

**City of Memphis**  
**Payment Card Industry (PCI) Assessment Services**  
**RFQ # SAIC CoM 2014 RG R79343**  
**Answers to Questions**

	<u>RFQ Section</u>	QUESTION	Response
1.		What is your highest known merchant level (1, 2, 3, or 4) as assigned by your acquirer?	The purpose of the RFP is to have the awarded firm assist with this process.
2.		Approximately how many credit card transactions do you process per year?	300,000; estimated
3.		(Levels 2-4 only) Which Self-Assessment Questionnaire (SAQ) are you required to complete (A, B, C, C-VT, D, or P2PE-HW)?	The purpose of the RFP is to have the awarded firm assist with this process.
4.		Are your externally-accessible systems scanned regularly by a PCI Authorized Scanning Vendor (ASV)?	No
5.		Are you currently in compliance, as determined by your acquirer's acceptance of either a Report on Compliance (ROC) or an SAQ?	The purpose of the RFP is to have the awarded firm assist with this process.

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6.		<p>How many total systems (physical and virtual servers, endpoints, network devices, point-of-sale terminals, etc.) and physical locations comprise the cardholder data environment (CDE)?</p> <ul style="list-style-type: none"> <li>• Physical servers: _____</li> <li>• Virtual servers: _____</li> <li>• Endpoints: _____</li> <li>• Network devices (routers, switches, load balancers, etc.): _____</li> <li>• Wireless components: _____</li> <li>• Point-of-sale terminals: _____</li> <li>• Other systems: _____</li> <li>• Physical locations: _____</li> </ul>	<p>Physical Servers = 247  VM Servers= 155  Endpoints = Question unclear  Network Devices = 485  Wireless = 259  POS = Unknown  Other = 0  Physical locations = Unknown</p>

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7.		<p>Is the CDE currently segmented from the rest of your infrastructure, using Layer 3 controls? If no, how many total systems (physical and virtual servers, endpoints, network devices, point-of-sale terminals, etc.) and physical locations comprise your entire enterprise?</p> <ul style="list-style-type: none"> <li>• Physical servers: _____</li> <li>• Virtual servers: _____</li> <li>• Endpoints: _____</li> <li>• Network devices (routers, switches, load balancers, etc.): _____</li> <li>• Wireless components: _____</li> <li>• Point-of-sale terminals: _____</li> <li>• Other systems: _____</li> <li>• Physical locations: _____</li> </ul>	Yes
8.		Is any remote access provided to the CDE? Please describe.	We will need the awarded firm's assistance in determining this issue.
9.		Are you currently leveraging any cloud services for credit card processing? Please describe.	Yes, Paymentus. The details will be further discussed with the awarded firm.
10.		About what percentage of the total transactions from question #2 are accepted and/or processed by phone?	We will need the awarded firm's assistance in determining this issue.

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11.		Is any component of the CDE a virtual system that resides on the same physical server as virtual systems not considered in-scope? Please describe.	We will need the awarded firm's assistance in determining this issue.
12.		Is any component of the CDE a system which also performs a non-in-scope business function? Please describe.	We will need the awarded firm's assistance in determining this issue.
13.	Section 4:	It appears that we have an option to submit our response via email - <b>OR</b> - via hardcopies.  Can you confirm that an email-only submission is acceptable?	Yes an email only is acceptable. Response Accepted At: ATTN: SAIC Procurement c/o City of Memphis, ITS 5125 Elmore Road, Ste. 6 Memphis, TN 38134 E-Mail Inquiries and Responses Accepted At: <a href="mailto:City_of_Memphis_Bids@memphistn.gov">City_of_Memphis_Bids@memphistn.gov</a>
14.		Who provided the most recent PCI Assessment?	A PCI assessment has not been completed
15.		What was the fee for that Assessment?	A PCI assessment has not been completed
16.		Will this assessment be based upon the PCI DSS standard version 2 or 3?	Version 3
17.		How many credit card transactions are processed by the City of Memphis annually?	See previous question
18.		Does the City of Memphis desire to use the PCI DSS 2.0 or 3.0 standards?	PCI DSS 3.0

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19.		How many individual merchant accounts does the City of Memphis have?	None
20.		Is there one than one acquiring bank and if so how many process transaction on behalf of City of Memphis?	None
21.		How many agencies / departments have been determined to store, process or transmit credit card data?	The purpose of the RFP is to have the awarded firm assist with this process.
22.		Do these agencies share IT resources and service? If not how many agencies have independent IT services (separate from the shared IT services)?	City IS functions are consolidated with one single IS team.
23.		Are the key personnel of the agencies located on one central campus? If not, can you provide a list of departments by location?	Yes
24.		Cost and Fees: Does the City of Memphis expect the fixed fee bid to include expenses (Hotel, meals, travel, etc.) or are you open to expense reimbursement?	No and Yes
25.	Section 4.1 item 4	Section 4.1 item 4 indicates that the EBO form should be completed and returned as content of the RFQ response. Section 4.4 and the EBO form indicated not a requirement. Please confirm if EBO form is to be completed.	The forms are not applicable.