ADDENDUM 3 – *Banking Services*

Date: **7/07/2014**

To: **All Potential Respondents**

From: **Village of Orland Park**

RE: **RFP for Banking Services**

This addendum becomes part of and modifies, amends, and clarifies the Request for Proposal Documents for the above mentioned project. This document must be signed and submitted with the proposal. All provisions and requirements of the Proposal Documents shall remain in effect except as specifically changed noted in the questions and answers below.

Signature of Authorized Signee: _____

Title: _____

Date: _____

Village of Orland Park
RFP Clarification Questions

1. Lockbox - What is the annual item volume of paper check payments? ACH payments? Other payments? *The Cost Analysis Form provides volume detail for credit card payments. The volume for the other two payment types is not known at this time as it is not detailed on the Village's account analysis statement.*
2. Lockbox - Are multiples (single/multiple checks and/or single/multiple documents) processed in the retail lockbox? *Single items (one check, one remittance coupon) are processed in the retail lockbox. Multiples and check only are generally processed through the wholesale lockbox.*
3. Lockbox - What is your annual image volume? *The Cost Analysis Form provides volume detail for the number of retail lockbox items processed and wholesale lockbox items scanned.*
4. Lockbox - What is the annual keystroke volume? *This information is not known at this time since it is not detailed on the Village's account analysis statement.*
5. Merchant Processing - What software or ECommerce is used for the Parkmobile account? *The Parkmobile account uses TSYS Virtualnet.*
6. Merchant Processing - In addition to Parks and Recreation, do any of the other departments accept payments through a third party? If yes can you provide the name of these gateways and where they are being used (PayPal, Authorize.Net, Verisign etc.)? *The Parkmobile account also accepts payments through a third party and the software used is TSYS Virtualnet.*