

Credit Card Processing Services

RFP FY21-SCTO-01

Addendum # 3

Issued March 16, 2021

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

- On p. 16, under Vendor Requirements, letter I, the County requests integration with Tyler Software. Which specific Tyler Technologies software(s) will vendors need to integrate with?
Eagle and Incode 10
- On Appendix E: Conflict of Interest Affidavit, if there is no conflict of interest to disclose, is a notarized signature still required?
No
- Where signatures are required in the RFP, will the County accept digital signatures or is wet ink required?
Wet ink required
- Will the new system replace the current portal or provide payment services to the existing portal?
Provide payment to current portal
- What is the anticipated volume of on-line debit/credit card payment? What is the anticipated volume of e-checks?
Please refer to Addendum #2
- What is the average transaction amount for card and e-check transactions?
Please refer to Addendum #2
- Are the POS systems at the Clerk's Office, Sheriff's office and Landfill to be replaced by a new POS system or just the credit card swipe devices for the existing POS system?
Yes, both POS and credit card swipe devices
- Who is the current POS vendor?
FIS
- Is the credit card swipe device required to provide EMV chip verification or Near Field Communication (NFC) to accommodate contactless payments?
No
- What is the volume of transactions processed per location?
2020 collections Clerks 1611 transactions, Sheriff 119 transactions, Treasurers Office 8720 transactions
- Does the county accept cash at these locations?
YES
- Can PCI/DSS level 1 certification and documentation be provided by a sub-contractor?
Yes
- Has the sheriff, landfill and clerk accepted credit cards before? **Sheriff and Clerk's office have. Landfill is requesting POS.** If so what is their average ticket? **Unknown** If not how many total transactions and total revenue did they do in FY '20? **Sheriff Office total \$2,944.00 119 transactions, Clerk's Office \$47,865.35 1611 transactions**
- Does your current IVR provider offer a shopping cart?
No
- Of your total IVR payments, do you know how many payers used the shopping cart?
We do not currently offer a shopping cart.
- What is the average ticket or payment amount during the non-tax season for the Treasurer's office?
\$550.75

- When is your tax season?
November 10th-December 10th and April 10th-May 10th
- Do you receive a merchant statement and is that how you are able to determine how many debit cards you took in?
The statements are provided on the vendor's on-line system.
- What version of Windows is the County running on the computers they run payment processing through at the walk up windows?
Windows 10
- On page 32 of the RFP under financial stability, we can provide the county compiled financial statements but not audited financial statements. Will compiled financial statements be an acceptable alternative to audited financial statements and a Duns and Bradstreet report?
They must be audited financial statements or must provide a certificate of audit with the compiled financial statements
- How many full-time and part-time employees does the County have?
The Treasurer's Office has 14 Full Time Employees; no part-time employees