

## **ADDENDUM NO. 1**

**NAME: Request for Proposals for Credit Card Services - RFP No. TNH 118-2014**

**DATE: October 7, 2014**

**TO: All Prospective Proposers**

This amendment is being issued in response to questions asked of the Town in regard to the RFP:

- 1. Q. There are several Mandatory Requirements defined by the Town of North Hempstead in section 2.6 that we will not be able to provide due to confidentiality agreements with clients and our privacy policies. Will we be deemed non-responsive if we cannot complete all of these requirements?**

I.e., **1. Written descriptions of up to three projects having a scope, size and complexity comparable to those of the REQUESTOR'S project described herein.**

**2. Resumes of key managerial and/or technical staff to be assigned to the process, along with descriptions of the backgrounds (licenses, educational background, etc.) of those who the VENDOR proposes will administer the Town's Credit Card Services, and manage the protocols and processes that are being put into place.**

**4. A contact list for five clients (preferably other municipalities within the New York metropolitan area) from whom the interested vendor has installed and configured identical or nearly identical Credit Card Services within the past five years. The client contact list will contain the client's business name, the name of the client's project manager, the project manager's telephone number and e-mail address.**

**6. Provide resumes of the personnel who would be assigned to the account for all areas of expertise.**

**17. Provide the names, titles and background of the two most senior personnel who will have responsibility for administering the Town's account. Delineate the responsibilities of each of these individuals and provide their addresses and phone numbers. Describe your "help line" and customer support services and indicate their availability.**

**20. Provide the names and contact information of four (4) or more public or private-sector customers, with similar processing requirements.**

**A. The Town understands that certain proposers may be bound to confidentiality and privacy obligations that prevent them from releasing certain information about their**

clients. However, the Town requires certain information to fully evaluate each proposal received. To that end, the Town will consider as non-responsive any proposal that does not disclose the identities and experience of those individuals that would be assigned to handle the Town's account, such as the information requested in items 2, 6 and 17 above. For item 1, the proposer need not be specific as to the identities of the clients for which the projects requested were created. For items 4 and 20, the Town is requesting this information regarding public sector (i.e. municipal) clients. Private sector clients need not be included if not necessary. As such, if information is not given as the items request, the proposal will be considered non-responsive.

- 2. Q. The Town alludes to a requirement for Convenience Fees and Surcharge function. Can you identify if the Town is willing to serve as the merchant of record for such transactions and rate how imperative this function is to a winning bid?**

**A.** It is extremely imperative that the successful proposer provide a convenience fee and surcharge function. The Town would serve as merchant of record.

**The "ADDENDUM NO. 1 RECEIPT ACKNOWLEDGEMENT FORM" on the last page of this Addendum No. 1 must be signed and dated in the spaces provided and submitted with your Proposal. All Proposers must submit this form with its Proposal regardless of the content contained in each Addendum.**

## **ADDENDUM NO.1 RECEIPT ACKNOWLEDGEMENT FORM**

### **REQUEST FOR PROPOSALS FOR CREDIT CARD SERVICES – RFP No. TNH118-2014**

**By signing this Acknowledgement and submitting same with its Proposal submission, the undersigned Proposer acknowledges receipt of this Addendum No. 1. Proposer further acknowledges that it has read and reviewed the information contained herein, understands same, and that its questions, if any presented, have been answered satisfactorily. Proposer agrees that it shall incorporate/consider the information contained in this Addendum No. 1 in preparing and providing its proposal price. In addition, this Addendum No.1 Receipt Acknowledgement Form must be signed and dated and attached to the proposal submittal.**

Signature: \_\_\_\_\_

Company Name: \_\_\_\_\_

Proposer Acknowledgement Date: \_\_\_\_\_

Print & Sign Company Principal Name & Title: \_\_\_\_\_

\_\_\_\_\_