

Credit Card Processing Services
RFP FY24-SCTO-01
Addendum #1
Issued April 4, 2024

1. Which Sandoval County Departments are participating in this procurement?
Treasurer's Office, Clerk's Office, EMS/Fire, Sheriff's Office, Economic Development, Public Works (excluding Landfill), Planning and Zoning, Community Services.
2. What is the County's total annual processing volume, in dollars and number of transactions?
Please see attached spreadsheet (EMS/Fire: N/A)
 - a. Can these figures be broken down by department?
Yes.
 - b. Can these figures be broken down by payment method (credit card, debit, eCheck, etc.)?
Yes.
 - c. Can these figures be broken down by payment channel (web, POS, IVR, etc.)?
Yes.
3. Will the County accept electronic signatures such as DocuSign on proposal forms requiring signatures?
Yes, the County will accept electronic signatures such as DocuSign.
4. Will the County accept electronic notarization on proposal forms requiring notarization?
Yes, the County will accept electronic notarizations.
5. Does the County require the technical proposal and the cost proposal to be submitted on the same flash drive, or separate flash drives?
So long as both the technical and cost proposals are submitted digitally, it is the Vendor's preference whether to use one or two flash drives.
6. Can vendors provide exceptions to the County's Credit Card Services Agreement in Technical Proposal Section D (Response to Contract Terms and Conditions)? Is there a specific format for exceptions to be provided?
Yes. No particular format is required.
7. Will the County require a Surety Bond? If yes, please provide instructions (amounts, how to send the bond, etc.).
Yes, or proof of insurance. Please see section Technical Proposal, Section F. You will include the amounts in your proposal.
8. Which Tyler Technologies software products does the County use that will require integration?
Tyler Treasurer Eagle aka Treasurer Plus, Eagle Recorder, Incode EAP 10, PC Sales (Non-Tyler Product – AMCS Product)

9. If the Conflict of Interest Affidavit (Appendix E) is not applicable, do vendors still need to sign and notarize the form?
Should the Conflict of Interest Affidavit not apply to a Vendor, the Vendor should 'x' the box at the bottom of the page that reads "Terms of the Conflict of Interest Affidavit are inapplicable" and submit the unsigned form with their proposal.
10. As described in section IV, Specifications point A. Detailed Scope of Work "Credit card processing services will be required for any county department that needs processing payment by Point of Sale, Online or by IVR/Telephone."
a. Is the County looking for just a credit card reader or is it looking for a whole POS system including a cash drawer, check scanner, and credit card reader?
The County requires a Card Reader.
b. What are all the departments and their underlying systems that we must integrate for this project?
Please refer the answers to questions 1 and 8 above.
c. Do you require any Cashiering or POS software in addition to the physical terminals?
The County requires POS software.
11. How is the County currently processing in-person transactions?
We have physical terminals and POS software.
12. Does the County currently pay for the POS devices it uses to process in-person transactions?
No.
13. How many annual transactions does the County accept for each department taking part in this RFP?
a. What is the breakdown by dept type (cash, check, card)?
Please see the attached spreadsheet (EMS/Fire: N/A)
b. What is the breakdown of transactions for in-person vs online?
In person 5,276. Online 27,598.
c. What is the average dollar amount per transaction for each department?
Please see the attached spreadsheet (EMS/Fire: N/A)
14. As described in the Vendor Requirements section, "I. Capability of integrating with the Tyler Software within a timely manner." What version of Tyler Software is the County currently using?
2023.3.16
15. As described in the reporting section, "Provide a file that will interact with the County Treasurer's current payment system to update taxpayer records." What is the County Treasurer's current payment system?
Tyler Treasurer Eagle/Treasurer Plus
16. Why is the County going out to bid for Credit Card Processing Services at this time?

The County is looking for a vendor who will provide the additional services which we are requesting in this RFP.

17. Regarding Appendix D – Organizational Reference Questionnaire, the deadline on Appendix D says “Please return no later than July 22, 2022.” Are we to assume this form should be submitted with our proposal no later than April 16, 3pm MST?

Thank you for catching our error. Your references should complete the questionnaire and return it to the Senior Procurement Specialist as indicated on Appendix D. All questionnaires shall be submitted by April 16, 2024 by 3:00 PM Mountain Daylight Time.

18. In the Technical Proposal, the County is asking for Section D – Response to Contract Terms and Conditions, as well as Section E – Offerors Additional Terms and Conditions. Can the County please elaborate on these sections and what we should be submitting for these items with our bid?

Section D is requesting the Offeror’s Response to our Terms and Conditions. Section E is asking for the Offeror’s Terms and Conditions, if any, that aren’t already covered.

19. If any addenda or modifications to the Request for Proposal are released, will we receive these updates via email?

There is one addendum that will be posted by the date listed in the RFP, Part II. Conditions Governing the Procurement, Letter A, Sequence of Events, Action number 5. “An e-mail copy will be sent to all Offerors that provide Acknowledgement of Receipt Forms.” Additionally, this and any subsequent addenda will be posted to the Sandoval County RFP page (www.sandovalcountynm.gov/departments/online-business/request-for-proposal/) under the original RFP listing.

20. For the submission of Appendix D – Organizational References, can our references submit these evaluations via email, or do they need to be returned in hard copy via mail?

References may submit their questionnaires via email to the address provided for the Senior Procurement Specialist as indicated on Appendix D.

21. In the Technical Proposal contents, should we provide a response to the items in Section IV. A. Service Requirements A-D, Reporting, and Vendor Requirements in addition to the Mandatory Specifications listed in Section B.3?

Yes.

22. What are the pain points or challenges the County experiences with their current vendor? If the County were to change anything about their current vendor, what would it be?

Less paperwork required for changes to the online platform or any admin updates, ability to implement text messaging services at no cost.

23. May I please request the volume of collection for the departments that will be accepting credit cards and ACH payments?

We do not have the collection data for each department.

24. If available, what are the number of transactions accepted per channel such as POS, IVR and Web payments?

Please refer to the answers to questions 1 and 13.a above.

25. RFP Section I Introduction, Paragraph C. Scope of Procurement, "Sandoval County's intent is to contract with a 3rd party credit card processing company for any county department that needs processing payment by Point of Sale, Online, or by IVR/Telephone.": Is it a correct interpretation that the County is looking for a County-wide credit card processing services? Would this be including, but not limited, to the Clerk's office, Planning & Zoning, Sheriff's office, and Landfill office?

Yes, it is a countywide contract servicing all offices and departments who collect payments.

26. RFP Section II Conditions Governing the Procurement, Paragraph A Sequence of Events: Does the County have a timeframe for awarding contract? Does County have a deadline for when project completion?

As referenced in the RFP, Section A. Sequence of Events, this will be determined once we receive the proposals and the contract has been awarded.

27. RFP Section IV Specifications, Paragraph A Detailed Scope of Work:

a. What additional Services or County Departments or Agencies and how many total County Departments or Agencies will be the Scope of the project?

This is specific to Sandoval County. We currently have seven departments who participate, but would like to leave it open to any department that may collect fees.

b. What are the specific products that you are seeking to accept payments for?

Property Taxes, filing fees, lodgers' taxes, rental agreements, documents, pet adoptions, contracts and accounts receivable, fees for services rendered.

c. What are the Average Transaction Counts and Transaction Volumes by County Department or Agency in Scope of the project?

Please see the answer to question 13.c above.

d. What is the breakdown of Transaction Counts and Transaction Volumes by Online, Point-of-Sale, IVR and ACH?

Please see the attached spreadsheet with the breakdown of numbers for each department (EMS/Fire: N/A).

28. RFP Section IV Specifications, Paragraph B Internet Capability, Item 7: This assumes a batch scenario. We provide Auth/Capture and the ability to Refund a transaction within the same day, which is different from the ability to process a Void, given real-time capabilities. Is the County open to this scenario?

This would be user specific and not necessarily a batch scenario. The County would prefer the ability to refund and void, same day.

29. RFP Section IV Specifications, Paragraph D Point of Sale (POS) capability: What third-party billing application will the vendor be required to support an integration to?

Please refer to the answer to question 8 above.

**Sandoval County Treasurer's Office
2023 Credit Card Transactions Data**

2023	Treasurer's Office			Economic Development			Public Works			Clerks		Planning & Zoning		Sheriff's Office		
	Counter		Trans amount	Counter		Trans amount	IVR		Web		Counter		Counter		Counter	
	Trans	amount		Trans	amount		Trans	amount	Trans	amount	Trans	amount	Trans	amount	Trans	amount
January	152	64,552.41	1,241	630,312.97	6	3,600.00	4	1,219.16								
February	191	52,779.80	777	415,976.55	7	7,333.55	0		1	28.79	5	3,120.06	2	95.00	18	460.00
March	192	86,130.30	1,821	1,058,271.23	6	11,700.00					9	13,450.08	9	655.00	19	505.00
April	271	130,193.45	2,028	1,686,733.88	14	13,873.24	5	1,919.11			4	3,909.39	7	665.00	14	329.25
May	184	115,437.73	2,253	2,332,281.75	13	22,462.00					7	2,411.24	4	790.00	21	540.00
June	115	48,017.29	837	478,212.39	11	16,326.00	1	352.64			8	6,287.60	6	430.00	19	455.00
July	57	41,858.22	529	229,678.97	6	8,724.00	8	1,994.37	1	506.32	9	9,439.56	4	475.00	25	625.00
August	57	17,346.46	400	169,321.81	7	8,410.00			2	3,148.69	12	11,869.18	4	310.00	26	700.00
September	51	12,565.87	241	126,092.24	7	9,460.00			1	29.27	7	3,098.66	12	875.00	19	475.00
October	39	15,366.14	908	662,527.59	4	7,870.00	4	844.48	1	3,656.45	9	6,801.45	11	900.00	20	500.00
November	571	304,345.35	7847	5,848,088.37	7	2,090.00	1	631.81	4	559.57	13	23,468.60	10	910.00	22	610.00
December	635	311,096.11	8,580	5,791,414.37	1	500.00	2	533.39	3	47.25	11	10,879.52	8	625.00	17	425.00
Totals	2,515	\$ 1,199,169.13	27,462	\$ 19,428,912.12	89	112,348.79	25	\$ 7,494.96	13	7,976.34	98	\$ 96,240.95	84	\$ 7,170.00	235	\$ 5,949.25

Total Transactions 30,521

Total Amount \$ 20,817,727.75