

Re: Broadway Questions - Merchant Services

Perwez Moheet

Thu 2/4/2016 11:48 AM

To: Doss, Susie <SDoss@BroadwayBank.com>;

Cc: 'Garibay, Charles' <Charles.Garibay@vantiv.com>; Melendez, Irene G. <IMelendez@BroadwayBank.com>;

Susie - please see our response below to the questions submitted regarding merchant services by Broadway Bank.

Regards,

Perwez A. Moheet, CPA
Director of Finance
City of Kyle
P.O. Box 40
Kyle, TX 78640-0040

From: Doss, Susie <SDoss@BroadwayBank.com>
Sent: Wednesday, February 3, 2016 4:17 PM
To: Perwez Moheet
Cc: 'Garibay, Charles'; Melendez, Irene G.
Subject: Broadway Questions - Merchant Services

Perwez,

Please see list of questions that have been requested by our merchant services group to assist them in preparing their response to the City of Kyle RFP.

Questions regarding the merchant services processing for the City of Kyle RFP (RFP NO. 2016-01-PM)

- 1. Please provide specifics on your current Merchant Services program including transaction amounts, way transactions are processed, and volume processed per month/annually.**
Ranges between \$5.00 and \$50,000.00
Approximately 15,000 transactions per month
- 2. How many merchant accounts exist with the City?**
City currently has assigned six (6) accounts and will be adding three more next year.
- 3. How is the City processing today? At a terminal? CNP? Are they excepting payments through their website (paypage?) Mobile payments? Are you currently using any software programs (billing programs) to assist in this process?**

Both CP and NCP transactions. Currently by terminal, telephone, and online. Several City software programs accept cc transactions; Stw (utility), LT System (Court), EdgeSoft (Permits), GovPartner (Parks)

- 4. **Are you looking for pricing or a more comprehensive solution proposed? If a more comprehensive Merchant Services solution is needed, please provide specifics on your current Merchant Services program and comments on changes/challenges that you are hoping to accomplish?**
Please see response to Q#5.

- 5. **How would we be evaluated if we were to submit a bid for Merchant Services?**
Only as a part of the overall bank depository services proposal responding to required banking services. Please refer to services requested under Section H of the RFP.

- 6. **Are there specific new features or enhancements that you are looking for in a new merchant provider?**
No.

Thank you! Susie

