



April 14, 2023

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**Subject: Request for Proposal #2404 Addendum #1  
Customer Online Billing Presentation and Credit Card Processing Services**

1.) Q: Per Attachment D (Bid/Proposal General Provisions), 1.1 Bid/Proposal Form: "Bids/proposals must be submitted only upon the forms provided in the bid/proposal package." Can vendors provide responses to the Scope of Work (Attachment A) in our own format? We do not see a place to address these requirements within the bid documents.

A: Yes, vendors may provide responses to the Scope of Work in their own format.

2.) Q: Will the District accept electronic signatures such as DocuSign on proposal forms requiring signature?

A: Yes, electronic signatures will be accepted on all forms.

3.) Q: Are responding vendors required to sign and return the signature page in Attachment I (Safe Practices Handbook), or will this be for the awarded vendor to sign the contract?

A: It is recommended that all proposers review the safe practices handbook and execute the signature page.

4.) Q: The District has divided the required pricing format into three pricing structures: (1) Price/% based on CCWD paying the entire fee, (2) Price/% based on customer paying the entire fee (what's it cost per transaction for the customer), and (3) Price/% based on a CCWD/Customer split (customer pays a set fee and CCWD picks up rest).

a. What is the District's intent for these three pricing models?

A: CCWD intent is to review various alternatives.

b. Will the District pick one pricing model for all invoice types, or will it apply different fee models across different bills, and how?

A: The District will be selecting one pricing model across all bills.

c. How will the District evaluate all three price models as each may have different economic impacts to the District and its customers?

A: The District would need to evaluate the cost benefit of all models and decide based on what is best for the District and its customers.

5.) Q: Does this RFP include all payment channels (online, Interactive voice response (IVR), and in person)?

A: No, On-line and IVR, not in person.

6.) Q: Does this RFP include credit card payments only, or are ACH and other alternative payment methods included as well?

A: Any online type of payments.

7.) Q: Can you provide the number of customers/accounts you have?

A: Yes, number customers/accounts is 61, 856.

8.) Q: What is the total number of enrolled users?

A: All 61, 856 District customers are eligible for online and IVR payments.

9.) How many accounts has the District currently enrolled in paperless billing?

A: Approximately 13,000.

10.)Q: How many District accounts went past due last month?

A: Approximately 1,500 accounts past due more than 120 days.

11.)Q: How many accounts went into the shutoff sequence last month?

A: Approximately 25 and we average 25 per month, but only vacant ones usually end up off for more than 24 hours.

12.)Q: Please break down last year's volume for Credit Card and Debit Card and the total amount. For Fiscal Year 2022 (7/1/2021 to 6/30/2022)?

A: Approximately 110,000 transactions at an amount of approximately \$22,000,000 in total.

13.)Q: Will the District please provide the total number of transactions processed in the most recent fiscal year? Can this be broken out by payment method (credit, debit, ACH, other)?

A: Approximately 89,000 Credit Card at \$17,000,000; 20,000 ACH at \$4,430,000; 1,200 Paypal at \$228,000, 80 Venmo at \$15,000, 60 Amazon at \$12,000.

Total of 110,000 transactions at an amount of approximately \$22,000,000 in total.

14.)Q: Please provide the average ticket price?

A: \$198.

15.)Q: Is the Average Ticket still \$170?

A: No, the average ticket is \$198.

16.)Q: Can you provide the percentage of payments that are with PayPal?

A: Approximately 1% 1,200 payments through PayPal \$228,000 total.

17.)Q: Can you provide the percentage of payments that are with Venmo?

A: Less than 1%, approximately 80 Venmo payments; \$15,000 total.

18.)Q: Can you provide the percentage of payments that are with Amazon Pay?

A: Less than 1%, approximately 60 Amazon pay payments; \$12,000 total.

- 19.)Q: What is the total number of card transactions processed each month?  
A: Approximately 9,100.
- 20.)Q: What is the total number of ACH transactions processed each month?  
A: Approximately 1,000.
- 21.)Q: Do you accept AMEX as a payment method?  
A: Not on-line or through the IVR.
- 22.)Can you please provide 3 months of transaction statements?  
A: See Attachment.
- 23.)Q: Can the District please provide merchant statements detailing the last three months' payments volume, including dollar amount per payment type (e.g., 150 transactions for \$15,000 paid using Visa CC/DC)?  
A: See Attachment.
- 24.)Q: Can the District please provide the last three months' payment volume by payment channel (e.g., total transaction paid via phone, website, lockbox, etc.)?  
A: See Attachment
- 25.)Q: What is the CIS system being used?  
A: VertexOne CIS Essentials.
- 26.)Q: What are your current credit card and debit card processing fees that are being absorbed?  
A: All fees are currently being absorbed by the District.
- 27.)Q: What is the anticipated Go-Live date for this project?  
A: July 1, 2023.
- 28.)Q: What are some challenges you are running into that are pushing you to look for another solution?  
A: Trying to get better value for our consumers.
- 29.)Q: How many payment-related customer service calls does the District currently answer a month?  
A: An IVR is in place and the District is now able to forward them, but at least 12-24 calls per day forwarding them to IVR.
- 30.)Q: How long does the average payment-related customer service take to resolve?  
A: With the IVR in place it takes approximately takes 30-60 seconds.
- 31.)Q: Does the District require real-time integrations with both VXsmart and VXcis? If not required, how will real-time integrations score in the District's evaluation criteria compared to batch integrations in your evaluation criteria?  
A: No, It is not a required component of the RFP.

32.) Q: Does the District require an embedded SSO integration with its VXsmart customer portal? If not required, how will an embedded SSO integration score in the District's evaluation criteria be compared to a redirect to a new browser window or tab in your evaluation criteria?

A: The winning RFP must work with VXsmart's customer portal for a single sign-on.

Attachment: Paymentus Billing Statement

A handwritten signature in blue ink that reads "Brian K. Jackson". The signature is written in a cursive style and is positioned above a horizontal line.

Brian K. Jackson  
Purchasing Officer  
Contra Costa Water District

CNCW (8067786787)  
 Period Start: 2022-12-01  
 Period End: 2022-12-31

# Paymentus

Name	Channel	Price / Price formula	Count	PayMax	Volume	Amount
Advanced Payment Method - Amazon Pay	-	2.35 %	7	7	\$1,709.96	\$40.18
Advanced Payment Method - PayPal	-	2.35 %	174	174	\$39,722.07	\$933.47
Advanced Payment Method - PayPal Credit	-	2.35 %	2	2	\$502.99	\$11.82
Advanced Payment Method - Venmo	-	2.35 %	14	14	\$2,870.00	\$67.45
Credit Card - American Express	-	\$2.50	0	0	\$0.00	\$0.00
Credit Card - Discover	-	\$2.50	109	121	\$20,755.77	\$302.50
Credit Card - MasterCard	-	\$2.50	959	1035	\$181,340.76	\$2,587.50
Credit Card - VISA	-	\$2.50	1217	1340	\$242,872.99	\$3,350.00
Debit Card - Discover	-	\$2.50	0	0	\$0.00	\$0.00
Debit Card - MasterCard	-	\$2.50	228	241	\$43,037.31	\$602.50
Debit Card - VISA	-	\$2.50	945	1085	\$211,937.46	\$2,712.50
E-Check - Checking Account	SCHEDULED_PAYMENT	\$0.50	1047	1167	\$208,805.95	\$583.50
E-Check - Checking Account	-	\$1.00	1049	1611	\$418,381.98	\$1,611.00
E-Check - Savings Account	SCHEDULED_PAYMENT	\$0.50	4	4	\$329.65	\$2.00
E-Check - Savings Account	-	\$1.00	9	11	\$2,169.99	\$11.00
Non Qual	-	2.85 %	0	0	\$902,170.70	\$25,711.86
Monthly Fee	-	\$500.00	0	0	\$0.00	\$500.00
			5764	6812	\$2,276,607.58	\$39,027.28

CNCW (8067786787)  
 Period Start: 2023-01-01  
 Period End: 2023-01-31

# Paymentus

Name	Channel	Price / Price formula	Count	PayMax	Volume	Amount
Advanced Payment Method - Amazon Pay	-	2.35 %	9	9	\$1,060.87	\$24.93
Advanced Payment Method - PayPal	-	2.35 %	187	187	\$42,936.60	\$1,009.01
Advanced Payment Method - PayPal - Credit	-	2.35 %	5	5	\$1,845.30	\$43.36
Advanced Payment Method - Venmo	-	2.35 %	17	17	\$2,318.24	\$54.48
Credit Card - American Express	-	\$2.50	0	0	\$0.00	\$0.00
Credit Card - Discover	-	\$2.50	93	102	\$16,868.16	\$255.00
Credit Card - MasterCard	-	\$2.50	910	1006	\$175,232.73	\$2,515.00
Credit Card - VISA	-	\$2.50	1096	1182	\$203,230.31	\$2,955.00
Debit Card - Discover	-	\$2.50	0	0	\$0.00	\$0.00
Debit Card - MasterCard	-	\$2.50	253	285	\$52,039.27	\$712.50
Debit Card - VISA	-	\$2.50	1067	1176	\$218,299.39	\$2,940.00
E-Check - Checking Account	SCHEDULED_PAYMENT	\$0.50	917	1186	\$242,445.65	\$593.00
E-Check - Checking Account	-	\$1.00	996	1445	\$352,125.71	\$1,445.00
E-Check - Savings Account	SCHEDULED_PAYMENT	\$0.50	5	6	\$1,193.50	\$3.00
E-Check - Savings Account	-	\$1.00	10	10	\$1,485.28	\$10.00
Non Qual	-	2.85 %	0	0	\$1,049,139.58	\$29,900.48
Monthly Fee	-	\$500.00	0	0	\$0.00	\$500.00
			5565	6616	\$2,360,220.59	\$42,960.76

CNCW (8067786787)  
 Period Start: 2023-02-01  
 Period End: 2023-02-28

# Paymentus

Name	Channel	Price / Price formula	Count	PayMax	Volume	Amount
Advanced Payment Method - Amazon Pay	-	2.35 %	7	7	\$2,006.95	\$47.16
Advanced Payment Method - PayPal	-	2.35 %	159	159	\$28,777.54	\$676.27
Advanced Payment Method - PayPal - Credit	-	2.35 %	9	9	\$2,509.13	\$58.96
Advanced Payment Method - Venmo	-	2.35 %	23	23	\$5,403.59	\$126.98
Credit Card - American Express	-	\$2.50	0	0	\$0.00	\$0.00
Credit Card - Discover	-	\$2.50	85	88	\$11,832.19	\$220.00
Credit Card - MasterCard	-	\$2.50	829	909	\$148,875.37	\$2,272.50
Credit Card - VISA	-	\$2.50	1007	1074	\$174,014.84	\$2,685.00
Debit Card - Discover	-	\$2.50	0	0	\$0.00	\$0.00
Debit Card - MasterCard	-	\$2.50	227	251	\$45,048.98	\$627.50
Debit Card - VISA	-	\$2.50	932	1027	\$188,873.64	\$2,567.50
E-Check - Checking Account	SCHEDULED_PAYMENT	\$0.50	877	1131	\$225,175.84	\$565.50
E-Check - Checking Account	-	\$1.00	968	1463	\$356,289.50	\$1,463.00
E-Check - Savings Account	SCHEDULED_PAYMENT	\$0.50	5	5	\$448.13	\$2.50
E-Check - Savings Account	-	\$1.00	4	4	\$636.92	\$4.00
Non Qual	-	2.85 %	0	0	\$770,442.83	\$21,957.62
Monthly Fee	-	\$500.00	0	0	\$0.00	\$500.00
			5132	6150	\$1,960,335.45	\$33,774.51