



March 2, 2021

ADDENDUM NO. 1

RFP #SN2101 – Merchant Card Processing Services for City Colleges of Chicago

ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB DRIVES OF THE RESPONSE TO BE SUBMITTED

All bid responses shall be addressed and returned to this location by the due date listed below:

**City Colleges of Chicago
Dawson Technical Institute
Procurement Services
3901 South State Street, Room 102
Chicago, IL 60609**

Attention: Steve Nash, Contract Administrator

***Proposals must be received no later than 12:00 p.m. local Chicago time, on
Friday, March 12, 2021***

Addendum Item No. 1

Questions, Responses and Clarification of Information

Q1. Would you consider managed convenience fees for tuition payments?

Response: CCC is looking for a proposal to provide the vendors complete pricing based on our current process of absorbing the credit card processing fees. Recommendations of changes, such as this, along with pricing structures for proposed changes are welcome.

Q2. Because our employees are working from home due to COVID-19, will City Colleges accept submission of RFP responses via email instead of hard copies?

Response: City Colleges of Chicago is not accepting email responses to this RFP; please refer to Section III, Page 10 of the RFP document.

Q3. Given the short timeframe and the fact that many couriers are having difficulty delivering on time due to the pandemic and inclement weather being experienced in so many parts of the country, would City Colleges be willing to extend the submission deadline by one week?

Response: At this time, CCC is not willing to extend the submission deadline for this RFP.

Q4. Is City Colleges interested in the processing of ACH transactions?

Response: CCC is interested in receiving ACH transactions but not adding ACH payments from vendor/students to CCC. Those services are not part of this RFP.

Q5. Is City Colleges interested in service/convenience fees?

Response: Refer to response to Q1.

Q6. Under Background Information on page 3, the RFP states that CCC accepts credit card transactions for parking garages. What parking system does City Colleges use to accept those payments?

Response: The vendor is HubParking and the system used is called DataPark.

Q7. On page 5, the 3rd bullet point under Reporting, does “Hardware purchase information and/or fees” refer to City Colleges’ purchase of hardware and equipment or to student purchases made through a POS device?

Response: CCC’s purchase of hardware and equipment.

Q8. Regarding the Format of Response on page 10, our company's sustainability policies prohibit the unnecessary waste of natural resources. With that in mind, may we print our response on both sides of the paper instead of simply on one side?

Response: At this time, CCC is requiring that all responses be printed on one side of the paper used; please refer to Section III, Item A on Page 10 of the RFP document.

Q9. On page 11, item 5b, we have a question with regard to the last sentence: “Provide the name, title, street address, city, state, zip code, telephone and fax numbers and email address for (a) primary contact person for this project and (b) the individual(s) authorized to negotiate a contract with the City Colleges of Chicago.” Can City Colleges please clarify whether “primary contact person for this project” refers to our primary contact or the primary contact of a company for whom we have provided similar services? Likewise, regarding “the individual(s) authorized to negotiate a contract with the City Colleges of Chicago”, can City Colleges please clarify whether you are asking for the person at our company that is authorized to negotiate a contract with CCC?

Response: With regards to the “primary contact” described in Section III, Item B, 5b, CCC is asking proposers to provide the primary contact of a company for whom the prospective proposer has provided similar services. Regarding the question pertaining to “individual(s) authorized to negotiate a contract with the City Colleges of Chicago,” CCC is asking for the person at the prospective proposer’s company that is authorized to negotiate a contract with CCC.

Q10. The Vendor Contract Acknowledgement form states the following: “I affirm that I have received the above Ethics Orientation Training for Contractors/Vendors.” No such training has been conducted so this is not something that we would be able to sign. Can this form be excluded from the response or amended to read that I affirm that I have been informed of the above Ethics Orientation Training for Contractors/Vendors.”?

Response: CCC is simply asking prospective vendors to acknowledge that they’ve read the document in

question, and can sign in acknowledgement of such.

Q11. E-check is noted as a method of payment, but we do not see any volume for e-check in Exhibit II. Can you tell us the e-check volume that is included in this RFP?

Response: E-check payment services are not part of the scope of services, see page 3 of RFP.

Q12. Can you clarify the following statement on Page 5 of the RFP document? “The vendor shall reconcile each day’s transaction activity to the total amount settled to the designated CCC merchant account. The vendor must address all reconciliation discrepancies within forty-eight (48) hours of discovery or notification by CCC.” As a processor, we would not be performing a reconciliation function for CCC. Does this refer to providing reporting to CCC?

Response: The transaction activity submitted for each merchant account should equal the total settlement. For example, fees should not be included in the settlement total.

Q13. Would you provide the version number for the solutions you are using - Micros, Micros E7, Touchnet and Datacap?

Response: Refer to RFP for Micros E7. Touchnet Bill+Payment Client 7.4.0.3.4 in Prod and Test. DataCap version is 3.83.

Q14. Is card payment for tuition payments limited to payment of tuition in full ?

Response: Yes

Q15. Are there any requirements for hardware used in point of sale transactions to support a Campus Card ?

Response: Not at this time.

Q16. Is City College interested in replacing the software in use to accept payments via District Office Student Online (as outlined in Exhibit 1)?

Response: Not as part of this RFP.

Q17. In regards to the statement, “The Proposer shall procure and maintain at all times, at Proposers own expense, until final acceptance of the Work covered by this Agreement, and if required to return during the warranty period, the types of insurance specified below, with insurance companies authorized to do business in the State of Illinois covering all operations under this Agreement, whether performed by the Proposer or by subcontractors,” would a proposer have to have the insurance certificate submitted with the proposal OR if awarded the contract provide proof within a certain amount of days once notice of award is received?

Response: A Proposer need not show evidence of qualifying Insurance Requirement at the time of RFP Response submission. However, if selected and awarded a Contract, the Vendor must be in full compliance with the published requirements stated within the RFP without the opportunity for negotiations of any kind with respect to the Policies and Policy Limits.

END OF ADDENDUM

Please acknowledge receipt of all Addenda in your bid responses.