

ATTACHMENT C QUESTIONNAIRE

*This form is furnished as a convenience to those submitting proposals. The format is also intended to aid in the comparative analysis of proposals. Proposer should provide a response to all items. All responses and submittals that are requested in the proposal document may be submitted in the Proposer's preferred form and format. Please reference the **Item ID Numbers** on all attached documentation. Proposer may provide answers or attachment references on this form by tabbing from field to field.*

Item ID	
	Personnel
Q1.01	List names, titles, phone numbers, fax numbers, e-mail addresses and attach brief biographies of proposed contact personnel.
Q1.02	Describe the relationship management team that will service the account, as well as their functional responsibilities.
Q1.03	Will one primary contact be assigned to our account? If so, will they act as a liaison between the City and any third party processors?
	Experience
Q1.04	Provide a general overview and brief history of your organization, including parent and/or subsidiary companies and the number of employees.
Q1.05	How long have you offered card processing services?
Q1.06	What related services have you offered in the past and what related services do you currently offer?
Q1.07	How do you plan to keep the products requested in this RFP current and competitive?
Q1.08	Do you use a third party for any segment of card processing services? If yes, explain.
Q1.09	Specify the number of customers for which you are providing card-processing services and categorize them by transaction type (e.g. POS, phone, online, mail). Please name your two largest clients.
Q1.10	Have you provided card services to other municipal government clients? If so, please provide references from three similar sized cities. Do you have any clients within the State of Iowa? If so, please provide references from three cities within the State of Iowa.
Q1.11	What is the average number of transactions currently processed daily?

Q1.12	At what point would you need to extend your capacity and what resources would be required to do that?
Q1.13	List all card brands and types currently supported and the transaction mode (e.g., POS, Online, Phone, Mail).
Q1.14	What formal or informal bank/vendor relationships do you have and how can they be leveraged in merchant card processing?
	Processing
Q1.15	Describe the authorization method you recommend for the City by transaction mode and card type. List any restrictions to the acceptance for Visa, MasterCard and Discover by transaction mode and the service/products paid for.
Q1.16	What are the procedures to reverse an incorrect authorization?
Q1.17	Will the funds be deposited into the City's bank account within 24 hours?
Q1.18	When is the daily cut off time for next day deposit?
Q1.19	Is the settlement of funds made by ACH or Fedwire?
Q1.20	Describe the process and timetable for chargeback reversals.
Q1.21	Are credit card chargebacks and other debit adjustments netted from the daily proceeds or are they debited separately?
Q1.22	The City would like to accept debit card which are handled as credit card, do you foresee any difficulties with this procedure?
Q1.23	Describe the dispute process and procedures for both cardholders and the City departments.
Q1.24	Does your processing system identify and eliminate duplicate transactions? Please describe.
Q1.25	What are the procedures to correct duplicate transactions?
Q1.26	Do you support CVV2 (Card Verification Value)? What other security authorization techniques do you use?
Q1.27	Do you provide fraud management training or awareness programs?
	Technical Capabilities
Q1.28	Describe the processing platforms pertinent to your recommended solution. Provide system specifications, if appropriate.
Q1.29	What is your process for handling test transactions? Do you provide test cards?

Q1.30	What authorization methods do you support and which do you recommend?
Q1.31	List any processor specific hardware needed to support these options. Please list and attach specification and sheets for the authentication equipment that you recommend for POS, Online, Phone, Mail and wireless Kiosks.
Q1.32	Do you provide software and hardware training for city employees?
	Security
Q1.33	Describe the network monitoring system and operation.
Q1.34	Outline the security in place for the protection of data transmitted for processing.
Q1.35	Describe the security measures used to prevent unauthorized user access to either the system or the data. Describe the process for reporting a security breach to the City.
Q1.36	Does the software offer the ability to establish security levels by user and by account?
Q1.37	Describe security measures used to protect Internet transactions.
Q1.38	Provide proof of PCI compliance for your company and any third party vendors you may utilize.
Q1.39	Describe the assistance you will provide with the quarterly PCI compliance reporting. Is there a charge?
	Disaster Recovery and Up Time
Q1.40	Describe your back up and/or redundant systems.
Q1.41	Describe your “hot-site” back up capabilities in case of a complete site failure. How often are they tested?
Q1.42	Describe the last time that use of your back up system was required, the circumstances and the length of time the back up system was in use.
Q1.43	What are established service levels for system availability?
Q1.44	Provide system availability statistics for the current and prior year.
Q1.45	Over the past year, what was the longest period that you were unable to authorize transactions? Describe the situation, including the source of the problem, how it was resolved and the time it took to fix the problem.
	Information Reporting and Data Download
Q1.46	What report formats are available (csv, pdf, etc)? Can reports be imported into a spreadsheet application?

Q1.47	Do you charge a separate fee for client external audit related reports?
Q1.48	Describe the daily, weekly, and/or monthly reconciliation reports available to each of the City's merchant IDs. a. Provide samples of standard reports, including detail and summary reports. b. What is the standard delivery time frame? c. What delivery methods are available (mail, e-mail, fax)?
Q1.49	Are reports or other information available via the Internet, PC access or other online method?
Q1.50	Describe other reports available to the City.
Q1.51	Describe reports available for interchange exception management.
Q1.52	Describe reports available for chargebacks?
Q1.53	Does the vendor provide real time reporting to show posted transactions using the City's customer ID and/or invoice number?
Q1.54	Is the system able to download data into the City's financial and customer billing system on a daily basis? Can the data be applied to a customer ID, invoice, or general ledger code?
Q1.55	If the City needs reports from a previous period, or a specific time frame, are they readily available? How long is reporting data stored in your system? What access method is available? How many months can historical data be retrieved from your system?
Q1.56	Describe how multiple merchant numbers are reported and the flexibility afforded the merchant for customizing the reports. Can the merchant "roll up" specific groups for reporting independent of others?
Q1.57	Can reports be tailored to send specific sections (for example, report groups comprising a subset of merchant numbers) to different locations? Is there an additional cost for this service?
Q1.58	Describe the ad hoc reporting capabilities for your system and provide samples of these reports.
Q1.59	Describe the training available to new recipients of your reports. Do you provide training manuals and/or cheat sheet for City departments?
	Implementation
Q1.60	Describe the merchant implementation process (i.e., steps in the process of bringing a merchant into production) and the normal time frame for implementation.

Q1.61	Describe the merchant training process with regard to: a. Initial new merchant training. b. Ongoing training (courses offered, frequency, location, and cost). c. Updates and dissemination of industry related rule or regulatory changes.
Q1.62	Does your organization publish or receive a newsletter covering industry issues, rules and regulations? Will it be made available to the City?
Q1.63	Specify the persons, by name and function, in your organization that have primary responsibility for merchant implementation and training.
Q1.64	Describe duties and responsibilities that will be required of City staff to assist with the implementation including programming, equipment installation and training time.
Customer Service and Quality	
Q1.65	Will your organization act as a single point of contact for all issues related to merchant card processing including issues arising from a third party vendor?
Q1.66	Explain the process for adding new locations and closing existing locations (e.g., assignment of merchant IDs, toll-free phone numbers, communications, turn around time to add/delete locations and time needed to ship equipment to the new locations).
Q1.67	Describe your customer service organizational structure. Is the customer service function performed in-house, or is it outsourced?
Q1.68	Will a specific customer service representative be assigned to handle this business? Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution.
Q1.69	Do you hold regular meetings with customers to review the service? If so, describe the frequency and topics of discussion.
Q1.70	What are the hours of operation for the customer service unit? Specify the time zone.
Q1.71	Are there established turn-around times for the research items? If so, specify.
Q1.72	What is your record for meeting established response times?
Q1.73	Do you offer technical support for the software you provide? If so, provide the hours of operation.
Q1.74	Does your organization host or sponsor focus groups, on-site training, user groups, etc? If so, provide examples.
Q1.75	Do you provide or have a recommended vendor listing for replacement merchant supplies? Are there volume discounts? Please attach pricing sheets.

Q1.76	Do you have a formal quality-improvement program for card processing? If so, describe.
Q1.77	What specific feedback and suggestions do you regularly provide to the merchant to improve quality (e.g., recommendations on ways to reduce certain types of charges, system or process modifications)?