

**GREENVILLE UTILITIES COMMISSION
QUESTIONS AND ANSWERS FOR
RFP 21-51 POINT OF SALE SOFTWARE SERVICE SOLUTION**

- Can/will the Appendix documents be made available in a native, editable format to facilitate the response? Appendix A also appears to have a few cells where the questions have been cut off, likely when converted to pdf.

Answer: Only line that had any cut off was on the second page of requirements and should read, "Link to CCB Control Central for the account that is currently displayed".

- Can GUC confirm that the request is for in-person, Point of Sale payments only, and does not have online or phone payments in scope? The language in the requirements appears to indicate this is for point of sale only, and only in-person payment statistics provided, but some questions/requirements read as though online payments could be in scope, such as "Link to print current bill" and "ADA Compliant".

Answer: GUC is currently looking for an in-person point of sale solution only. We are not looking for online or phone payments as part of this request.

- If online and/or phone payments are in scope, will GUC be able to provide estimated annual transaction volumes and average transaction amounts, as well as current merchant statements for analysis? If not in scope, are there any integration requirements related to the existing online payments software?

Answer: GUC would require potential vendor to integrate with our current payment provider and post all payments in real time.

- For in-person credit card payments, is GUC open to being billed by the awarded vendor for processing fees (or implementing a customer-paid service fee model), or is the intent to remain with the existing credit card processor? We would need to know with whom GUC is currently processing in order to confirm that said processor is certified for use with our integrated P2PE EMV solution. Can GUC provide volumes and average transaction amounts for current in-person card payments, and a sample merchant statement for analysis?

Answer: Our intent is to remain with our current payment processor which is Bill2Pay. As with our online payments, customers would continue to pay the same convenience fee in order to keep a seamless experience.

- One requirement reads "Automatically create receipt with an option on customer terminal for customer to choose way to receive (print/email/text/all)" – is GUC requesting customer-facing full payment kiosks as opposed to cashiering workstations for in-person payments? How many total workstations and/or kiosk terminals are in scope at the two locations?

Answer: GUC is not specifically requesting kiosks at this time. When referring to customer terminals, we are speaking of the customer facing EMV devices that allow for customers to swipe/insert their debit or credit card. Second part of request is asking do/can these devices communicate with the software to allow for customer to decide their method of receiving a receipt? We have 7 workstations inside but would like to understand possibilities/options for credit card processing for our 8 drive thru stations. 4 at each location.

- With the number of questions/requirements related to cybersecurity, disaster recovery, etc., is GUC solely looking for a cloud-hosted solution, or would an on-premise solution managed by GUC be a potential option? Would GUC want pricing options for both to consider, or is there one preference?

Answer: GUC is interested in a solution that holds the vendor responsible for the PCI compliance and are cybersecure. If both solutions adhere to this requirement, then cost both answering the security questions accordingly.

- If selected, is GUC open to negotiation of the general terms and conditions included within the RFP, and incorporation of our standard agreement language, which has specifics related to our software solution and its implementation and support?

Answer: GUC has standard terms and conditions which have been provided in the RFP. Anything outside of these would need to be sent to our Legal Counsel.

- On page two it says: "To be considered, vendors submitting proposals must have successfully implemented their point-of-sale solution and integrated it with Oracle CC&B within the last three (3) years". We have integrated with several billing solutions and different Oracle solutions, but we have not integrated with Oracle CC&B. Should we submit a proposal without this, seemingly, mandatory criteria?

Answer: No. GUC is requiring that all potential vendors have experience with integrating their product with CCB.

- On page 5 it says: "All firms submitting proposals must be duly licensed to practice business in the State of North Carolina." We are a Canadian company and have delivered similar solutions across the US and Canada. We do not have a business license in the State of North Carolina. Should we attempt to procure one prior to the submission deadline, or can we submit the proposal without it?

Answer: Requirements are as written. GUC requires all firms to be licensed in North Carolina. If a firm is not licensed to do in North Carolina their proposals will not meet requirements.