

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY**

**REQUEST FOR PROPOSAL
RFP# 2023-01
BANKING SERVICES FOR PROCESSING STATE AND FEDERAL
UNEMPLOYMETN COMPENSATION FUNDS**

ADDENDUM #1

RESPONSES TO RFP# 2023-01, SECION 4B, PROPOSAL INQUIRIES. This Addendum #1 to RFP 2023-01 includes timely responses to proposer inquiries received by the required date of February 7, 2023, as follows:

1. What is the projected annual processing volume for debit/credit card payments?

NHES Response: NHES has no historical information available from which to make an estimate. Currently, without a debit/credit card payment option, NHES collected approximately \$3.9M in debt in 2022.

2. What is the projected number of transactions annually?

NHES Response: NHES has no historical information available from which to make an estimate.

3. How is the Department of Employment Security looking to accept credit cards? What is your ideal payment landscape? Examples – eCommerce payments, Keyed- In via web-based product (Virtual Terminal), email invoicing, recurring payments, Face to Face.

NHES Response: It is probable that online and/or over-the-telephone transactions may be the only forms of debit/credit card payment processing depending upon pricing and regulatory constraints.

4. Would the accounts be created by file batch upload? – this is the preferred method

NHES Response: It is believed that creation by file batch upload would be preferred.

5. Expiration preference? 12, 24, 48 – typical is 12 months

NHES Response: Expiration preference would be 24 months subject to eligibility and circumstances.

6. Is the account personalized?

NHES Response: The card should be personalized to the individual payee.

- a. Is standard card art or branded card art a requirement?

NHES Response: No branded card art would be required.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY**

**REQUEST FOR PROPOSAL
RFP# 2023-01
BANKING SERVICES FOR PROCESSING STATE AND FEDERAL
UNEMPLOYMETN COMPENSATION FUNDS**

ADDENDUM #1

b. Generic or custom materials requirements?

NHES Response: Generic materials will suffice.

7. Is shipping of cards to be bulk shipped or shipped to an individual mailing address?

NHES Response: Shipped to individual mailing addresses.

8. Spend only account or cash access?

NHES Response: Both options would be needed. At least one free cash balance withdrawal per week and unlimited free POS transactions will be required.

9. Are these single loaded cards or reloadable cards?

NHES Response: Reloadable cards.

10. Are there any additional administrator participants involved other than the Department of Employment Security?

NHES Response: Additional administrator participants are not anticipated at this time.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY**

**REQUEST FOR PROPOSAL
RFP# 2023-01
BANKING SERVICES FOR PROCESSING STATE AND FEDERAL
UNEMPLOYMETN COMPENSATION FUNDS**

ADDENDUM #1

Please include a signed copy of this signature page with your proposal.

Vendor _____ Address _____

By: _____
(This document must be signed) (Title)

(Please print or type name) Tel.No. _____

**CONTACT: Erik Bal, Counsel
New Hampshire Employment Security
(603) 228-4084**