



County of El Paso Purchasing Department  
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## **ADDENDA 2**

To: All Interested Vendors

From: Araceli Hernandez, Formal Bid/Buyer

Date: May 21, 2021

Subject: RFP 21-021 Electronic Payment and Processing Services for the County of El Paso

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### **This addendum has been issued to notify vendors of the following:**

1. Who is the current processing gateway?

**Response: The current processing gateway is Value Payment Systems.**

2. Today you support 3 Kiosks, you mention adding more, do you have a specific number of kiosks in mind?

**Response: The County is estimating 4 additional kiosks.**

3. Where are these kiosks located or where will they be located?
  - a. Will this be a decision made with the Kiosk partner?

**Response: The County will determine where the kiosks will be located.**

**The kiosks are located inside the following County Annex Facilities:**

- **Ascarate, 301 Manny Martinez Dr, 1<sup>st</sup> Floor, El Paso, TX 79905**
- **Northwest, 435 E Vinton Rd, Suite B, Vinton, TX 79821**
- **Northeast, 4641 Cohen Suite B, El Paso, TX 79924**

4. Do you want indoor kiosks, outdoor kiosks, or both?

**Response: If your company provides both types of kiosks, include the information in your response.**

5. Are the service fees you are charging the customers for all departments?
  - a. If not, can you please which departments will have service fees charged and which ones EL Paso will be absorbing the fees.

**Response: At this time the County would like to explore options regarding the convenience fees to allow County departments to properly assess.**

6. Do you have a plan to add future departments to the program?
  - a. If so, what departments are you considering and do you have a timeframe in mind?

**Response: The County is always looking to expand its collections options, but the County cannot determine at this time which department may start collecting electronic payments.**

7. For Kiosks, do you manage the cash handling. Will you support taking the cash out of the kiosks, counting the cash, security/armored car, delivering the cash to the bank or is this something you would like the Kiosk partner to support.

**Response: The County does not manage the cash handling for kiosks. The kiosk vendor/partner must support the cash handling.**

8. What departments will be included in the Kiosks – all 16 or a subset of the 16?

**Response: Currently the kiosks are being used to process transactions related to our Judicial system, therefore only departments related to our judicial are included.**

9. Can you provide a list of Tyler Technologies certified Payment Gateways and Merchant Service Providers?

**Response: Tyler Payments, a Tyler Technologies product, is their certified Payment Gateway and Merchant Services provider.**

10. Is Tyler Technologies recommending a Merchant Service Provider?

**Response: Tyler is not recommending a Merchant Service Provider.**

11. If so, has Tyler Technologies disclosed whether they are financially incentivized to recommend a specific MSP?

**Response: Tyler is not recommending a Merchant Service Provider.**

12. Is the County of El Paso aware that there is no such thing as a proprietary Payment Gateway?

**Response: No, the County is not aware. Vendor should provide an explanation of why there is no proprietary payment gateway.**

13. Assuming that ACH Processing Company provides the most cost effective and compelling solution. Will Tyler Technologies work with our IT department regarding any necessary APIs? If not, why not?

**Response: The County cannot provide a response on Tyler's behalf.**

14. Is there a preferred type/brand/model of credit card terminal to be provided?

**Response: No, there is not a preferred type/brand/model of credit card terminals.**

15. Do credit card terminals need to be able to operate via wi-fi, or will the main connection be via ethernet?

**Response: Main connection would be via Ethernet; however certain locations may benefit from having Wi-Fi functionality.**

16. Is there an estimate as to how many point of sale systems will need to be able to pass on the processing fee to the customer and how many will absorb the cost?

**Response: The County cannot provide such estimate at this time. The County is looking for information on convenience fee options to better evaluate the handling of such fees.**

17. Do virtual terminals need to have the capability of charging the convenience fee to the customer?

**Response: Yes.**

18. Regarding the issue of customer support, the following two bullets conflict with each other:

CUSTOMER SUPPORT CENTER (CSC) REQUIREMENTS - ATTENDED TELEPHONE SUPPORT:

- Attended phones from 8 a.m.-9 p.m. Mountain Standard Time, 7 days a week
- Attended phones at any time (i.e. 7/24/365)

**Response: The 8 a.m. to 9 p.m. schedule applies to customer service for County personnel. The 7/24/365 refers to customers paying a transaction.**

19. Are you able to offer some additional info or clarification?

**Response: Deadline for questions was Thursday, April 22, 2021, at 12:00 p.m. (MST).**

20. Regarding the mention of marketing materials listed on page 10 – are you able to quantify and/or specify your minimum expectations? What is the expectation of marketing materials provide to all 40 locations?

**Response: Vendor will have to provide marketing materials such as posters, stickers, etc., to display on all 40 current locations where electronic payments are collected.**

**Materials must advertise the County's ability to process electronic payments and ways those payments can be made. Identifying the Type of credit cards accepted, (i.e. Visa, Mastercard, Amex, etc.).**

21. Keeping the COVID19 in mind, will it be feasible to submit our RFP response online or through an e-mail?

**Response: The County is not accepting electronic proposals currently. All responses but be mailed in as instructed on the first page of the specifications.**

22. As next week is Thanksgiving, most of our employees are on vacation. Will it be feasible to provide us one week of additional time?

**Response: The opening date for this RFP is Thursday, May 13, 2021.**

23. Currently which vendor is providing "Payment service"?

**Response: Value Payment Systems.**

24. Can we get a copy of the current "contract" with the existing contractor for "Payment service provider"?

**Response: Vendor can request a PIA through the County Attorney's Office.**

25. What are the areas of the existing "Payment service provider" city is not very satisfied? Please give us some examples.

**Response: The County cannot disclose any issues with our current vendor/provider.**

26. Currently, how much cities is spending Annually on "Payment service provider FEES"?

**Response: Currently the County is not spending any amount on transaction processing fees.**

27. Do we need to supply Kiosk-device or city has existing kiosk-device?

**Response: The County does not own any kiosks.**

28. It will help us immensely and help us to put a competitive bid if we will get an idea of what types of service fees, monthly fees or any other kinds of fees the city is paying for payment processing.

Below is a sample of these types of Fees. This is just a sample and may or may not be 100% compatible with the type of fees your city is paying.

Invoice Type	Water & Electric		Date	11/19/2017								
Billers Software	MUNIS		Pricing Model	Non-Submitter								
Products	<input checked="" type="checkbox"/> BPP <input type="checkbox"/> Cloud Stone <input type="checkbox"/> Cloud Pay <input checked="" type="checkbox"/> Pay By Text <input checked="" type="checkbox"/> IVR <input type="checkbox"/> CBO <input type="checkbox"/> Kiosk											
Services	<input type="checkbox"/> Single Sign-On <input type="checkbox"/> Bill Processor <input type="checkbox"/> POSConnect <input type="checkbox"/> CSRConnect <input checked="" type="checkbox"/> VISA/MasterCard/Discover <input type="checkbox"/> American Express <input checked="" type="checkbox"/> ACH/EFT											
<b>BILLING DETAILS</b>												
Please indicate which months bills are sent by placing the bill count for each month below:												
Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	
6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	
Avg Invoice \$		150.00		Max Invoice \$		450.00		SPM				6000
<b>PRINTED BILLS</b>												
Bill Mailing Dates		<input type="checkbox"/> 1st - 10th <input type="checkbox"/> 11th - 20th <input checked="" type="checkbox"/> 21st - 31st										
Bill Image Provider		<input type="checkbox"/> Template <input type="checkbox"/> Biller <input checked="" type="checkbox"/> Biller Print Vendor <input type="checkbox"/> Software Partner										
Bill Print Vendor		Dataprose    Contact Rachel Alanis    Phone										
<b>HARDWARE</b>												
Card Readers		Quantity		Provided By	Operations							
Per Unit Price		\$0.00		Shipping Addr. (if different than business address)								
Total Due		\$0.00		Monthly								
<b>SERVICE FEES</b>												
Select from the below to indicate if the service fee will be paid by the Payer or if Biller will absorb fee.												
<b>Paid by Payer</b>		<b>Paid by Biller (Non-Submitter)</b>										
Credit Card	<input type="checkbox"/>	% with \$ minimum	Credit Card	<input checked="" type="checkbox"/>								
EFT/ACH	<input type="checkbox"/>	\$ per item	EFT/ACH	<input checked="" type="checkbox"/>								
Flex Pay ACH	<input type="checkbox"/>	\$ per item	Flex Pay ACH	<input type="checkbox"/>								
<b>UTILITY INVOICE TYPE</b>		<b>Paid by Biller</b>										
Credit Card	<input type="checkbox"/>	% with \$ minimum (Without Visa Acceptance)	Credit Card	<input type="checkbox"/>								
EFT/ACH	<input type="checkbox"/>	\$ per item	EFT/ACH	<input type="checkbox"/>								
<b>UTILITY FLAT RATE</b>												
Flat Rate for Utilities credit cards must be paid by payer												
Credit Card	<input type="checkbox"/>	Service Fee: \$	Max Cap for Credit Cards									
EFT/ACH	<input type="checkbox"/>	Service Fee: \$	EFT/ACH Paid By									
<b>INTERACTIVE VOICE RESPONSE (IVR)</b>												
Paid by Payer	<input type="checkbox"/>	Service Fee: \$	Paid by Biller	<input checked="" type="checkbox"/>								
			Per Item Surcharge	0.45 \$								
<b>NOTES/SPECIAL HANDLING</b>												

**Response: Currently, the County is not paying for any fees for payment processing. Convenience fees are currently paid by cardholder.**