

QUESTION:

RESPONSE:

Second column July is lots lower, or is there a seasonal reason for that variance? Cale's Sales Volume and Transactions dropped significantly in July. Please explain why.  
 Parkeon's Sales Volume and Transactions increased significantly in July. Please explain why.  
 Passport's Sales Volume and Transactions increased significantly in July. Please explain why.

In July, all remaining Cale meters were removed and replaced with Parkeon meters, so the majority of meter transactions are now under the Parkeon account. At the same time the Passport pay-by-phone app went City-wide, so sales have increased for that account also. There will only be 7 accounts going forward as the Cale account is now closed.

What type of hardware are you currently utilizing at each department? What type of device is used to accept transactions on the Handheld units?

The parking meters are Parkeon and IPS, the garage equipment is TIBA, and the handhelds units are Verifone and Ingenico. The rest is web-based.

In the conversion section it asks if we are compatible with your current processor, since the RFP is for a new processor does this refer to the gateways you are using? If not could you elaborate.

Yes, we just want to make sure any new company can process transactions from all our current systems. Authorize.net gateways, Parkeon, IPS, 3C, and direct from the handhelds.

Who is your current credit card processor and are you happy with them? Why are you going out to bid? Better pricing, service, enhanced technology, or because you are required to.

Current processor is TSYS. We are happy with them and are just going out to bid to see if we can get any savings on our monthly costs.

Are the Monthly payments only accepted on the web?

Yes

What type of device or software is used for payments at the office and/or over the counter? What type of payments are processed at the office?

There are credit card payments taken at our office for a variety of items, and all are processed through the website (Magento/Authorize.net) system.

Are you looking for additional channels to accept payments? Examples: Mobile, e-check, text to pay, etc.

Not at this time

Please provide a (2) monthly merchant statements for each of the eight individual merchant accounts. The statements should include a breakdown of your debit volume and number of transactions.

Will be sent to Vendor upon request

The RFP mentions 3 handheld units, but 2 Merchant accounts that support handhelds.

One is for our office unit used in the event our website is down. This is connected via telephone line. The other is actually for 3 units that have sim cards in them that are used for occasional events at the parking garages.

- Why are there 2 merchant accounts?
- Do the funds from the 3 terminals go to the same bank account?
- Can these 2 accounts be consolidated, or do you require the 2 merchant accounts for handheld processing needs?

They are used for completely different purposes  
 All funds go to one single bank account

1. Would you provide the make/model of the handheld devices? And would you require cellular services through the card processor?

Verifone VX680 - Yes, they need cellular service through the processor.

The RFP states that your Website Merchant account and Passport Merchant accounts both process via Authorize.net gateway.

- Are you planning to terminate the Authorize.net Gateway?

No

- Which shopping cart is integrated into the website?

Magento, which then goes through Authorize.net

We did not notice the Office processing mentioned in the narrative. The RFP mentions office processing directly to the "MSP". We assume MSP represents "Merchant Services Provider".

The Office refers to the single unit that is used on rare occasions. See above

Questions Regarding IPS Processing:

- What payment gateway(s) does IPS support for card processing?
- What version is the gateway being used?
- Which IPS parking solutions (make/model) are in use, and how many are deployed?

Monetra

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M3/Single Space/200

3. Is IPS one of your parking vendors? What technology do they provide? What middleware or integration method does IPS employ for the acceptance of card payments? Please provide the middleware/gateway name and/or direct certification options for IPS.

Card and Coin processing parking equipment and Data Management Systems - A gateway server - Monetra/PCI Compliance

Questions Regarding Parkeon Processing:

- What payment gateway(s) does Parkeon support for card processing? Is it Main Street Softworks (aka Monetra)?
- What version is the gateway being used?
- Which Parkeon parking solutions are in use (make/model), and how many are deployed?

YES

8.y.x

TPAL Rapides 170

What "middleware" (i.e. payment gateway) is being used where Parkeon is the front-end (capture) technology? Is it the SimplePay Gateway? If not, please describe the Parkeon integration options.

Monetra

Questions Regarding Garages Processing:

- What payment gateway(s) does 3 C Payments support for card processing?
- What version is the gateway being used?
- What is the make/model of the garage terminal(s), and how many are deployed?

3C is the gateway

x

15 readers - Worldline - Xenoa readers

1. The proposal is to be returned via email. Can you confirm that the recipient is .. spalladino@parkalbany.com?

Yes

Can you explain the large number of January Transactions compared to other months?

This was a schedule error and was already corrected and posted

Can we propose our gateway instead of having use Authorize.net?

No, we will not be changing any other services