </tr> <tr> <td>April 2013</td> <td>74,985</td> <td>\$43,074,831</td> </tr> <tr> <td>May 2013</td> <td>41,327</td> <td>\$38,193,828</td> </tr> </table> <p>NCSPC</p> <table border="0"> <tr> <td>Jan 2013</td> <td>2,934</td> <td>\$502,566</td> </tr> <tr> <td>Feb 2013</td> <td>3,194</td> <td>\$632,073</td> </tr> <tr> <td>Mar 2013</td> <td>3,690</td> <td>\$909,077</td> </tr> <tr> <td>April 2013</td> <td>3,185</td> <td>\$696,387</td> </tr> <tr> <td>May 2013</td> <td>3,059</td> <td>\$618,642</td> </tr> </table> <p>No numbers are available on how many warrants are cashed at depository banks.</p>	Jan 2013	43,095	\$61,037,026	Feb 2013	68,478	\$47,715,655	Mar 2013	60,936	\$39,047,435	April 2013	74,985	\$43,074,831	May 2013	41,327	\$38,193,828	Jan 2013	2,934	\$502,566	Feb 2013	3,194	\$632,073	Mar 2013	3,690	\$909,077	April 2013	3,185	\$696,387	May 2013	3,059	\$618,642
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<p>2. Page 50/Section F-Business Requirements/Item 1-ACH Origination Business Requirements/h: Please expand on the annual report requirements (report format, breakdown by originator, etc).</p>	<p>Please use the same type of format currently provided to your Board of Directors.</p>																														

QUESTIONS	ANSWERS
<p>3. Will the State accept links to our audited financial statements as part of our response to the State's request for such detail?</p>	<p>No.</p>
<p>4. Would the State consider awarding ACH Origination and Merchant Services contracts separately or would the State prefer to award jointly?</p>	<p>Please see Option A, ACH Origination Services, Option B, Credit Card Processing, and Option C, Originations Services and Credit Card Processing. Bidders may bid on any or all options. In order for a bidder to be considered for more than one option, a complete, separate proposal (Corporate, Executive, Technical, and Cost) must be submitted for EACH option. Each proposal submitted must clearly identify which option is being bid. The State will evaluate all proposals submitted within each separate option (Option A, ACH Origination Services, Option B, Credit Card Processing, and Option C, ACH Originations Services and Credit Card Processing). A highest scoring bidder will be identified for each option (A, B, C). The State will then make a determination as to which option will best meet the State's needs and make an award to the highest scoring bidder for that option.</p>
<p>5. Section IV. Project Description And Scope of Work For ACH Origination Services Letter R. Pg 66 Universal Payment Identification Code (UPIC) Question Would the State be willing to utilize another service outside of UPIC if it has similar functionality?</p>	<p>The State would not be willing to change the account numbers that are already in place. The State would have to review the functionality to make a final decision.</p>
<p>6. Section IV. Project Description And Scope of Work For ACH Origination Services Letter R. Pg 66 Universal Payment Identification Code (UPIC) Question What is the volume of UPIC numbers given to vendors annually?</p>	<p>UPIC numbers were used 206,353 times with a dollar volume of \$2,313,545,904.93 for the calendar year 2012.</p>
<p>7. Exhibit 4 Cost Proposal for ACH Origination Question What is the annual volumes for each of the services listed?</p>	<p>See Exhibit 9 ACH Origination Cost and Volume sheet.</p>
<p>8. Exhibit 4 Cost Proposal for ACH Origination Question What is your average collected balance annually in these accounts?</p>	<p>Collected balance is \$907,624</p>
<p>9. Exhibit 4 Cost Proposal for ACH Origination Question What type of ECR or investment return rate do you receive on these balances?</p>	<p>ECR rate is .30%</p>

QUESTIONS	ANSWERS
<p>10. Section EE General #2. Ability to Access Daily Bank Reporting Information Question Can you please provide us with samples of your reports for: current and previous day information reporting, ACH return, ACH current day and prior day addenda and NOC's?</p>	<p>See Exhibits 10 through 13.</p>
<p>11. Pg.61 F / 1(b) Per Statute 77-2301 – how does a bank apply for the privilege of keeping on deposit state funds?</p>	<p>The State is unable to provide any guidelines other than the State Statute requirements.</p>
<p>12. Pg.61 F / 1(e) Since this RFP is for ACH and Merchant processing, will there be a need or requirement to cash State warrants? Can this requirement be removed specifically for this RFP?</p>	<p>Yes, you still need to cash State warrants as stated in Neb. Rev. Stat. 77-2301. Since this is a statute, the State will not remove the requirement to cash State warrants.</p>
<p>13. Pg.61 F / 1(e) If warrants are required to be cashed, can they be at the any branch location for a specific financial institution either within or outside of the State of Nebraska's borders?</p>	<p>Warrants will be required to be cash at any branch of the financial institution that have state deposits on hand within the State of Nebraska.</p>
<p>14. Cost Proposal Exhibit 4 and 6 Cost Proposal Exhibit 4 and Exhibit 6; can the State please forward the current average volumes and current pricing of each line item?</p>	<p>See Exhibit 9 ACH Origination Cost and Volume sheet and Exhibit 14 Credit Card Processing Cost and Volume sheet.</p>
<p>15. Pg.28 K / 4 Please explain the reasoning of not sharing the evaluation criteria with the potential bidders. Understanding the significance of the technical and objective components of the RFP will assist all potential bidders in developing a response that will benefit the long term strategic plan of the State.</p>	<p>To ensure the most competitive responses, it is a State policy that scoring criteria will not be released prior to bid opening. This information will be available at the bid opening and will be posted on the State Purchasing Bureau website at that time.</p>
<p>16. Pg.83 AA / section c and d Credit Card Business Requirements – Is the State requesting that deposits be made to a bank account at the processor's bank? If so, is an option for the State to open depository accounts at the processor's financial institution?</p>	<p>The contractor must be a bank that meets the requirements of Neb. Rev. Statue 77-2301. A processor may be a subcontractor however the primary contractor will be responsible for all subcontractors.</p>

QUESTIONS	ANSWERS
<p>17. Pg. 84 2 Credit Card Financial Institution: Is credit card equipment provided to the State and all entities within this RFP at no cost currently? Is this a requirement for the respondent to be considered?</p>	<p>No. Yes, this is a requirement for this RFP.</p>
<p>18. Pg. 84 AA / 1(g) Payment of Merchant Fees: Is the ability to invoice for fees a requirement for the respondent to be considered? Would the State accept direct debiting for fees for all entities?</p>	<p>Yes. However some agencies within the State are not able to have their account debited for these fees and will need to be invoiced.</p>
<p>19. Merchant Processing Are convenience fees accepted for any of the departments/organizations? If so, is the convenience fee managed by the State (i.e. the State pays the merchant processing fees) or is the convenience fee managed by a third party (i.e. Official Payments). If this is managed by a third party, is that processing volume and number of transactions excluded from the totals in the RFP?</p>	<p>At this time one (1) State agency charges a convenience fee which is managed by that agency. The convenience fee is not managed by a third party.</p>
<p>20. Who is the current Merchant Acquirer and when does your contract expire?</p>	<p>First National Bank with TSYS Merchant Services. The contract expires June 30, 2014.</p>
<p>21. What payment types does the State departments and locations accept today credit, Visa, MasterCard, American Express, Discover, other) echeck, pin debit, PINless debit, signature debit, alternative payments and/or ACH?</p> <p>Nebraska Child Support Payment Center Nebraska.gov Nebraska Department of Roads Chadron State College University of Nebraska at Kearney University of Nebraska – Lincoln Other State Agencies Nebraska Brand Committee Nebraska State Historical Society Nebraska Department of Agriculture Nebraska Department of Insurance DAS Communications Nebraska Liquor Control Commission Nebraska Real Estate Commission Nebraska State Electrical Division Lewis and Clark State Recreation Area</p>	<p>Visa, MasterCard, and Discover are accepted at most State Agencies. However, American Express is also accepted by some agencies. The State also accepts pin debit and ACH transactions.</p>

QUESTIONS	ANSWERS						
<p>22. What is the total number of merchant accounts the State processes under today?</p>	<p>As of May 31, 2013 the State had 270 merchant ID numbers under their contract.</p>						
<p>23. What is the total annual number of transactions accepted by the locations for each card type and each acceptance method, Phone, Web, POS etc? If the State can not provide at the location level can the State provide what percentage of their total transactions processed are via Web, via Phone, via over-the-counter?</p>	<p>The current provider does not track this exact information. The break down the State can provide is as follows:</p> <table data-bbox="812 462 1421 598"> <tr> <td>eCommerce</td> <td>66%</td> </tr> <tr> <td>Retail</td> <td>28%</td> </tr> <tr> <td>MOTO</td> <td>6%</td> </tr> </table>	eCommerce	66%	Retail	28%	MOTO	6%
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<p>24. What is the total annual sales volume accepted by the locations for each card type and by each acceptance method, Phone, Web, POS etc? If the State can't provide volume at the location level, can the State provide what percentage of total volume is via Web, via Phone, via over-the-counter?</p>	<p>The current provider does not track this exact information. The break down the State can provide is as follows:</p> <table data-bbox="812 724 1421 865"> <tr> <td>eCommerce</td> <td>76%</td> </tr> <tr> <td>Retail</td> <td>18%</td> </tr> <tr> <td>MOTO</td> <td>6%</td> </tr> </table>	eCommerce	76%	Retail	18%	MOTO	6%
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<p>25. Are any recurring transactions performed and automatically executed by the vendor?</p>	<p>The current contractor does a recurring sweep of NCSPC incoming ACH account, moving it to their depository account and then money is wired to the ACH Bank. Official Payments allows NCP's to setup recurring credit card payments on their website. The State is unaware of who may or may not be doing this.</p> <p>Currently, the Nebraska Department of Revenue does not have any recurring transactions performed by the contractor. However, recurring payment services are being requested by this RFP under OPTIONAL REQUESTED SERVICES FOR THE NEBRASKA DEPARTMENT OF REVENUE.</p>						

QUESTIONS	ANSWERS
<p>26. What stand-alone terminals are utilized today, please provide the number of each, manufacturer, make and model of each and if owned, rented or leased?</p>	<p>Number Manufacturer, Make, Model</p> <p>Own 6 Verifone 1000SE (180)Pin Pad</p> <p>Own 100 Verifone Omni 3730LE</p> <p>Own 6 Verifone Omni 3730LE #2</p> <p>Own 154 Verifone Omni VX570 Dial</p> <p>Own 1 Verifone Omni VX570 Dial #2</p> <p>Own 78 Verifone VX570 IP</p> <p>Own 5 Verifone VX570 IP MID #2</p> <p>Own 1 Verifone VX570 IP MID #6</p> <p>Own 1 Verifone VX610 CDMA</p> <p>Rent 1 Ingenico ICT220</p> <p>Rent 20 Verifone Omni 3730LE</p> <p>Rent 15 Verifone VX570 Dial</p> <p>Rent 3 Verifone VX570 IP</p> <p>Rent 15 Verifone VX610 CDMA</p>
<p>27. Is the State utilizing any third-party POS systems, payment interfaces, applications, middleware, software, or payment gateways today? If so, please identify each company name, product name, and version, including service packs, and how it is used in conjunction with each method of payment, e.g., acceptance face-to-face, phone, Web, IVR, recurring, etc, by agency or location?</p>	<p>Yes, please see Option B, Attachment B, Technical Requirements 3, b.</p> <p>Version numbers are unavailable.</p>
<p>28. What methods of authorization does the State departments and locations utilize today, real-time authorization, batch authorization, recurring, installment, other?</p>	<p>95% of the merchants use real-time authorization and 5% use batch authorization</p>
<p>29. What locations accept or anticipate accepting convenience fees today and who manages or would manage the fees?</p>	<p>NE Child Support Payment Center charges and manages a convenience fee.</p>
<p>30. If planning on accepting convenience fees does the State anticipate a two transaction model and if so who receives funding for the second transaction?</p>	<p>Yes, the State anticipates using a two transaction model and the agency would receive the fee.</p>
<p>31. How many gateways does the Nebraska.gov website interface with for credit card payments and what is the company name, product name and interface functionality (Hosted Order Page, Application Programming Interface) utilized with each gateway? How many merchant numbers are processed through the website and each gateway?</p>	<p>Nebraska.gov does not process any credit card transactions with the current contractor.</p>

QUESTIONS	ANSWERS
32. Is the State looking for a fully hosted consumer enrollment, bill presentment web product or interface only capabilities?	No.
33. Who funds the State for Discover transactions?	The current merchant provider.
34. Are any of the locations accepting payment via echeck today, and if not would the State be interested in accepting payment via echeck (ECA for over-the-counter, Internet Check Acceptance for online)?	These services are beyond the scope of this RFP.
35. Please provide the number or anticipated number of transactions and sales volume processed annually for echeck by each acceptance methods Web, POS, and Phone?	See #35.
36. What is the number or anticipated number of transactions and returns volume processed annually for echeck by each acceptance methods, Web, POS, and Phone?	See #35.
37. What percentage of the echeck transactions are business checks?	See #35.
38. Is any of the echeck volume warranted or guaranteed and if not is the State looking for a warranty/guarantee program?	See #35.
39. What banking institution is utilized for credit card payment funding today?	First National Bank of Omaha
40. You stated in your request that "The Credit Card Financial institution/contractor must be a member of Visa and MasterCard Card Associations" our parent company is a member of the Card Associations will this be sufficient?	No, unless the parent company is the primary contractor.
41. You stated in your request that "The Credit Card financial institution/contractor must be a member of the Federal Deposit Insurance Corporation (FDIC) or National Credit Union Administration (NCUA)" our parent company is member of FDIC with this be sufficient?	See #41.
42. Is the State willing to provide the winning contract responder with a list of cities and agencies that includes contact information that are eligible to participate under the State contract.	County and cities contact information can be found at www.nacone.org .
43. On page 70 # 2 depicts the state as having 324 pieces of equipment in use, page 71 # BB depicts the state as having 424 pieces in use, what is the correct number of devices in use?	The RFP is hereby amended to state: Currently there are 424 pieces of equipment in use.

QUESTIONS	ANSWERS
<p>44. Page 72 CC Once the phone system has identified the payor, the payor can proceed to enter one's credit card information, is this referring to the Centurion automated phone system for child support and what is the payment processing interface utilized to process the payments? Is this system hosted by the State or by a 3rd party?</p>	<p>The NCSPC utilizes the Centurion phone system and all card transaction information is entered through this server. None of the credit card information is maintained by the NCSPC in order to reduce PCI Compliance requirements as much as possible.</p> <p>The NCSPC owns and maintains the server the software runs on in conjunction with Centurion technical staff which set various permissions on the server. Tthe NCSPC does not have full access to the proprietary software.</p>
<p>45. Page 72 CC "PayFuse is used by the NCSPC to process credit card payments in connection with the bank" Which merchant number and acceptance method for the NCSPC is PayFuse utilized? Is it the State's intention to continuing using PayFuse or can the responder offer an alternative product?</p>	<p>PayFuse is utilized on all credit card payments except the Official Payments (Merchant ID 10307913) which are the web based payments. The State's use of PayFuse is tied to the current contractor however the NCSPC is open to alternative products.</p>
<p>46. Page 72 CC "NCSPC employees log onto the PayFuse website to retrieve credit card payment information for credit card transactions made by phone" Does the employee retrieve full cardholder number data and what is the purpose of retrieving the data?</p>	<p>The NCSPC only sees a payment reference number. There is no credit card information displayed. The employee is merely pulling the daily totals so balancing can be done between the bank, PayFuse, and what the child support payment system will post for the daily phone transactions.</p>
<p>47. Page 72 CC "The \$15 convenience fee is waived when payments are made at the NCSPC office per MasterCard/Visa convenience fee regulations" please confirm that a convenience fee is charged on both phone, automated phone and Web payments and is the fee processed as a separate transaction from the payment amount or is it combined with the payment amount for one transaction? Who manages the convenience fee? Who receives the funds for the convenience fee amount?</p>	<p>The fee is received in a single lump sum combined with payment as allowed by MasterCard/Visa. The NCSPC receives and manages the fees. The NCSPC is planning on implementing a percentage based "Variable Service Fee" as allowed by MasterCard/Visa and may run this in conjunction with a convenience fee or may drop the convenience fee altogether; this is yet to be determined. Either way, the NCSPC's intent would be to continue to receive and manage the fees.</p>

QUESTIONS	ANSWERS
<p>48. Based on the following requirements for the NDR please confirm that the State is looking for a two transaction managed convenience fee model for these transactions? NDR does not absorb any transaction fees associated with card payments. Bidder must disclose all the potential fees associated with the transaction processing, reporting or file creation for this type of program in the cost proposal of the RFP, including any fees charged to the taxpayer.</p>	<p>NDR is looking for a two (2) transaction managed convenience fee model for these transactions. The first transaction is the amount that is provided to NDR. The second transaction is the “convenience fee” which is kept by the service provider.</p>
<p>49. Is it NDR’s intention to continue utilizing Official Payments or is NDR requesting the responder to provide a two transaction managed convenience fee solution?</p>	<p>NDR is satisfied with the current vendor, but other solutions will be considered.</p>
<p>50. What is the company name and product name including versions and service packs of the payment interface utilized in conjunction with the NGPC POS Permitting system?</p>	<p>The POS Permitting system is using Payfuse API (XML webservice) for use between the NGP application and the bank.</p>
<p>51. How many gateways does the Nebraska.gov website interface with for credit card payments and what is the company name, product name and interface functionality (Hosted Order Page, Application Programming Interface) utilized with each gateway? How many merchant numbers are processed through the website and each gateway?</p>	<p>Nebraska.gov does not use the State’s credit card contractor for processing transactions. Nebraska.gov processes the transaction and then transfer the money to the agency.</p>
<p>52. What payment processing products or equipment does the NEBRASKA DEPARTMENT OF ROADS use to process payments?</p>	<p>NDOR uses Pay Flow Link to process Credit/Debit card transactions for products ordered using NDOR’s Storefront Application. Funds are transferred to the State from TSYS if the individual uses Mastercard, Visa, American Express, or Discover to process the transaction from PayPal if the individual uses a PayPal account to process the transaction.</p>
<p>53. Does the State maintain direct contracts with the third-party gateways, systems or applications used to process payment transactions such as Touchnet, Tender Retail, Picolan, Ticketmaster, Official Payments?</p>	<p>No.</p>
<p>54. Is the MERCHANT CONNECT MULTI listed in Exhibit 3 Tender Retail’s Multi and if not what is the company name for this application?</p>	<p>This information is not currently available. Please resubmit this question with the second set of questions due on July 12, 2013.</p>

QUESTIONS	ANSWERS
<p>55. Is the FIRSTPAID HEALTHCARE SERVICES listed in Exhibit 3 the same as the FIRSTPAID GATEWAY IVT, if not please identify the interface functionality and how it interfaces with the processor?</p>	<p>Yes.</p>
<p>56. Is the BATCH application listed in Exhibit 3 a direct interface to the processor and if so which processor? If not please elaborate on how this application functions and the company name, product name and provider or developer?</p>	<p>Yes.</p>
<p>57. Please confirm which agency or location is using POS PORT listed in exhibit 3 and if they will allow responder to provide an alternative product?</p>	<p>This equipment is no longer in use.</p>
<p>58. Can the State elaborate further on the SAMS4S ER5240 product listed in Exhibit 3, company name, product name and interface functionality and how it interfaces with the processor?</p>	<p>See #59.</p>
<p>59. The State is requesting responders to provide 425 pieces of equipment at no cost, if the responder cannot meet this requirement will their proposal be eliminated?</p>	<p>Yes.</p>
<p>60. Average monthly ACH totals were provided in the RFP. Please provide your current ACH file limits for credits and debits.</p>	<p>Credit limits for the day are \$425 million. Debit limits for the day are \$325 million.</p>
<p>61. <i>General Account/ACH</i> Do you need ACH Returns/NOCs in both a transmission and online viewing?</p>	<p>Online viewing with an option to print would be sufficient.</p>
<p>62. <i>General Account/ACH</i> Please confirm how you would like to receive DDA statements – online or paper.</p>	<p>Online, with daily access.</p>
<p>63. <i>General Account/ACH</i> Please confirm how you would like Account Analysis statements – online, paper or 822 format.</p>	<p>Online.</p>
<p>64. <i>General Account/ACH</i> What other municipalities and/or counties have participated in the State’s existing contract?</p>	<p>City of Omaha, Omaha Public Schools, City of Lincoln, and the City of Norfolk.</p>
<p>65. <i>General Account/ACH</i> Please provide a prior analysis and/or volumes for the pricing elements listed.</p>	<p>See Exhibit 9 – ACH Origination Cost and Volume sheet.</p>
<p>66. <i>General Account/ACH</i> It appears there are 15 checking accounts. What types of dda’s are these...interest bearing, ECR based, etc.?</p>	<p>Most of these accounts are zba’s that sweep into the ACH account daily and that account is ECR based.</p>

QUESTIONS	ANSWERS
<p>67. <i>General Account/ACH</i> Is the ACH file confirm via phone call and PIN mandatory or are you open to other automated solutions? (p. 51)</p>	<p>It is a requirement for some agencies, The State may consider other solutions.</p>
<p>68. <i>General Account/ACH</i> Can we provide a link to our online demo vs a CDROM?</p>	<p>No.</p>
<p>69. <i>General Account/ACH</i> In the pricing sheet, both online and phone wires are included. Is phone used as a primary or back-up process?</p>	<p>As a back-up process.</p>
<p>70. <i>General Account/ACH</i> Are the accounts using ACH Debit Block/Filter set-up to review or stop unauthorized ACH debits?</p>	<p>They are used to stop unauthorized ACH Debits.</p>
<p>71. <i>General Account/ACH</i> Do you receive any EDI reports? If so, online or transmission?</p>	<p>Yes. They are received online.</p>
<p>72. <i>General Account/ACH</i> Since we're responding to both parts of the RFP (ACH and merchant), should separate responses be prepared in which we include all elements outlined in section V of the RFP separately?</p>	<p>The RFP requires bidders to submit a proposal for the ACH portion separately, Credit Card separately, and then a combined ACH and Credit Card proposal, for a total of three proposals.</p>
<p>73. ACH Origination – Lottery 1. H. Can a gateway be integrated into GTech?</p>	<p>It depends on the integration method. The Lottery would need to know what the integration method would be and then work with GTech.</p>
<p>74. ACH Origination – Lottery 2. I. a. Is there a payment gateway connected to the NEGAM website? b. how are the invoices closed out in GL Solutions? Is there an automated feed from the bank reporting? If not, would the State want this feature?</p>	<p>Yes. Once the bank returns real-time payment confirmation message to NEGAM site, the invoice is closed out in GL Solutions. This is the automated feed from the bank.</p>
<p>75. ACH Origination – Lottery 3. J. What is the eCommerce solution the state is using today? Is the State storing ACH data for the taxpayers?</p>	<p>The Lottery uses ACH process with CCD+ credit and debit transactions and stores data for retailers.</p>
<p>76. ACH Origination – Lottery 4. K. Is the operator-assisted IVR person from the State or the vendor?</p>	<p>Revenue uses an IVR. The operator assistance is provided by the IVR contractor.</p>

QUESTIONS	ANSWERS
<p>77. ACH Origination – Lottery</p> <p>5. AA. With which processors are Centurion automated phone system certified? Is there a middleware or gateway connector processor to Centurion?</p>	<p>The Lottery and Revenue do not use Centurion.</p>
<p>78. ACH Origination – Lottery</p> <p>6. Do the current volumes include payments through Official Payments Corporation?</p>	<p>Yes. However, this is for credit card processing not ACH Origination.</p>
<p>79. ACH Origination – Lottery</p> <p>7. DD. Would emailed notification of pending Chargeback/reversal be sufficient for NDRs needs?</p>	<p>Assuming there is no confidential information, the Nebraska Department of Revenue would accept email notifications.</p>
<p>80. ACH Origination – Lottery</p> <p>8. EE. What version of ActiveNetwork is Game and Parks using? Do they use TenderRetail as the middleware?</p>	<p>The Nebraska Game and Parks Commission is unable to provide the version of ActiveNetwork currently used.</p> <p>No.</p>
<p>81. General Merchant Processing</p> <p>1. How many Tax IDs are associated with the card processing portion of the RFP?</p>	<p>As of May 31, 2013 the State has 270 merchant ID's under the current contract.</p>
<p>82. General Merchant Processing</p> <p>2. What is the breakdown of card processing by the following:</p> <ul style="list-style-type: none"> -Card Present swiped? -Phone or Mail (MOTO) payments? -Online/eCommerce payments? 	<p>Retail 28% of all transactions in 2012</p> <p>MOTO 6%</p> <p>eCommerce 66%</p>
<p>83. General Merchant Processing</p> <p>3. What percentage of the processing uses terminals via an IPN line? Via Dial up?</p>	<p>That information is not currently available.</p>
<p>84. General Merchant Processing</p> <p>4. Can the State provide the version numbers of the software and equipment in Exhibit 3, page 90?</p>	<p>Software versions are not available. See #27 for the current equipment list</p>

QUESTIONS	ANSWERS
<p>85. General Merchant Processing</p> <p>5. Can the state provide a list of terminals types and their quantities?</p>	<p>See # 27.</p>
<p>86. General Merchant Processing</p> <p>6. Does the State own their current equipment?</p>	<p>Some are owned and some are leased.</p>
<p>87. <i>Section UU. (Page 44) Nebraska Technology Access Standards</i></p> <p>If the financial institutions online system is not ADA certified, will the financial institution bid be thrown out?</p>	<p>The State would require the contractor to be compliant or become compliant with the Nebraska Technology Access Standards as a condition of award.</p>
<p>88. Section B. Project Overview (Pages 47)</p> <p>How many state Agencies, other entities of cities, counties or municipal government are currently under this current contract? Can the State of Nebraska please provide the volumes for these entities?</p>	<p>Please refer to Exhibits 1 and 2.</p>
<p>89. Section C. ACH Origination Services (Page 47)</p> <p>What is the State of Nebraska current ACH Origination cut-off?</p>	<p>This question is unclear. Please resubmit with more specific information with the second set of questions due on July 12, 2013.</p>
<p>90. Sections H through P (Page 50-65)</p> <p>What will be the largest dollar total for a ACH Originated File, per day? Please specify between ACH Credit Originated and ACH Debit Originated</p>	<p>The largest ACH Credit file originated was \$371,992,076 for one (1) day. The largest ACH debit file originated was \$303,782,070 for one (1) day.</p>
<p>91. Section J. ACH Origination Services-Nebraska Department of Revenue (Page 53) & K. Section 1. ACH Payment Scheduling System Requirements Section (Page 57)</p> <p>Is the customer service for the IVR system provided by the State of Nebraska or does the customer service need to be provided by the Financial Institution/Contractor?</p>	<p>The Nebraska Department of Revenue answers calls during its normal business hours at whatever volume can be managed. Calls above the queue threshold are forwarded to the Financial Institution. Extended hours are also handled by the Financial Institution.</p>

QUESTIONS	ANSWERS
<p>92. Section FF. CREDIT CARDS – NEBRASKA.GOV (Page 75)</p> <p>i. Will Nebraska Interactive certify or code to the Vendor’s processing network rather than using a third party or alternative network?</p> <p>ii. If NI will not certify or code to the Vendor’s processing network, what network will be used?</p>	<p>Credit card transactions with Nebraska Interactive are not processed under the State’s contract.</p>
<p>93. Exhibit 2 Current Entities for Credit Card Processing (Page 88)</p> <p>I. Does this list represent all of the agencies participating in the program today (both State and “other”entities)?</p> <p>ii. If it does not, can you provide a general overview on what types of entities participate today?</p>	<p>The list provided was current as of December 2012 for all merchants under the State contract.</p> <p>See Exhibit 2.</p>
<p>94. Exhibit 3- Bidder Contact Sheet (list of Credit Card Equipment) (Page 90-91)</p> <p>i. Is it possible to obtain a count of the point of sale equipment currently used by the State and other entities by type (Number of VeriFone 1000SE, VeriFone Vx610 CDMA, Vx610 GPRS etc.)?</p> <p>ii. Will the State allow the vendor to call tag any of the equipment out in the field as a condition to replacing the devices with EMV compatible equipment?</p>	<p>See # 27.</p> <p>The State is unsure of the meaning of “call tag”. Please resubmit with more specific information with the second set of questions due on July 12, 2013.</p>
<p>95. Exhibit 4- Cost Proposal for ACH Origination (Pages 92-94)</p> <p>Can we please have the current monthly volumes for the services listed under Exhibit 4?</p>	<p>See Exhibit 15</p>

QUESTIONS	ANSWERS
<p>96. Exhibit 6-Cost Proposal for Credit Card Services (Pages 98-100)</p> <p>i. Will the State accept NA in the sections that do not pertain to the vendors merchant services bid (i.e. we do not offer wire services, ACH or check fraud filters)?</p> <p>ii. Will the State allow for additional fields to be entered on the form where appropriate (i.e. we offer an Internet payment solution that is also considered a payment portal where there is a monthly, a transaction and a one-time licensing fee)?</p>	<p>Yes.</p> <p>Yes.</p>
<p>97. SECTION I: SCOPE OF THE REQUEST FOR PROPOSAL, B. GENERAL INFORMATION</p> <p>Are there any issues that you have with your current payment processing solution that you are trying to remedy by going out for RFP? Please describe what technologies the State of Nebraska is interested in learning more about for possible adoption. (i.e. encryption, tokenization, hosted payment forms for eCommerce, etc.).</p>	<p>No.</p> <p>At this time the State is requesting existing products as stated in the RFP.</p>
<p>98. ATTACHMENT B</p> <p>Option B: Credit Card Processing, TR-1 Online Bank Reporting/Internet Functionality, e. states, "Bidder should provide a CD demonstration of website functionality if available." Are you referring to the online reporting portal or the processing gateway solution? If it is in regards to our online reporting tool, is it acceptable to provide a link to a website specifically set up for demo purposes as opposed to a CD?"</p>	<p>The State is referring to the online reporting tool. A link to a website will not be accepted.</p>

QUESTIONS	ANSWERS
<p>99. ATTACHMENT B Option B: Credit Card Processing, TR-1 Online Bank Reporting/Internet Functionality, g states, "Bidder must describe the security levels that are available in the Web-based solution, including whether security levels can be set by user, by bank account, or functionality." Are we assuming correctly that you are asking for the security levels for payment gateways/web-based solutions and how the security levels can be set? We are also assuming that the State of Nebraska is interested in the security levels of web-based reporting as well. Can this be clarified?</p>	<p>With your web-based solution. would the State must be able to set levels of access for security.</p> <p>The State must be able to set up users where not every employee would have access to the same reports or processing functionality In order to mitigate risk.</p>

QUESTIONS	ANSWERS
<p>100. ATTACHMENT B Option B: Credit Card Processing, TR-3 Transaction Batching, Authorizations and Processing, b states, “The State agencies uses a number of third-party vendors for services relating to credit card acceptance. Bidder must acknowledge agreement to work with these vendors/software companies as needed on behalf of the State. Additional vendors may be added as needed. The State requires all vendors to be PCI Compliant for services provided to State agencies.</p> <p>Current third-party vendors hired by State agencies include</p> <p>TouchNet Official Payments Corporation PayFuse Nebraska.gov Centurion Tender Retail TicketMaster System Automation Third-party vendors continued: ActiveNetwork/ReserveAmerica CashNet Cybersource SCT</p> <p>Can the State of Nebraska clarify which agencies work with the third parties Centurion, System Automation and SCT today? Can you provide the full name of SCT?</p>	<p>Centurion – NCSPC and Department of Revenue.</p> <p>System Automation – This is no longer used.</p> <p>SCT – This is no longer used.</p>
<p>101. ATTACHMENT B Option B: Credit Card Processing, TR-4 Daily Advices of Settlement, b states, “A bidder must agree that if fees are charged for the daily advices of settlement, the fees will be passed through on the bank analysis statement.” Can you please provide further explanation of this statement?</p>	<p>When depositing credit card payments the contractor cannot take the fees out before paying the State. Some agencies are unable to have the fees come out of their bank account. Therefore, the agency will need to be billed or added to their bank analysis statement.</p>

QUESTIONS	ANSWERS
<p>102. #1 Page in RFP 47 Question # in RFP 1</p> <p>If you are responding to Option C, does the State expect one response with two technical sections versus two separate responses?</p>	<p>If you are only bidding on Option C, then you would submit one (1) proposal which includes a Corporate, Executive, Technical and Cost sheet. The technical and cost portions would be for both ACH and Credit Cards.</p>
<p>103. #2 Page in RFP 50 Question # in RFP G</p> <p>Scope or work requires bidder to respond to all requirements. Does the State want requirements in IV. Project Description to be responded to in the Technical Approach section?</p>	<p>Yes.</p>

This addendum will become part of the bid and should be acknowledged with the ITB.