CITY OF CLEVELAND – DEPARTMENT OF PUBLIC UTILITIES

ELECTRONIC BILL PRESENTATION AND PAYMENT (EBPP)
& BILL PRINTING AND MAILING SERVICES

REQUEST FOR PROPOSAL

ADDENDUM No. 5

April 26, 2013

1. For the payment volumes listed in Appendix D, please provide a breakdown by the payment type (i.e. how many ACH, how many Visa Credit, Visa Debit, MasterCard Credit, MasterCard Debit, Amex, Discover and PINless debit/ATM).

   Answer:

   CPP volumes for 2012:

CHKFREE	ACH	ECP	83454	7587692.37
CSR	ACH	ECP	555	180973.75
CSR	CC	AMEX	44	12037.05
CSR	CC	DISC	64	12937.2
CSR	CC	MC	2981	509242.06
CSR	CC	VISA	3876	656662.12
IVR	ACH	ECP	4974	768716.12
IVR	CC	AMEX	136	14360.88
IVR	CC	DISC	196	21022.79
IVR	CC	MC	12734	1270355.19
IVR	CC	VISA	17035	1733565.19
METAVANTE	ACH	ECP	22939	2204511.91
ONETIME	ACH	ECP	9604	1563515.71
ONETIME	CC	AMEX	359	43234.24
ONETIME	CC	DISC	520	45340.31
ONETIME	CC	MC	20057	2030368.52
ONETIME	CC	VISA	26780	2796982.79
ENROLLED	ACH	ECP	22585	4367468.7
ENROLLED	CC	AMEX	1204	184507.93
ENROLLED	CC	DISC	706	50491.38
ENROLLED	CC	MC	13073	1166187.74
ENROLLED	CC	VISA	20006	1752191.62

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CWD volumes for 2012:

Payment Source	MOP	Type	Total Count	Approved	Rejected	Returned / Refunded	Approved Amount	Returned Amount	Net Amount
CSR	CC	AMEX	1357	1327	30	0	997653.23	0.00	997653.23
CSR	CC	DISC	1309	1204	105	0	385017.65	0.00	385017.65
CSR	CC	MC	21993	20565	1426	2	5368652.37	376.52	5368275.85
CSR	CC	VISA	29452	27801	1651	0	7291884.58	0.00	7291884.58
MET	ACH	ECP	75351	75351	0	0	12232241.83	0.00	12232241.83
ONE	CC	AMEX	2257	2213	44	0	1639789.32	0.00	1639789.32
ONE	CC	DISC	2037	1910	127	0	467261.40	0.00	467261.40
ONE	CC	MC	29730	28052	1678	0	11308365.03	0.00	11308365.03
ONE	CC	VISA	36369	34660	1706	3	8091256.29	525.80	8090730.49
VBS	CC	AMEX	5367	5282	85	0	1806677.10	0.00	1806677.10
VBS	CC	DISC	5715	5547	168	0	956328.54	0.00	956328.54
VBS	CC	MC	52132	49173	2959	0	8776044.45	0.00	8776044.45
VBS	CC	VISA	68930	63929	5001	0	20279146.95	0.00	20279146.95
		Totals:	331999	317014	14980	5	79600318.74	902.32	79599416.42

2. For the payment volumes listed in Appendix D, please provide a breakdown by the payment channel (i.e. how many by one-time Web, IVR and call center channels).

   Answer:

   CPP volumes for 2012:

   CHKFREE ACH ECP 83454
   CSR ACH ECP 555
   CSR CC AMEX 44
   CSR CC DISC 64
   CSR CC MC 2981
   CSR CC VISA 3876
   IVR ACH ECP 4974
   IVR CC AMEX 136
   IVR CC DISC 196
   IVR CC MC 12734
   IVR CC VISA 17035
   METAVANTE ACH ECP 22939
   ONETIME ACH ECP 9604
   ONETIME CC AMEX 359

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ONETIME	CC	DISC	520
ONETIME	CC	MC	20057
ONETIME	CC	VISA	26780
ENROLLED	ACH	ECP	22585
ENROLLED	CC	AMEX	1204
ENROLLED	CC	DISC	706
ENROLLED	CC	MC	13073
ENROLLED	CC	VISA	20006

CWD volumes for 2012:

Type	Total Count	Approved	Rejected	Returned / Refunded	Approved Amount	Returned Amount	Net Amount
AMEX	8981	8822	159	0	4444119.65	0.00	4444119.65
DISC	9061	8661	400	0	1808607.59	0.00	1808607.59
ECP	75351	75351	0	0	12232241.83	0.00	12232241.83
MC	103855	97790	6063	2	25453061.85	376.52	25452685.33
VISA	134751	126390	8358	3	35662287.82	525.80	35661762.02

3. Please provide the average bill amount (residential and commercial) for CPP, CWD, and NEORSD. Also please provide your expectations for how the bill split will affect the average bill amount for CWD.

   Answer: Not relevant to the RFP.

4. Does the City want to pay the interchange and assessment fees for card payments directly? Or does the City want these fees to be "bundled' into a single, flat transaction fee to be charged by the vendor?

   Answer: These fees are not part of the RFP.