

RFP for Vendor Payment Processing Services – Questions from Offerors & RCUH's Responses

The RFP was posted on this website on May 4, 2015.

1. Is the initial term of this contract for only one year with 2 optional years?

Yes. Assuming the quality of service meets our expectations, we fully expect that the contract will be extended beyond the initial year.

2. Please explain how RCUH will approve who becomes a qualified vendor and how will RCUH notify the contractor of qualified vendors?

Vendor selection will be performed by RCUH. Regarding ongoing vendor enrollment for electronic payment, Question 2.1.2 in Section 3 of the RFP requests the Offeror to describe their process.

3. Please expand on the specific expectations for ongoing maintenance of vendor data. Is the contractor expected to be totally responsible for the vendor master file?

RCUH will maintain its vendor master file. The Contractor is expected to maintain a file of the bank account data and any other data needed for the Contractor to make payment to the vendors.

4. In referring to Section 2.2.5, please explain whether RCUH is requesting to have their vendors paid using all of the listed card brands or would one card brand suffice.

RCUH expects the Contractor to be able to pay each vendor using a card brand that the vendor accepts.

5. Please expand on what is meant by the contractor performing credit underwriting.

With respect to the services requested in the RFP, we do not expect credit underwriting to be required. However, we are not certain of your requirements, so the details requested are relevant only if you have a reason to need credit underwriting.

6. Will RCUH submit an approved payment file for processing by the contractor?

Yes.

7. In Section 2.2.7, RCUH requests for payment processing within 24 hours after receiving validation. Is validation separate from receiving an approved payment file? Does the 24 hour processing exclude non-banking days?

Validation is not separate. The expectation is that payment will be sent within 24 hours after an approved payment file is sent to Contractor. The 24 hours period excludes non-banking days.

8. Will postage costs for check payments be handled on a pass-through basis to RCUH?

Yes, postage costs for check payments will be reimbursed to Contractor by RCUH.

9. In section 2.3.50 Value Added Services, please provide the following information for additional services.

- a. Volume of payroll (check, direct deposit, other)

RCUH requires direct payroll deposit for all employees. RCUH pays its employees semi-monthly on the 7th and 22nd. On an average payroll, 2,500 employees receive direct deposit, which generates approximately 2,800 transactions per pay period (due to employees having multiple bank transfers).

b. Volume of non-payroll and non A/P related payments

Of the 64,725 checks issued in calendar year 2014, approximately 18,000 checks (approx. \$9.3 million) are for employee reimbursements, primarily travel-related.

10. Please confirm the number of references RCUH requires.

Section 3.3 of the RFP on page 19 provides instructions for Appendix C – References. However, to the extent that the resulting list would be excessively large, you may limit the list to five clients, preferably of size and type of business similar to RCUH.

11. What accounting software and ERP system does RCUH have?

RCUH has a custom developed financial system that is composed of two facets – 1) the user interface was built using Lotus Domino, which is an IBM application platform that uses a document based database, which holds the transaction source documents (purchase orders, payments, etc.) of the accounting system and 2) the accounting data is maintained on an IBM AS400, which utilizes the DB2 relational database. The user interface is currently in the process of being modernized. When this process is completed in the fall of 2015, Lotus Domino will have been replaced with a Cloud-native and mobile friendly platform.

12. Does RCUH have any employees using Purchasing Card? If so, how many?

As of 5/26/15, there are 114 employees using credit cards or Pcards.

13. Question - Who is RCUH's primary bank with regard to the depository and treasury relationship?

First Hawaiian Bank.

14. Objection – 2.3.2 – RCUH shall be able to reach the Contractor's customer service representative and/or account manager **between 7:00 am and 7:00 pm Central Time**. [The question, along with the highlighting is shown verbatim, as provided to RCUH by the Offeror.]

If you are not able to provide the confirmation requested, please respond accordingly in your proposal.

15. Objection – 2.3.6.2 – Contractor shall provide a secure online portal for RCUH to review payment information 24/7/365, except for scheduled maintenance periods. **Inclusion of "and its vendors" has been removed.** [The question, along with the highlighting is shown verbatim, as provided to RCUH by the Offeror.]

If you are not able to provide the confirmation requested, please respond accordingly in your proposal.

16. Question – What accounting system is RCUH currently using?

See no. 11 above.