

CLERK & COMPTROLLER, PALM BEACH COUNTY
Banking Services RFP Questions & Responses
Wells Fargo Bank

Bank / Ref #	RFP Section	Proposer Inquiry	Clerk & Comptroller Responses
WFB #1		Please provide the anticipated annual credit card volumes and number of transactions for all locations accepting cards?	BOARD: Refer to PNC #14 & #15 CLERK: N/A
WFB #2		Please provide 3 months of current merchant processing statements.	BOARD: Refer to PNC #14 & #15 CLERK: N/A
WFB #3		1. Do you accept payments by eCheck? A) How do you handle ACH notifications of change (NOC)?	BOARD: Refer to PNC #21 CLERK: N/A
WFB #4		Do you accept PayPal?	BOARD: No CLERK: N/A
WFB #5		1. Do you accept PIN debit? A) If yes, what is the PIN pad make and model? B) How many PIN pads do you have? C) Do you currently own the PIN pads?	BOARD: No CLERK: N/A
WFB #6		How many locations do you currently accept credit/debit cards?	BOARD: Refer to PNC #8 CLERK: N/A
WFB #7		How many Merchant IDs (MIDs) do you currently utilize?	BOARD: Refer to PNC #14 CLERK: N/A

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WFB #8(A)		<p>1. Is a single vendor supporting all payment channels below? If not, please provide the current vendor for each payment channel below:</p> <p>A. In person?</p> <p>i. What is the dollar value and number of transactions processed monthly?</p> <p>ii. Do you currently utilize credit card equipment?</p> <p>1. If so, do you own it?</p> <p>2. If so, provide the number of units</p> <p>a. What is the make and model of each? (for example – Hypercom T4100, Verifone MX870).</p> <p>iii. Do you utilize a POS system/kiosk?</p> <p>1. If so, what and version is used?</p> <p>iv. Do you utilize a VAR / middleware / switch?</p> <p>1. If so, what is the name and version being is used?</p> <p>2. What communication method? (for example – dial, IPN, Frame)</p>	<p>BOARD:</p> <p>1. Yes</p> <p>1. A. i. Refer to PNC #14 & #15</p> <p>1. A. ii. Refer to PNC #14 & #15</p> <p>1. A. iii. Palm Beach County Merchant ID's (MIDs) primarily us the following devices: Vx610CDMA, Vx570, Synergy II, Vx510, Elavon VirtualMerchant.</p> <p>1. A. iv. There are a number of VARs in use such as: DataCap Systems, Shift 4, Montera, PC Charge, Payware Transact, Authorize, U32 i5100, Plug and Play Technology Direct Link.</p> <p>CLERK: N/A</p>

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WFB #8(B)		<p><u>B. Online?</u></p> <p>i. What is the dollar value and number of transactions processed monthly?</p> <p>ii. Is a convenience or additional fee of any type assessed for payments made via the online payment website?</p> <p>iii. Who hosts your online website?</p> <p>iv. Are your customer's registered on your website?</p> <p>v. Do you present bills online?</p> <p>1. Do you use a shopping cart?</p> <p>2. Do you use a third party for bill presentment?</p> <p>vi. Do you present products or a catalog online?</p> <p>1. Do you use a shopping cart?</p> <p>2. Do you use a third party for this?</p> <p>vii. What payment gateway or ISO are you using?</p> <p>viii. Is the gateway PCI compliant?</p>	<p>BOARD:</p> <p>1. B. i. Elavon processes for the Board MIDs. The average monthly volume is \$1,350,345.00 and the average number of trans actions is 41,220.</p> <p>1. B. ii. No convenience fee is currently in place; however, Elavon does have various convenience fee models which you may consider.</p> <p>1. B. iii. This questions surrounds Palm Beach County's Website with is a question for Palm Beach County's web developer and not specific to Merchant Services (credit card and eCheck processing). If the question is related to Elavon VirtualMerchant Software, VirtualMerchant is hosted by Elavon.</p> <p>1. B. iv. This appears to be a question for the Palm Beach County web developer.</p> <p>1. B. v. Although Elavon has an online billing solution, Palm Beach County is not currently utilizing it. Elavon's product is Enterprise Billing Solutions (EBS).</p> <p>1. B. vi. N/A</p> <p>1. B. vii. Palm Beach County may be utilizing a gateway from any of the third party VARs listed. Elavon has a number of gateway options but Palm Beach County is not currently using them.</p> <p>1. B. vii. This is a question to ask your third party VAR gateway provider.</p> <p>CLERK: N/A</p>
WFB #9		<p>Which front end systems would need to integrate to the Wells Fargo Payment Gateway?</p> <p>a. If so, what is the name and version number of the software that you are currently using?</p>	<p>BOARD:</p> <p>You may review the listing of your third party VARs to determine any needed integration.</p> <p>CLERK: N/A</p>

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WFB #10		Which back end ERP or CRM systems would need to integrate to the Wells Fargo Payment Gateway?	<p>BOARD: This appears to be related to systems which may be in place at Palm Beach County. We are not aware of any integration for Palm Beach County.</p> <p>CLERK: N/A</p>
WFB #11		<p>Is any cardholder data or ACH data stored for any reason?</p> <p>A) If so, where is the data stored? (for example – in a payment profile for each customer in your ERP system).</p>	<p>BOARD: No.</p> <p>CLERK: N/A</p>
WFB #12		How are the credit card processing fee currently paid for? Direct bill, ACH debit, account analysis, etc.?	<p>BOARD: Account Analysis, aka Compensating Balances.</p> <p>CLERK: N/A</p>
WFB #13		Do you upload any reports into your systems for G/L posting or reconciliation?	<p>BOARD: Yes. ARP Outbound File Transmission from Wells Fargo: Palm Tran Payroll – ID #210234 BCC Payroll – ID #210230 Disbursements – ID #210228 Consolidated – ID #210229</p> <p>CLERK: Yes, we import the bank statement transactions into PeopleSoft. Currently, this is used to clear the paid checks from the outstanding list in PeopleSoft. We hope to use this functionality to reconcile deposits in the future.</p>
WFB #14		What is the frequency of the funds deposited into your merchant account?	<p>BOARD: Palm Beach County receives next day funding.</p>

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