

Credit Card Processing Services

RFP FY21-SCTO-01

Addendum # 2

Issued March 10, 2021

*Please note: All questions are posted as they are received and are not altered in any way.

- Does the current IVR have API capability that we can use or would you require need a full new deployment of IVR?
A whole new deployment of IVR
- To confirm, this RFP is only for online, phone, and mobile, correct for the Treasurer's office and County offices?
NO, it is also for Point of Sale as well.
- To clarify phone payments, is the County looking for phone payments taken by County employees, an IVR system, or both?
IVR only
- Is the County looking for a constituent to make a payment through a mobile app or for a County employee to take a mobile payment out in the field?
Yes, the County is looking for a constituent to make a payment through the mobile app
- Will the Clerk, Sheriff, and landfill only be in-person and no online?
Only in person at this time
- Does the County not take in-person payments currently, and if so, is the vendor the same as your current online vendor?
We take in person payments but it's used by the same provider.
- Why is the County going out for RFP?
Because the existing contract is expiring.
- For the shopping cart, is the County looking for a standalone solution where the constituent adds the items and enters the amount due, or is the County looking to provide the data where the County provides the amount due?
We (the County) want to provide the data and amount due.
- How does the County currently update their tax information files with the current vendor? **We send a report daily to the provider and they update it on their end.**
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- Does online submittal of technical support issues mean via email or an automated system? **We either send an email or call the provider if we are having technical issues.**
- What format does the daily posting file need to be in, and what software is it uploaded into? **Mass Payment file (Text Document) uploaded into the Tyler software.**
- What is the County's process for receiving and uploading the daily posting file into the software? **Mass Payment file (Text Document) uploaded into the Tyler software.**

- Does a monthly report have to be provided, or does the capability of setting dates for a monthly report suffice?
We pull the report from current vendor's website where it's generated from on a daily and monthly basis.
- For IVR, can you please clarify what you mean by shopping cart? We would like the taxpayers or constituents to be able to select multiple tax accounts and place in a cart so that they can pay taxes on all accounts at the same time with only (1) fee.
- Is the Treasurer's office average payment over \$284.62? On a daily basis, yes. On a per transaction basis, it's contingent on what time of year it is; tax season vs. non tax season.
- What is the annual online processing volume for the Treasurer's office (please include in-person if in-person is apart of this RFP), and the in-person? In 2020, the total was \$11.4M from IVR, Web and POS.
- What is the average transaction amount and the highest transaction amount for the Treasurer, Clerk, Sheriff, and Landfill? **These numbers only reflect the Treasurer's Office.** The highest amount on one specific day during tax season is \$4,500.00. The average during tax season is \$780.00.
- Can the county please provide transaction and dollar volumes for 2020/2021 collections?

2020 total collections \$11,462,951.37

2020 credit card \$2,774,104.70 total transactions 7046

2020 Debit card \$867,109.66 total transactions 1674

2020 E-check 7,821,737.01 total transactions 7872

2021 collections as of Feb. 28 2021 \$855,422.48

2021 credit card 254,891.67 total transactions 553

2021 Debit card 102,809.40 total transactions 197

2021 E-check \$497,721.41 total transactions 644

- Can the transaction and dollar volumes be broken down by e-Check, Credit Card, and Debit Card?
Yes
- Is the county interested in alternative payment methods such as Apple Pay, Google Pay, PayPal etc.?
Yes
- Is the county interested in online bill presentment of Tax Bills?
Yes
- Is there currently a minimum convenience fee applied?

Convenience fee:

Credit card 2.37% minimum fee \$1.49

Debit Card \$3.75

E-check \$1.25

- Can you provide dollar figures of Revenue by type and by month relating to this RFP?

	VISA	TRANS	MASTERCARD	TRANS	DISCOVER	TRANS	AMEX	TRANS	DEBIT	TRANS	E-CHECK	TRANS
Jan-20	\$101,220.56	492	\$70,380.59	179	\$21,309.01	41	\$32,049.96	100	\$126,266.15	236	\$939,088.97	1053
Feb-20	\$106,955.35	247	\$9,900.84	59	\$752.17	7	\$6,227.16	16	\$33,737.35	95	\$152,867.10	226
Mar-20	\$84,301.05	233	\$9,961.66	42	\$3,237.60	5	\$7,488.16	14	\$52,740.45	88	\$172,810.64	213
Apr-20	\$200,668.15	482	\$30,380.57	75	\$5,491.18	15	\$10,801.40	22	\$77,221.76	141	\$691,926.59	694
May-20	\$300,186.20	321	\$70,532.61	100	\$10,052.05	18	\$10,277.39	40	\$94,465.28	158	\$1,169,109.83	919
Jun-20	\$100,490.03	370	\$10,234.62	43	\$8,874.99	10	\$20,653.41	25	\$59,314.77	129	\$302,918.34	349
Jul-20	\$53,064.72	183	\$7,510.85	58	\$1,068.48	8	\$4,000.23	16	\$45,388.33	83	\$155,760.53	176
Aug-20	\$45,001.30	80	\$2,901.70	13	\$3,799.20	2	\$1,838.66	6	\$22,808.93	41	\$26,286.21	61
Sep-20	\$21,203.95	70	\$2,465.19	10	\$0.00		\$224.77	9	\$17,903.15	37	\$104,173.90	79
Oct-20	\$160,292.85	408	\$20,474.49	155	\$3,106.76	16	\$12,929.74	52	\$29,481.47	86	\$398,274.11	405
Nov-20	\$440,448.73	1031	\$102,695.09	201	\$20,177.62	59	\$26,286.44	122	\$154,032.34	285	\$1,639,798.54	1835
Dec-20	\$445,113.11	1163	\$106,845.14	271	\$29,354.61	55	\$30,874.36	102	\$153,749.68	295	\$2,068,722.25	1862
TOTAL	\$2,058,946.00	5080	\$444,283.35	1206	\$107,223.67	236	\$163,651.68	524	\$867,109.66	1674	\$7,821,737.01	7872
GRAND TOTAL	CREDIT CARD		DEBIT		E-CHECK		TOTAL					
	\$ 2,774,104.70		\$ 867,109.66		\$ 7,821,737.01		\$ 11,462,951.37					
TRANS. TOTAL	7046		1674		7872							

- Can you provide the Number of Payments by type and by month relating to this RFP?
See above
- Are your fees passed onto the bill payer, or absorbed by the County?
Passed on to the bill payer
- Do you currently charge a fee for eCheck Processing?
Yes, E-check fee is \$1.25
- Will you be giving any preference to Vendors that work well with Tyler Technologies?
Yes
- Who is your current Vendor?
FIS
- Are there any problems with the current vendor?
No
- Are there tools or technology that your current vendor does not provide that you would like to offer to payers?
Nothing other than the inability to provide a cart at checkout for those taxpayers with multiple accounts.
- Are there any other software vendors besides Tyler that would need to integrate with your payment processing vendor?
No, just Tyler.
- The RFP document states that you want three (3) references (page 17) while Appendix F requires a minimum of five (5) references. Can you please confirm the number of references required?
Three (3)

- Due to the Covid virus there may be unforeseen delays in mail/shipping delivery dates. Would it be possible to submit this RFP response via email?

No, we are not equipped to allow electronic responses at this time.