

## City of Santa Fe RFP Questions from First National 1870

*Please see below for pending questions from FN1870 as it relates to The City of Santa Fe's RFP:*

- 1.)** What are the expectations surrounding references? For example, if we already had our references submit their questionnaires to the City for the first RFP, do we need to get them to do this again for the second RFP?

Please have them re-submit their questionnaires to the Procurement Office with new RFP number 22/39/P at the top of the form.

- 2.)** Is the RFP open to bidders outside of the initial bidder group for the first RFP?

Yes

- 3.)** Can we please see 2 months of the City's most recent merchant statements? We would like to put a proposal together to analyze potential cost savings as a part of our cost proposal.

Yes, the City's current Fiscal Agent produced a report that will be posted on the City's website.

- 4.)** Please list out ALL current merchant software systems that the City currently utilizes (i.e., BridgePay, etc.)

Paymentus  
BridgePay  
Activenet Subscription  
Activenet Server  
PARCS  
Justice System Full Court  
Conduent (PARCS Mobile, Authorizenet)

- 5.)** What are some of the more specific ways in which the Wells Fargo online platform integrates with the City's Munis ERP system?

Currently it does not integrate with Munis.

- 6.)** Can we please see 2 months of the City's most recent p-card statements? We would like to put together a proposal to analyze potential cost savings as a part of our cost proposal.

|  |              |
|--|--------------|
| City of Santa Fe Pcard Program                 |              |
| Statistics from July 1, 2021 to March 31, 2022 |              |
|  |              |
|  |              |
| Number of transactions                         | 4885         |
| Average Transaction                            | 323.78       |
| Total  | 1,581,663.31 |
| Active Cards                                   | 107          |
| Closed Cards                                   | 211          |

7.) As it relates to the City’s Munis transition from 11.3 to 19.7, is the fall conversion scheduled to be completed by December 31<sup>st</sup>? We would like to understand the upgrade timeline to strategize for the future.

Timeline is not fixed at this time.

8.) Regarding the p-card and merchant statements, when will these be made available and where can we go to access them?

All information will be posted before COB on April 26, 2022.

# Wells Fargo RFP questions

**Submitted by:**

**04/22/2022**

**Date:**

Name and title: Elena Garcia, Relationship Manager and Luke Boan, Treasury Management Consultant

Email address: [elena.garcia@wellsfargo.com](mailto:elena.garcia@wellsfargo.com); [timothy.l.boan@wellsfargo.com](mailto:timothy.l.boan@wellsfargo.com)

Please find Wells Fargo questions for City of Santa request for proposal (RFP) for Fiscal Agent and Merchant Services

| RFP Question | RFP section / heading | Wells Fargo question  |
|--------------|-----------------------|---|
| General      | Response Format       | <p>To ensure there are no issues with file size, can responders provide all documents in a single zip file? Additionally, can appendix items be a separate document (i.e. submit a Technical Proposal, Appendix to Technical Proposal, and a Cost Proposal)?</p> <p>No, the responders cannot send a single zip file. If file size is greater than 50 MB, the file must be broken up to less than 50 MB files.</p> <p>Yes, an appendix can be attached.</p> |
| General      | Response Delivery     | <p>Can the City accept a secure e-mail of the responses sent? Our secure e-mail is password protected but does not password protect the documents included.</p> <p>No</p>   |
| General      | Response Delivery     | <p>If there are any incentives that pertain to account analysis credits or earnings credit rate (ECR), can the respondent provide these in the technical proposal?</p> <p>Yes</p>   |

| RFP Question | RFP section / heading  | Wells Fargo question  |
|--------------|--|---|
| 1 Part VI    | IV. Specifications- A.<br>Detailed Scope of Work<br><b>Consolidated Account Structure with Sweep Mechanism</b> | For prospectus/investment information, can the response provide a link to the overnight sweep information requested?<br><br>Yes                                 |
| 2 Part IV    | IV. Specifications- A.<br>Detailed Scope of Work<br><b>Interest and Other Earnings</b>                         | Can historic interest or ECR rates be provided on the technical response? Or does it need to be with the cost proposal?<br>Please provide in technical response |
| 20           | IV. Specifications- A.<br>Detailed Scope of Work<br><b>Purchase Cards</b>                                      | The section starts on question 'ii' - is there a question missing?<br>Typo, please ignore.  |
|              |  |   |

# Strategic Payment Report

March 30, 2022

City of Santa Fe  
200 LINCOLN AVE  
SANTA FE, NM 87504

Dear City of Santa Fe,

To help you manage processing expenses, we are pleased to provide you with this Strategic Payment Report. The activity detail in this report is designed to help highlight areas where there is an opportunity to better manage processing costs.

This report is a summary of your activity from January 01, 2021 to December 31, 2021 and includes:

1. **Payment processing activity:** Monthly card payment processing sales volume, average transaction size, volumes by payment network
2. **Card dispute activity:** Card dispute volume
3. **Interchange activity:** Card payment processing volume for the main interchange categories and tips to manage your card payment processing costs

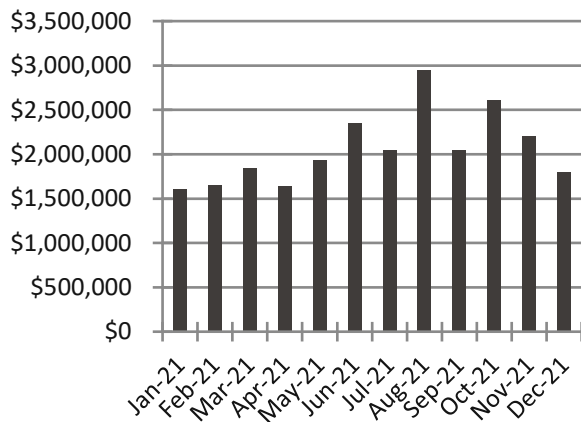
# Payment processing activity summary

January 2021 - December 2021

| Payment processing activity              |              |
|--|--------------|
| Total payment processing sales volume    | \$24,695,148 |
| Gross sales transactions processed       | 921,829      |
| Average transaction size ("ticket size") | \$27         |
| Total sales refunds volume               | \$429,314    |
| Sales refunds transactions processed     | 316          |

\* This information is only available for full service transactions

## Total payment processing sales volume: Last 12 months\*



\* This chart includes all gross card payment processing volume. It includes Visa, Mastercard, Discover, American Express, and PIN debit submitted for processing during the date range indicated.

## Payment processing sales volume by payment network/type: Last 12 months

| Payment network   | Processing volume   | %           |
|-------------------|---------------------|-------------|
| Visa®             | \$18,089,399        | 73.3%       |
| Mastercard®       | \$6,151,493         | 24.9%       |
| Discover®         | \$385,620           | 1.6%        |
| American Express® | \$40,191            | 0.2%        |
| PIN Debit         | \$28,445            | 0.1%        |
| <b>Total</b>      | <b>\$24,695,148</b> | <b>100%</b> |

# Card disputes

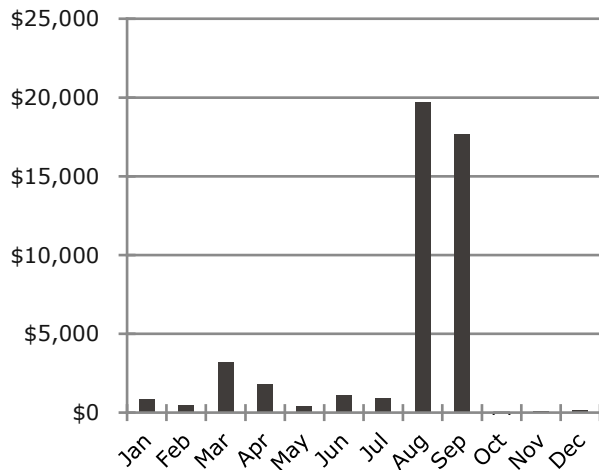
January 2021 - December 2021

| Card dispute activity*                         |          |
|--|----------|
| Card dispute (also known as chargeback) volume | \$46,074 |
| % of total card payment volume disputed        | 0.19%    |
| Disputed transactions                          | 95       |
| % of total transactions disputed†              | 0.01%    |

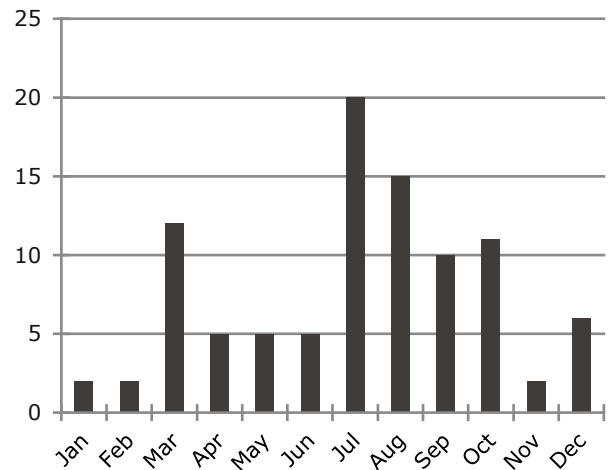
\* This information is only available for full service transactions

† The monthly dispute ratios shown on this chart express the percentage of the total number of transactions that resulted in a dispute during the date range indicated. It includes all disputes submitted on payment networks for which Wells Fargo provides full service processing. This information is not available for third party card transactions, which Wells Fargo passes directly to a third party service provider for processing and/or funding. This information is shown to help you identify if your business may currently be or may become subject to the payment networks' dispute monitoring programs.

Card dispute volume in dollars\*



Number of disputed card transactions

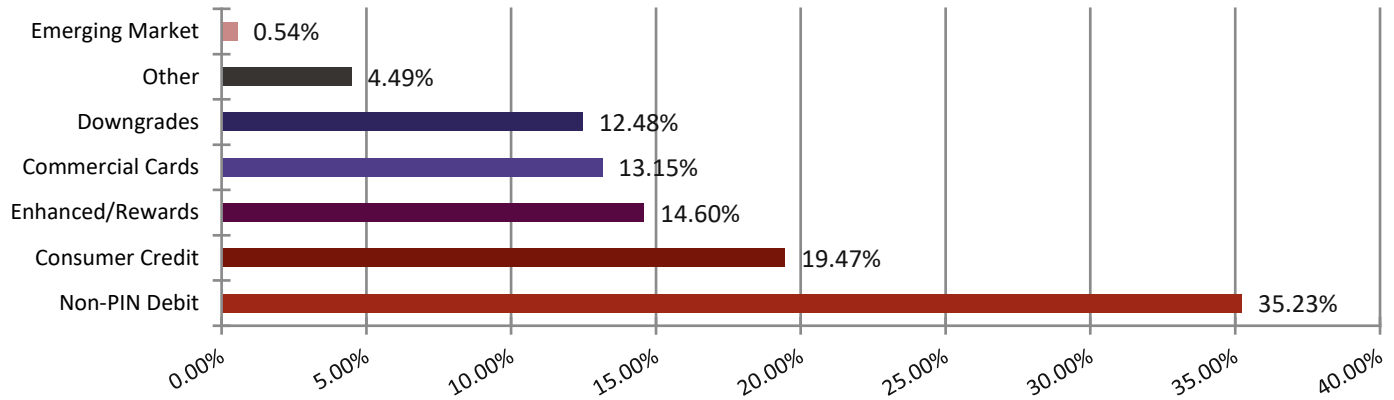


\* A dispute occurs when, at the request of either your customer or your customer's card issuing bank, a payment card transaction is disputed. When a dispute happens, the amount of the original sale is deducted from your commercial account along with any dispute fee. This chart indicates the total monthly value of all disputes received by your business during the date range indicated. It includes all disputes submitted on payment networks full service. This information is not available for third party card transactions.

# Interchange activity summary

## Interchange activity\*

This graph represents the percent of transactions clearing in each of these interchange categories.



## Top 10 interchange levels\*

| Main interchange category | Interchange level*                      | Interchange rate per transaction | Gross sales volume  | Ratio of total sales volume |
|---------------------------|---|----------------------------------|---------------------|-----------------------------|
| Consumer Credit           | VI - Utility Credit                     | \$0.75                           | \$4,721,554         | 19.2%                       |
| Non-PIN Debit             | VI - Utility DB                         | \$0.75                           | \$2,911,285         | 11.8%                       |
| Non-PIN Debit             | VI - US Regulated (DB)                  | 0.05% + \$0.22                   | \$2,462,338         | 10.0%                       |
| Commercial Cards          | VI - Utility Credit Business            | \$1.50                           | \$1,917,018         | 7.8%                        |
| Enhanced/Rewards          | MC - World Elite Utilities              | \$0.75                           | \$1,188,787         | 4.8%                        |
| Other                     | VI - VI-CPS Government Credit           | 1.55% + \$0.10                   | \$891,852           | 3.6%                        |
| Non-PIN Debit             | MC - Utility Debit                      | \$0.65                           | \$686,341           | 2.8%                        |
| Non-PIN Debit             | VI - US Regulated Comm (DB)             | 0.05% + \$0.22                   | \$641,567           | 2.6%                        |
| Downgrades                | VI - Commercial Card - Card Not Present | 2.70% + \$0.10                   | \$469,338           | 1.9%                        |
| Non-PIN Debit             | VI - US CPS/Small Tckt Reg (DB)         | 0.05% + \$0.22                   | \$459,768           | 1.9%                        |
| <b>Top 10 Total</b>       |   |                                  | <b>\$16,349,848</b> | <b>66.4%</b>                |

VI = Visa | MC = Mastercard | DN = Discover Network

\* Interchange activity and Top 10 Interchange levels report the main interchange categories and levels under which your payment transactions were categorized during the date range indicated. It includes payment networks for which Wells Fargo provides full service processing. This information is not available for third party card transactions, which Wells Fargo passes directly to a third party service provider for processing and/or funding.

For more information on each interchange level, please refer to the [Payment Network Qualification Matrix](#).



## Business location information

| Business name            | Street address           | City     | State | ZIP   | Gross sales volume | Downgrades (gross volume) | Downgrade % |
|--------------------------|--------------------------|----------|-------|-------|--------------------|---------------------------|-------------|
| CITY SF WATER DIV-WEB    | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$14,009,523       | \$888,647                 | 6.34%       |
| COSF BUILDING & PERMITS  | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$3,618,257        | \$1,136,799               | 31.42%      |
| CITYOFSANTA FE CITY HALL | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$2,532,124        | \$565,879                 | 22.35%      |
| CITY OF SF PARKING ADMIN | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$935,166          | \$35,957                  | 3.84%       |
| CITY OF SANTA FE UTILITY | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$840,611          | \$182,339                 | 21.69%      |
| CITY OF SANTA FE PARKING | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$802,077          | \$35,750                  | 4.46%       |
| PARKING-CITATIONS        | 200 LINCOLN AVE          | SANTA FE | NM    | 87501 | \$533,189          | \$43,922                  | 8.24%       |
| CITY OF SF PARKING DIV   | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$458,869          | \$80,784                  | 17.61%      |
| COSF SANDOVAL GARAGE     | 216 W SAN FRANCISCO ST   | SANTA FE | NM    | 87501 | \$433,165          | \$34,327                  | 7.92%       |
| RAILYARD GARAGE          | 503 CAMINO DE LA FAMILIA | SANTA FE | NM    | 87505 | \$152,315          | \$6,349                   | 4.17%       |
| CITY OF SANTA FE PARKING | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$113,029          | \$53,776                  | 47.58%      |
| MUNICIPAL COURT          | 2511 CAMINO ENTRADA      | SANTA FE | NM    | 87507 | \$106,592          | \$112                     | 0.11%       |
| COSF CONV CTR GARAGE     | 119 S FEDERAL PLACE      | SANTA FE | NM    | 87501 | \$87,450           | \$3,954                   | 4.52%       |
| CITY OF SF WW MGMT DIV   | 73 PASEO REAL            | SANTA FE | NM    | 87507 | \$26,075           | \$1,085                   | 4.16%       |
| SANTA FE TRAILS          | 2931 RUFINA STREET       | SANTA FE | NM    | 87507 | \$19,411           | \$1,164                   | 6.00%       |
| CITY OF SANTA FE ANIMAL  | 100 CAJA DEL RIO ROAD    | SANTA FE | NM    | 87507 | \$18,300           | \$0                       | 0.00%       |
| CITY OF SANTA FE POLICE  | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$8,996            | \$1,541                   | 17.13%      |
| CITY OF SANTA FE-HQ      | 200 LINCOLN AVE          | SANTA FE | NM    | 87504 | \$0                | \$0                       | 0.00%       |

|                          |                         |          |    |       |     |     |       |
|--------------------------|-------------------------|----------|----|-------|-----|-----|-------|
| CITYSANTAFE-BUSINESS AR  | 200 LINCOLN AVE         | SANTA FE | NM | 87504 | \$0 | \$0 | 0.00% |
| BUILDING PERMIT FEES     | 200 LINCOLN AVE         | SANTA FE | NM | 87504 | \$0 | \$0 | 0.00% |
| CITY SANTA FE CTY HLL T  | 200 LINCOLN AVE         | SANTA FE | NM | 87504 | \$0 | \$0 | 0.00% |
| CITY OF SANTA FE PRKNG T | 200 LINCOLN AVE         | SANTA FE | NM | 87504 | \$0 | \$0 | 0.00% |
| CITY SANTA FE UTILITY T  | 200 LINCOLN AVE         | SANTA FE | NM | 87504 | \$0 | \$0 | 0.00% |
| CITY SANTA FE POLICE T   | 200 LINCOLN AVE         | SANTA FE | NM | 87504 | \$0 | \$0 | 0.00% |
| CITY OF SF COMM SVCS     | 500 MARKET ST SUITE 200 | SANTA FE | NM | 87501 | \$0 | \$0 | 0.00% |
| PARKING-CITATIONS-AUTO   | 200 LINCOLN AVE         | SANTA FE | NM | 87501 | \$0 | \$0 | 0.00% |

\*Gross sales volume for January 2021 - December 2021

City of Santa Fe Pcard Program  
Statistics from July 1, 2021 to March 31, 2022

|                        |              |
|------------------------|--------------|
| Number of transactions | 4885         |
| Average Transaction    | 323.78       |
| Total                  | 1,581,663.31 |
| Active Cards           | 107          |
| Closed Cards           | 211          |

| <a href="#">Account Name</a> | <a href="#">Street</a>   | <a href="#">City</a> | <a href="#">State</a> | <a href="#">Zip</a> | <a href="#">Equipment Description</a> |
|------------------------------|--------------------------|----------------------|-----------------------|---------------------|---------------------------------------|
| CITY OF SANTA FE PARKING     | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | Monetra v7                            |
| CITY SF WATER DIV-WEB        | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | PC                                    |
| CITY SF WATER DIV-WEB        | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | Nurit 202                             |
| MUNICIPAL COURT              | 2511 CAMINO ENTRADA      | SANTA FE             | NM                    | 87507               | First Data FD130                      |
| MUNICIPAL COURT              | 2511 CAMINO ENTRADA      | SANTA FE             | NM                    | 87507               | Clover Software                       |
| MUNICIPAL COURT              | 2511 CAMINO ENTRADA      | SANTA FE             | NM                    | 87507               | Clover Flex                           |
| MUNICIPAL COURT              | 2511 CAMINO ENTRADA      | SANTA FE             | NM                    | 87507               | Clover Flex                           |
| CITY OF SF WW MGMT DIV       | 73 PASEO REAL            | SANTA FE             | NM                    | 87507               | First Data FD130                      |
| CITYSANTAFE-BUSINESS AR      | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | PC                                    |
| CITYSANTAFE-BUSINESS AR      | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | Nurit 202                             |
| CITYOFSANTA FE CITY HALL     | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | First Data FD130                      |
| CITYOFSANTA FE CITY HALL     | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | First Data FD130                      |
| CITY OF SANTA FE UTILITY     | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | First Data FD130                      |
| CITY OF SF PARKING ADMIN     | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | Monetra v7                            |
| RAILYARD GARAGE              | 503 CAMINO DE LA FAMILIA | SANTA FE             | NM                    | 87505               | First Data FD130                      |
| RAILYARD GARAGE              | 503 CAMINO DE LA FAMILIA | SANTA FE             | NM                    | 87505               | First Data FD130                      |
| COSF CONV CTR GARAGE         | 119 S FEDERAL PLACE      | SANTA FE             | NM                    | 87501               | First Data FD130                      |
| COSF SANDOVAL GARAGE         | 216 W SAN FRANCISCO ST   | SANTA FE             | NM                    | 87501               | First Data FD130                      |
| COSF SANDOVAL GARAGE         | 216 W SAN FRANCISCO ST   | SANTA FE             | NM                    | 87501               | First Data FD130                      |
| SANTA FE TRAILS              | 2931 RUFINA STREET       | SANTA FE             | NM                    | 87507               | First Data (FD) 100 Ti Terminal       |
| BUILDING PERMIT FEES         | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | PC                                    |
| BUILDING PERMIT FEES         | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | Nurit 202                             |
| PARKING-CITATIONS            | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87501               | First Data FD130                      |
| CITY SANTA FE CTY HLL T      | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | First Data FD130                      |
| CITY OF SANTA FE PRKNG T     | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | First Data FD130                      |
| CITY SANTA FE UTILITY T      | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | First Data FD130                      |
| CITY SANTA FE POLICE T       | 200 LINCOLN AVE          | SANTA FE             | NM                    | 87504               | First Data FD130                      |
| CITY OF SANTA FE ANIMAL      | 100 CAJA DEL RIO ROAD    | SANTA FE             | NM                    | 87507               | First Data FD35 EMV                   |
| CITY OF SANTA FE ANIMAL      | 100 CAJA DEL RIO ROAD    | SANTA FE             | NM                    | 87507               | First Data FD130                      |
| CITY OF SF COMM SVCS         | 500 MARKET ST SUITE 200  | SANTA FE             | NM                    | 87501               | First Data FD130                      |
| CITY OF SF COMM SVCS         | 500 MARKET ST SUITE 200  | SANTA FE             | NM                    | 87501               | First Data FD130                      |
| CITY OF SF COMM SVCS         | 500 MARKET ST SUITE 200  | SANTA FE             | NM                    | 87501               | First Data FD130                      |