



County of El Paso Purchasing Department
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ADDENDUM 1

To: All Interested Bidders
From: Lucy Balderama, Inventory Bid Technician
Date: November 20, 2012
Subject: RFP #12-076, Electronic Payments and Processing Services for County Departments

The Purchasing Department has received the following question in regards to the proposal mentioned above:

1. Are you looking for the vendor to provide an online payment portal on the County's website?

Response: Yes

2. Are you looking for an online bill presentment option?

Response: No

3. Are you looking for the vendor to provide an IVR system?

Response: Yes

4. Is there a convenience fee to be charged to the customer and retained by the vendor for payment of billing services?

Response: The convenience fee will be addressed by the vendor for the payment of billing services.

5. Can you provide the number of transactions that occur on an average monthly basis in a format similar to Attachment A as well as the average bill amount per transaction?

Response: From September 2011 to August 2012

Merchant	Average Monthly Transactions	Average Transaction Amount
Adult probation	361	\$85
Golf course	1,196	\$26
County attorney	61	\$277
County clerk	1,918	\$73
District Clerk	544	\$58
Domestic Relations Office	91	\$77
Tax Office	2,508	\$111
Justice of the Peace 1	16	\$111
Justice of the Peace 2	67	\$131

Justice of the Peace 3	36	\$169
Justice of the Peace 4	56	\$142
Justice of the Peace 5	26	\$180
Justice of the Peace 6-1	90	\$164
Justice of the Peace 6-2	94	\$110
Justice of the Peace 7	70	\$129
Juvenile Probation	78	\$58
Law Library	30	\$6
Facility Management	1,391	\$6
Sheriff	73	\$22
Online Transactions (Web Site)	187	\$144

6. Can you provide the average number of ACH payments versus Credit/Debit Card payments?

Response: We don't utilize ACH payments.

7. Who is your current provider of services and what is the contract amount?

Response: Our current provider is FIS Global and they collect a convenience fee per transaction as their contract amount.

8. Does the existing solution fail to meet some strategic objectives?

Response: The current contract with FIS Global will expire November 30, 2012; therefore, we went out for bid.

9. Is there a desire to provide more self-service options for customers such as kiosks or mobile application payment solutions?

Response: Yes

10. Is the existing contract simply up for renewal and thus a new RFP must be issued?

Response: The current contract with FIS Global will expire November 30, 2012; therefore, we went out for bid.

11. Would the County be interested in only the merchant processing transaction (credit card) piece of the RFP response?

Response: The County is interested in the merchant processing transactions for credit cards and debit cards.

12. Is the County interested in the vendor providing the web functionality for payers to make payments online?

Response: Yes

13. What is the total number of transactions received on a monthly basis?

Response: 8,693 average monthly transactions from September 2011 to August 2012

14. What are your current rates for Credit/Debit card processing?

Response: 2.49% convenience fee for point of sale terminal and \$3.49 convenience fee for online transactions (web site)

15. What are your current rates for check processing?

Response: Check conversion at point of sale terminal: \$0.20 per item.
 Check verification service at point of sale terminal: \$0.10 per item
 Check guarantee service at point of sale terminal: 2.25% of the amount of the check

16. Can the payment method be changed from invoicing to debiting? The invoicing method increases cost of operation

Response: No, the vendor fees are related to fees such as chargebacks, training, customization, etc.

17. May we have a copy to the County's statements?

Response: El Paso County doesn't receive any statements.

18. Attachment A lists an estimated average monthly volume by department. Can these be broken down to give a few more details?

- a. Average number of payments that makes up the volume
- b. Average transaction amount for each of these items
- c. How many of these items are eCheck and how many are credit/debit cards

Response: From September 2011 to August 2012

Merchant	Average Monthly Transactions	Average Transaction Amount	Average Monthly Credit Cards	Average Monthly Debit Cards	Average Monthly eCheck
Adult probation	361	\$85	123	238	0
Golf course	1,196	\$26	522	674	0
County attorney	61	\$277	45	16	0
County clerk	1,918	\$73	529	1,389	0
District Clerk	544	\$58	206	338	0
Domestic Relations Office	91	\$77	13	78	0
Tax Office	2,508	\$111	629	1,879	0
Justice of the Peace 1	16	\$111	7	9	0
Justice of the Peace 2	67	\$131	13	54	0
Justice of the Peace 3	36	\$169	10	26	0
Justice of the Peace 4	56	\$142	15	41	0
Justice of the Peace 5	26	\$180	4	22	0
Justice of the Peace 6-1	90	\$164	19	71	0
Justice of the Peace 6-2	94	\$110	21	73	0
Justice of the Peace 7	70	\$129	20	50	0
Juvenile Probation	78	\$58	13	65	0
Law Library	30	\$6	4	26	0
Facility Management	1,391	\$6	360	1,031	0
Sheriff	73	\$22	10	63	0
Online Transactions (Web Site)	187	\$144	187	0	0

19. Who will be paying the transaction fees? The County or the Customer?

Response: The customer will be paying the transaction fee.

20. To submit a bid to this RFP, the code of Ethics training is only required if processing costs are to exceed \$50,000 correct?

Response: Yes.

21. On section 10.4 – Payment of vendor fees indicates that an invoice is be sent to the county and no funds are to be debited from the County’s account by the vendor. The standard procedure for credit card processing and electronic payment processing in general is to debit fees electronically. Will this be allowed for these payments?

Response: No. The vendor fees are related to fees such as chargebacks, training, customization, etc.

22. According to Tab 3 on page 8, vendors must provide financial statements with their proposals. Due to the size (100+ pages), is it permissible to submit this information on a single CD-ROM or provide a URL to the statements?

Response: Yes, a single CD-ROM or URL will suffice.

23. According to Tab 4 on page 8, vendors must submit a point-by-point response to all requirements in the RFP. Can the County please confirm that those requirements are: Section 4.0 System Requirements, Section 5.0 Financial Requirements, Section 6.0 Data/Reporting Requirements, Section 7.0 Customer Support Center Requirements, Section 8.0 Security Requirements, Section 9.0 Support Requirements, and Section 10.0 Cost Requirements?

Response: The vendor must submit a point by point response to sections: 4.0, 5.0, 6.0, 7.0, 8.0, 9.0, and 10.0. Submit response to include Tab 1, Signed Request for Proposal Form, Tab 2, Vendor Information/Vendor Reference, and Tab 3 – Financial Stability Documentation on page 8. Submit responses to Attachment B on page 20, Attachment C on page 21 and Attachment D on page 22

24. Pg 6, Section 1.3 Scope – When the customer pays a vendor fee, does the fee deposit into a bank account owned by the County or by the current vendor?

Response: The convenience fee is deposited in the bank account of the current vendor.

25. Pg 8, Section 2.2 Format Proposal – Under Tab 4, are you seeking a response to Section 4 System Requirement through Section 11 Other Requirements (pages 10-18)? If not, please specify the requirements the vendor must respond to.

Response: The vendor must submit a point by point response to sections: 4.0, 5.0, 6.0, 7.0, 8.0, 9.0, and 10.0. Submit responses to Tab 1, Signed Request for Proposal Form, Tab 2, Vendor Information/Vendor Reference, and Tab 3 – Financial Stability Documentation on page 8. Submit responses to Attachment B on page 20, Attachment C on page 21 and Attachment D on page 22.

26. Pg 10, Section 4.1 Technical Capability – Are all desktops and laptops connected to the Internet via broadband (or method other than dial)?

Response: All desktops and laptops are connected to the Internet via broadband.

27. Pg 13, Section 7.1 Attended Telephone Support – This requirement specifies that the vendor is the first line to take calls from County citizens. Is this how your customer service is set up today? How many calls that come into that CSC (or to the County) are billing related?

Response: The receipt the customer receives should have a toll free number as the first line to take calls from county citizens. This is how the customer service is set-up today.

From January 2012 to August 2012 the county has not received any calls related to billing.

28. Pg 15, Section 10.4 Payment of Vendor's Fees – In reading this section, it sounds like the vendor bills the County and the County turns around and charges the citizen, collecting the money yourself, then paying the vendor after 30 days. Is this correct?

Response: The County doesn't charge the citizens. The vendor fees are related to fees such as chargebacks, training, customization, etc.

29. Pg 19, Attachment A – The last item in the table is “Online Transactions (Web Site).”

- a. Is this volume the total of all internet transactions in scope of this RFP?

Response: The Online Transactions (Web Site) is the average monthly transactions

- b. Are all the other transactions face-to-face?

Response: Yes, all other transactions are face-to-face

- c. Is a vendor fee charged on all transactions in this table? If so, what is the amount of the fee?

Response: The cardholder is charged a convenience fee: 2.49% for point of sale terminal transaction and \$3.49 for online transaction (web site)

- d. How many transactions do you receive annually and what is the average transactions amount?

**Response: From September 2011 to August 2012 we received 104,325 transactions
From September 2011 to August 2012 the average transaction amount was \$104**

- e. Which card brands does the County accept?

Response: MasterCard, Discover, American Express, Visa, and Debit Cards

30. Pg 30, Section 10 – The bidder does not anticipate our revenue on a 3 year contract to exceed \$100,000. Please confirm that we do not need to send a bid bond.

Response: If the yearly amount is over \$100,000.00, a bid bond is required.

31. Pg 31, Section 17 – The bidder did not see a specific requirement for a performance bond for this contract. Please confirm that no performance bond is required.

Response: No performance bond is required for this RFP.

32. Pg 34, Consideration of Health Insurance Benefits – Our HR department may not divulge this information outside of our company. How does the County determine that specific insurance benefits contribute to the best value for the County? How much of a factor is this information in the County's evaluation?

Response: The County by law may take insurance benefits into consideration when awarding a contract. As a practice, the County has utilized this information more in accessing the economic well being of our vendors and constituents. The insurance information would only be in a factor in a close competitive evaluation.

33. As the County is requesting paper copies of the proposal, and the Thanksgiving holiday is the Thursday and Friday before the proposal due date, the bidder may need to mail our response by the 21st. Questions are not due until the 14th, and the bidder is not sure when the answers will be received. These answers may be critical to our response. Given these time constraints, can the County extend the due date to Friday, November 30th?

Response: The due date will be extended until Friday, November 30, 2012.

34. Who is your current acquirer and when does your contract expire?

Response: FIS Global is the current acquirer and the contract expires November 30, 2012

35. What payment types does the County accept today in addition to credit cards; pin debit cards, PinLess debit cards, signature debit cards, echeck in person, echeck via phone or internet, ACH, others as applicable?

Response: El Paso County accepts credit cards, PIN debit cards, and online transactions (web site) payments

36. What acceptance methods are utilized by the County for payments today, face to face, Mail, Phone, IVR, Internet, or others?

Response: Face to face, phone, and Internet

37. How many merchant accounts does the County have today for each department and for what payment acceptance method?

Response: Below are the merchant accounts and payment acceptance method

- a. Adult probation – credit card and debit card
- b. Golf Course – credit card and debit card
- c. County attorney – credit card, debit card, web payments
- d. County clerk – credit card and debit card
- e. District clerk – credit card and debit card
- f. Domestic relations – credit card and debit card
- g. Tax Office – credit card and debit card
- h. Justice of the Peace 1 - credit card, debit card, web payments
- i. Justice of the Peace 2 - credit card, debit card, web payments
- j. Justice of the Peace 3 - credit card, debit card, web payments
- k. Justice of the Peace 4 - credit card, debit card, web payments
- l. Justice of the Peace 5 - credit card, debit card, web payments
- m. Justice of the Peace 6-1 - credit card, debit card, web payments
- n. Justice of the Peace 6-2 - credit card, debit card, web payments
- o. Justice of the Peace 7, credit card, debit card, web payments
- p. Juvenile Probation - credit card and debit card
- q. Law Library - credit card and debit card
- r. Facility Management - credit card and debit card
- s. Sheriff - credit card and debit card
- t. Online – web payments

38. Is it the County's intent to continue using any of their current stand-alone credit card terminals, point of sale systems, payment gateways, payment software or third-party payment interface systems please identify the manufacturer name or company name, model or product name, versions and applicable service packs for each solution, by department, agency or merchant account, including pin pads and check readers.

Response: The county doesn't intend to use the current stand-alone credit card terminals, point of sale terminals, payment gateways, payment software or third-party payment interface systems. The county uses Omni Verifone 3740, Omni Verifone 3750 and Verifone PIN Pad 1000se. The county doesn't use check readers.

39. Please identify if any standalone, wireless or mobile credit card terminals are owned, leased or rented?

Response: El Paso County doesn't own, lease, or rent any standalone, wireless or mobile credit card terminals.

40. Pg 19, Attachment A

- a. Does this volume represent credit card and ACH volume, if so please provide the average ticket amount or number of transactions by payment type and card type. If this does not include ACH volume please provide the dollar and average ticket amount or number of ACH transactions and the number of returns the County experiences today.

Response: The volume doesn't represent ACH volume, only credit card and debit card

From September 2011 to August 2012

Merchant	Average Monthly Transactions	Average Transaction Amount	Average Monthly Credit Cards	Average Monthly Debit Cards	Average Monthly Refunds
Adult probation	361	\$85	123	238	2
Golf course	1,196	\$26	522	674	0
County attorney	61	\$277	45	16	0
County clerk	1,918	\$73	529	1,389	3
District Clerk	544	\$58	206	338	2
Domestic Relations Office	91	\$77	13	78	0
Tax Office	2,508	\$111	629	1,879	3
Justice of the Peace 1	16	\$111	7	9	0
Justice of the Peace 2	67	\$131	13	54	0
Justice of the Peace 3	36	\$169	10	26	0
Justice of the Peace 4	56	\$142	15	41	1
Justice of the Peace 5	26	\$180	4	22	0
Justice of the Peace 6-1	90	\$164	19	71	0
Justice of the Peace 6-2	94	\$110	21	73	0
Justice of the Peace 7	70	\$129	20	50	0
Juvenile Probation	78	\$58	13	65	0
Law Library	30	\$6	4	26	0
Facility Management	1,391	\$6	360	1,031	0
Sheriff	73	\$22	10	63	0
Online Transactions (Web Site)	187	\$144	187	0	1

- b. The County is requiring acceptance via IVR, does any of the volume provided in Attachment A represent IVR acceptance volume, if so please identify the dollar volume and average ticket amount or number of transactions by payment type and card type.

Response: None of the volume provided in Attachment A represents IVR.

41. The County received an "Open Records Request" for the following information:

Per transaction fees: *% of charges* and *Fixed amount per transaction*, Fixed Charges: *One Time* and *Recurring*.

Response: See attachment on our website at www.epcounty.com.