



COUNTY OF MENDOCINO

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COUNTY OF MENDOCINO ♦ REQUEST FOR PROPOSAL ADDENDUM NO. 1

ELECTRONIC PAYMENT SERVICES

RFP No.	TC 2016-1
Addendum Issue Date:	March 23, 2016
RFP Issue Date:	February 22, 2016
RFP Submission Deadline:	April 22, 2016 - 3:00 pm

VENDOR INQUIRIES / MENDOCINO COUNTY RESPONSES

Vendor Inquiry #1: Please inform me how my company may be recognized as an invited vendor, so we may have the chance of participating in the complete process, beyond simply submitting a response? (Page 5 – Presentations/Demonstrations for Invited Proposers Only)

Response: At this time, no vendor is recognized as "invited" for the demonstration portion of the Request for Proposal. After the submittal deadline of April 22, 2016, all proposals will be reviewed for ability to perform the requested scope of duties, as well as evaluated on information provided in the cost proposal. Unfortunately, due to the large number of proposals we anticipate receiving, we may or may not request a demonstration from each vendor after the initial review. Please be assured, if we have a manageable number of proposals, it is our intention to provide time for each vendor to demonstrate their product.

Vendor Inquiry #2: Please advise if a company can bid this project if there has been a security access breach?

Response: Yes, all proposals will be accepted and reviewed.

Vendor Inquiry #3: Please provide a list of interested vendors on this proposal, as well as any newcomers you are aware of.

Response: To clarify, the County may not be aware of all interested vendors. Proposals may be received from vendors utilizing the RFP information provided on the County website. At this time, the following vendors are aware of the RFP:

- | | |
|---------------------------|--------------------------------------|
| ACI / Official Payments | nCourt |
| FIS | Municipal Payment Solutions |
| Forte | Nic Services, LLC |
| Gila LLC – MSB | RevQ |
| GovPayNet | RT Lawrence Corporation |
| Grant Street Group | U.S. Bank Payment Solutions / Elavon |
| Heartland Payment Systems | Value Payment Systems |
| InvoiceCloud | VisualGov Solutions, LLC |
| Kubra | Western Union |
| LexisNexis | |

Vendor Inquiry #4: Can you please define the County’s fiscal year as it relates to the payment data you provided?

Response: The payment data provided is from July 1, 2014 through June 30, 2015.

Vendor Inquiry #5: For Treasurer-Tax Collector payments you note that \$4.1 million was collected in credit card and electronic check. Can you please break this out by credit card and electronic check separately? Also, can you please provide the volume of payments over the same timeframe so we can calculate the average amount per transaction?

Response: The below information was provided by our current vendor for the 2014-15 fiscal year:

<u>Payment Type</u>	<u>Payment Count</u>	<u>Payment Volume</u>	<u>Average Amount</u>
American Express	256	\$497,723.39	\$1,944.23
Business Checking	140	\$528,734.89	\$3,776.68
Business Savings	2	\$2,555.20	\$1,277.60
Discover	63	\$67,169.10	\$1,066.18
MasterCard	492	\$523,414.28	\$1,063.85
Personal Checking	591	\$1,175,122.19	\$1,988.36
Personal Savings	7	\$12,014.71	\$1,716.39
Visa	1,332	\$1,291,172.76	\$969.35
Total	2,883	\$4,097,906.52	\$1,421.40

<u>Payment Channel</u>	<u>Payment Count</u>	<u>Payment Volume</u>	<u>Average Amount</u>
Internet	1,910	\$3,172,523.52	\$1,661.01
IVR	913	\$864,803.67	\$947.21
Mobile	60	\$60,579.33	\$1,009.66
Total	2,883	\$4,097,906.52	\$1,421.40

Vendor Inquiry #6: For Court Collections you note that \$900,000 was collected in credit cards. Can you please provide the volume of payments over the same timeframe so we can calculate the average amount per transaction?

Response: Per reports compiled internally, the total amount collected by credit cards for the 2014-15 fiscal year was \$883,819.25, with total transactions of 4,841; this calculates out to an average amount per transaction of \$182.56.

Vendor Inquiry #7: The RFP requests Point of Sale (POS) acceptance of payments, but makes no reference to whether payments are accepted this way today and what the volumes and amounts are. Can you please provide the number of locations and count of POS equipment you are looking to be provided? Also, if the County is collecting payments this way today, can you please provide the 2014-15 fiscal year volume of payments processed and amount collected using a credit card?

Response: The Treasurer-Tax Collector has never had POS capability.

Court Collections has two (2) POS stations. Payments are not integrated with the current software. A transaction log is received each day reflecting all payment activity from the previous day; however, a breakdown by location of payments is not provided.

Initially, the County is interested in having a total of four (4) POS stations – two (2) for the Treasurer-Tax Collector and two (2) for Court Collections. The POS stations would all be located in the same office. In the future, other POS stations may be requested, if needed.

Vendor Inquiry #8: What are the reasons that the County is issuing an RFP?

Response: An RFP has never been performed for Electronic Payment Services, due diligence in this area is severely past due. Also, due to major developments in technology, the County is interested in learning what new electronic payment options are now available.

Vendor Inquiry #9: Who is your current merchant agreement with for Credit/Debit Card Payments?

Response: Official Payments and GovPayNet.

Vendor Inquiry #10: Is your current merchant agreement through your current provider?

Response: Yes.

Vendor Inquiry #11: Are you open to establishing a new merchant agreement to support Credit/Debit Card Payments?

Response: Yes.

Vendor Inquiry #12: Who is your current financial institution where the funds will be deposited?

Response: Bank of America Merrill Lynch

Vendor Inquiry #13: For the tax payments, can you confirm the number of transactions processed for 2014-15 fiscal year (the RFP states this was approximately \$4.1 million)?

Response: The total individual transactions for 2014-15 were 2,883.

Vendor Inquiry #14: For the tax payments, what fees are charged to your customers today?

Response: The convenience fee for those taxpayers utilizing credit or debit cards is 2.38%; the convenience fee for those taxpayers utilizing electronic checks is \$3 for amounts less than \$10,000 and \$15 for amounts \$10,000 or above.

Vendor Inquiry #15: For the tax payments, can you provide a breakdown of the total annual payments broken out by payment type and payment channel?

Response: Please refer to Vendor Inquiry #5.

Vendor Inquiry #16: For the court collection payments, can you confirm the number of transactions processed for 2014-15 fiscal year (the RFP states this was approximately \$900,000)?

Response: The total individual transactions for 2014-15 were 4,841.

Vendor Inquiry #17: For the court collection payments, what fees are charged to your customers today?

Response:

<u>Payments Made via Internet</u>			<u>Telephone Assisted Payments</u>		
<u>Transaction Range</u>	<u>Fee Amount</u>		<u>Transaction Range</u>	<u>Fee Amount</u>	
\$0.01 > \$50.00	\$1.50		\$0.01 > \$50.00	\$5.50	
\$50.01 > \$75.00	\$1.75		\$50.01 > \$75.00	\$5.75	
\$75.01 > \$100.00	\$3.00		\$75.01 > \$100.00	\$7.00	
\$100.01 > \$150.00	\$5.00		\$100.01 > \$150.00	\$9.00	
\$150.01 > \$200.00	\$7.00		\$150.01 > \$200.00	\$11.00	

For each additional increment of \$50.00, or portion thereof, add \$1.75 to the final row listed above. This additional increment is the same for Internet or telephone assisted payments.

Vendor Inquiry #18: For the court collection payments, can you provide a breakdown of the total annual payments broken out by payment type and payment channel?

Response: All payments are credit cards; unfortunately, current reports available do not reflect if the payments were received by Internet, telephone, or if assistance was provided in our office.

Vendor Inquiry #19: For the “various county fees” (referenced in the Cost proposal) can you confirm the number of transactions processed for the 2014-15 fiscal year and the total dollar amount of these transactions.

Response: While this RFP specifically covers Treasurer-Tax Collector and Court Collections, we are requesting additional information concerning different fee types that may be available should other County departments have an interest in new options somewhere down the road. Of course, this would only be an option with the approval of the successful proposer. At this time, transactions are minimal.

Vendor Inquiry #20: For the “various county fee,” what fees are charged to your customers today.

Response: For those other County departments that are now accepting credit cards, the convenience fees now being collected are identical to the fees charged through Court Collections.

Vendor Inquiry #21: For the “various county fees” payments, can you provide a breakdown of the total annual payments broken out by payment type and payment channel?

Response: At this time, we are only requesting general information that you may want to share.

Vendor Inquiry #22: How many POS devices do you have today and how many are required to support the RFP?

Response: We currently have two (2) POS devices in the office, and would like a minimum of four (4).

Vendor Inquiry #23: How many POS locations are there and how many POS terminals are required by the County?

Response: Currently we have two (2) POS devices in one (1) office; we would like a minimum of four (4) POS devices for this office. However, we are interested in possibly having the capability to add devices, if needed in the future.

Vendor Inquiry #24: Scope of Work – Item M. “Primary service must be installed and ready for training within 30 days of signing the contract and must be tested and ready for production use within 45 days of installation.” Please clarify the County’s timeline for implementation. Are the two activities described simultaneous activities or does the 45 days until live start after the training period? In other words, does the County require the system be live in 75 days or 45 days?

Response: The above statement included in the RFP lacks clarity; the successful proposer will have 75 days from the signing of the contract to complete testing and be ready for production.

Vendor Inquiry #25: Is the \$900,000 mentioned in the Background information included in the \$4.1 million dollars of volume or is the \$900,000 (court) not part of the RFP.

Response: The RFP is for both Treasurer-Tax Collector and Court Collections (one office). The total for both divisions is \$5 million - \$4.1 million for Treasurer-Tax Collector and \$900,000 for Court Collections.

Vendor Inquiry #26: Of the \$4.1 million volume, can the County provide any breakdown by EFT-ACH (Electronic Check) versus Credit/Debit Card?

Response: Please refer to Vendor Inquiry #5.

Vendor Inquiry #27: Can the County provide the transaction volume and dollar amount for the above by card type, payment type, and payment channel?

Response: Please refer to Vendor Inquiry #5.

Vendor Inquiry #28: What are current fees charged to the taxpayers via Electronic Check, Credit Card, and Debit Card?

Response: The convenience fee for those taxpayers utilizing credit or debit cards is 2.38%; the convenience fee for those taxpayers utilizing electronic checks is \$3 for amounts less than \$10,000 and \$15 for amounts \$10,000 or above.

Vendor Inquiry #29: Which payment channels does the County currently provide taxpayers?

Response: The payment channels currently being provided to taxpayers are the Internet and IVR.

Vendor Inquiry #30: Can the County provide any breakdown by payment channel with respect to how electronic revenues are coming in?

Response: Please refer to the charts at the top of Page 2.

Vendor Inquiry #31: Which payment channels is EFT being accepted through?

Response: All payment channels.

Vendor Inquiry #32: How many POS terminals does the Treasurer-Tax Collector require?

Response: At this time, two (2) for Treasurer-Tax Collector and two (2) for Court Collections.

Vendor Inquiry #33: How many physical locations are there for POS payments?

Response: At this time, one (1) location.

Vendor Inquiry #34: With regards to integration, do the County programmers currently support the AS400? Can the County elaborate on integration expectations specifically with regards to AS400?

Response: Yes, County programmers support the current AS400 system. Expectations include the vendor's ability to export payment data into a closed system.

Vendor Inquiry #35: How soon is the County expecting integration work with the TR Aumentum product to begin after which time the contract is signed?

Response: The contract with Aumentum has been signed; the data conversion process has begun, although this phase alone will take a minimum of one (1) year. Any electronic payment services integration with Aumentum will not take place for a minimum of two (2) years.

Vendor Inquiry #36: Is the County flexible on the timing of the installation process stated in the RFP of all the required solutions in the scope of work? If so, how much of an extension can reasonably be afforded?

Response: Unfortunately not, due to the timing of the secured tax statements, there is very little flexibility with completion dates.

Vendor Inquiry #37: Regarding the Timeline for Implementation, please confirm that the County requires 30 days to have a training site up and allowing 45 days after that for implementation, for a total of 75 days after the contract is signed.

Response: Correct.

Vendor Inquiry #38: Please clarify what the County means by "two transactions per order"?

Response: We are unable to locate this statement, and therefore, unable to answer this question. Sorry.

Vendor Inquiry #39: Page 9, Section X: You indicate that there was \$4.1M processed, can you please provide a breakdown of how many transactions made up that \$4.1M broken down between credit cards and electronic checks?

Response: Please refer to Vendor Inquiry #5.

Vendor Inquiry #40: Page 9, Section X: You indicate that \$900k processed for credit card transaction. Can you please provide a transaction count that made up that \$900k?

Response: The total individual transactions for 2014-15 were 4,841.

ALL OTHER SPECIFICATIONS REMAIN IN FULL FORCE AND EFFECT.

Acknowledgment of receipt of this addendum is required to be included in your proposal. You may indicate such inclusion in narrative form within your proposal or by attaching a copy this addendum to your proposal.

Any questions or concerns regarding this matter should be directed to Shari L. Schapmire, Treasurer-Tax Collector, at the phone number or email address below:

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