

Boone County, Indiana
Boone County Board of Commissioners

Request for Proposal (RFP)
For
Electronic Bill Payment & Presentment Services
(EBPP)
RFP No. 18/101

Proposals Due:

August 17, 2018 @ 2:00PM

Table of Contents

Section 1 — RFP Overview	4
1.1 General Information and Scope of Services.....	4
1.2 Purpose.....	5
1.3 Background Information	6
Section 2 — Proposal Submittal Instructions	10
2.1 RFP Schedule.....	10
2.2 RFP Location	11
2.3 Amendments to the RFP	11
2.4 Submission of Questions / Contact Person	11
2.5 Contract Terms and Conditions	11
2.6 Minimum Required Qualifications	13
2.7 Evaluation Criteria	14
2.8 Submission of Proposals	15
2.9 Contact Information	15
2.10 Opening of Proposals.....	16
2.11 Ownership of Proposals	16
Section 3 — Proposal Structure and Requirements.....	17
3.1 Cover Letter	17
3.2 Background and Experience	17
3.3 Qualifications and Staffing	18
3.4 References.....	18
3.5 Processing Transactions.....	18
3.6 E-commerce and Online Payment Processing	19
3.7 Authorization	19
3.8 Settlement	20
3.9 Integration.....	20
3.10 Payment Processing Capabilities	20
3.11 Equipment & Software	21
3.12 Reporting.....	21
3.13 Implementation	22
3.14 Service Offering Requirments.....	23

3.15 Training..... 23

3.16 Security 23

3.17 Disaster Recovery & Business Continuity..... 24

3.18 Customer Service and Support..... 24

3.19 Additional Services..... 24

Section 4 — Pricing 25

SECTION 1 — RFP OVERVIEW

1.1 General Information and Scope of Services

The Boone County Board of Commissioners of Boone County, Indiana (hereafter referenced as the County) is located in central Indiana. It is bounded on the north by Clinton County, on the east by Hamilton County, on the west by Montgomery County, and on the south by Marion and Hendricks Counties. It is 24 miles from east to west and 17.5 miles from north to south, and contains about 420 square miles or 268,800 acres. The County is divided into 12 civil townships as follows: Center, Clinton, Eagle, Harrison, Jackson, Jefferson, Marion, Perry, Sugar Creek, Union, Washington, and Worth.

The County is one of fastest growing counties in Indiana due to its proximity to the City of Indianapolis / Marion County. The community has grown to include significant residential areas and a large commercial presence on the northwest side of Indianapolis.

The County provides a full range of governmental services, including real estate and business personal property assessment / taxation, county sheriff and jail management, court services, adult and child probations, public health services, drainage oversight and management, county road management and maintenance, planning and development, etc.

The County is seeking proposals for single source services from qualified financial services vendors that have experience in providing Electronic Bill Payment and Presentment Services (EPPS) to county government in the State of Indiana of similar size and scope and that have the staff capacity and expertise to do so for Boone County, Indiana.

For a firm to be considered for this engagement, five copies of its proposal along with one electronic PDF version must be submitted in a sealed and clearly labeled envelope to the Boone County Board of Commissioners at the address below. They must be received by 2:00 P.M. on August 17, 2018.

Boone County Board of Commissioners
Attention; Kaylee Mullen
Commissioners Assistant
116 West Washington Street
Lebanon, IN 46052

The full scope of the required electronic payment processing services and other terms and conditions of this engagement are described in Section 3 of the attached Request for Proposal. The requested format and content of the proposals are described in Section 3. Proposals will be evaluated by the criteria set forth in Section 2.

Proposals will be reviewed by a Selection Committee. The Selection Committee reserves the right to invite in and have formal presentations made by one or more respondents to both the Board of Commissioners and the Selection Committee.

The County expects to make a decision in September 2018.

The County reserves the right to reject any and all proposals submitted, to request additional information from all proposers and to negotiate with one or more of the proposers regarding the terms of this engagement. The County also reserves the right to retain the proposals, use any ideas contained in the proposals and is not obligated in any manner to reimburse the proposers for the costs incurred in connection with responding to this RFP.

The Selection Committee intends to recommend the firm that, in its opinion, best meets the County's needs, not necessarily the firm with the lowest fees.

Any request for clarification or additional information regarding this RFP are to be submitted in writing to Ms. Kaylee Mullen, via fax to (765) 483-4494, or via email to kmullen@co.boone.in.us and must be received no later than 2:00 P.M. August 17, 2018 in order to be considered and responded to. All questions will be responded to and answers provided back via email to all that have requested a copy of this RFP.

The anticipated selection schedule is as follows:

RFP Release Date	July 2, 2018
Advertise RFP	July 2 through July 14 th , 2018
Deadline for Questions	July 20, 2018
RFP Responses Due	2:00 P.M. August 17, 2018
Responses Opened	9:00 A.M. August 20, 2018
RFP Evaluation	by August 31, 2018
RFP Interview(s)	September 10 th thru September 13, 2018
RFP Decision	September 17, 2018

1.2 Purpose

Boone County is seeking written proposals from qualified financial services vendors for an electronic and online bill payment processing services solution primarily for it tax collection, sheriff's operations, probation, courts operations, highway department, permitting and health department, with other possible expansion as described elsewhere in this RFP. The County desires to consolidate its vendors into a single source for credit card processing for all departments that need this type of service. Thus a product must be proposed and delivered that can accommodate all departments for the County. All proposal submissions must be prepared in strict accordance with the scope of services and detailed specifications incorporated herein. All firms submitting responses must possess the minimum qualifications detailed and must include adequate documentation to substantiate their qualifications. The County will consider any alternatives and additional services bidders wish to propose as a part of their responses.

1.3 Background Information

The County currently utilizes a number of different vendors for collecting revenue across several departments, including: PayGov, Forte, GovPay and Logo Indiana. The County wishes to phase in a single (one) EBPP vendor that presents an integrated interface to citizens and a simplified back- end process for County accounting staff, eventually across all offices collecting revenue for County Services. Software should include online and in-office (point of sale) electronic payment functions, and should work seamlessly with the financial software currently utilized by the County. It is the intention of the County to focus initially on rolling out EBPP software for the Tax Collection (Treasurers office), Records Office, Health Department, Probation Department and Sheriff's Office, with other fee-collecting departments to potentially follow.

It is anticipated that the EBPP solution shall provide a User-Friendly EBPP platform funded by user fees with:

- Reasonable/fair user fees that are clearly indicated.
- Multiple payment options.
- A variety of additional user options such as email reminders and automatic payments.
- Point of Sale terminals for in-office payments.

The following table provides an overview of the current departments and the vendors providing service. Additionally this table indicates other department needs that a vendor should be prepared to provide information on in their response;

BOONE COUNTY INDIANA

COUNTY OFFICE OR DEPARTMENT	DO THEY PROCESS CREDIT CARD PAYMENTS	CREDIT CARD COMPANY	WHAT TYPES OF PAYMENTS DO THEY PROCESS
MAINTENANCE	NO	N/A	N/A
SUPEIOR COURT II	NO	N/A	N/A
ASSESSOR	NO	N/A	POSSIBLE COPY FEE'S
AUDITOR	NO	N/A	POSSIBLE COPY FEE'S
TREASURER	YES	FORTE	THEY ONLY PROCESS PAYMENTS CURRENTLY ONLINE AND ONLY BY THE PUBLIC. THEY DO NOT PROCESS PAYMENTS IN THE OFFICE BUT WOULD LIKE THE ABILITY TO DO SO. THEY MAINLY TAKE TAX PAYMENTS. THEY OCCASSIONALLY DO A COPY FEE BUT IT IS RARE
RECORDER	YES	PAYGOV	THEY CHARGE FOR COPY FEE'S AND RECORDINGS. THEY DO HAVE SWIPERS IN THE OFFICE.
CLERK'S OFFICE	NO BUT WANT TO	N/A	WANT THE ABILITY TO TAKE PAYMENTS FOR TRAFFIC TICKETS, COPY FEE'S, MARRIAGE LICENSES AND CRIMINAL COSTS.
ELECTIONS OFFICE	NO	N/A	N/A

SUPEIOR COURT I	NO	N/A	N/A
CIRCUIT COURT	NO	N/A	N/A
GUARDIAN AD-LITEM	NO	N/A	N/A
SURVEYOR	NO BUT WANT TO	N/A	THEY WOULD LIKE TO BE ABLE TO PROCESS CREDIT CARD PAYMENTS FOR COPY FEE'S, GIS DATA, DRAINAGE PERMITS AND ENGINEERING REVIEW SERVICES
AREA PLAN	YES	N/A	POSSIBLE PERMITTING FEES, COPING FEES, ETC.
COMMISSIONERS OFFICE	NO	N/A	N/A
COUNTY COUNCIL	NO	N/A	N/A
HEALTH DEPARTMENT	YES	LOGO INDIANA	CURRENTLY CHARGE FOR VACCINES, IMMUNIZATIONS, POOL, TATOO, BIRTH & DEATH, FOOD, SEPTIC AND WELL PERMITS. ALSO CHARGE FOR PATERNITY AFFIDAVITS AND GENEALOGY SERVICES. NEED TO BE ABLE TO HAVE USB ATTACHABLE SWIPERS SO THAT THEY CAN ACCESS A WEB BASED PAYMENT PROCESSING VENDOR FROM THEIR VARIOUS OFFSITE VACINATION CLINICS'.
PROBATION	YES	GOVPAY	CURRENTLY CHARGE FOR USER FEE'S, HOOK UP FEE'S AND THEIR VARIOUS CLASSES. THEY DO HAVE A SWIPER BUT DO NOT USE

			IT. THEY REQUIRE THE PERSON ON PROBATION TO GO ONLINE AND MAKE THEIR OWN PAYMENT SO THAT THE OFFICE ISN'T RESPONSIBLE FOR DOING IT.
HIGHWAY	NO BUT WANT TO	N/A	WANT TO BE ABLE TO COLLECT ON THEIR VARIOUS PERMITS. ALSO WANT TO BE ABLE TO POTENTIALLY COLLECT FOR INDIVIDUALS WILLING TO CONTRIBUTE TO ROAD CONVERSIONS AND PEOPLE CONSIDERING DUST CONTROL WORK AND HAVING IT DONE THROUGH ONE VENDOR AND THE PEOPLE CAN PAY THE COUNTY FOR THE WORK.
PROSECUTOR'S OFFICE	NO	N/A	N/A
SHERIFF'S OFFICE	YES	GOVPAY	CURRENLTY TAKE PAYMENTS ON BONDS, ACCIDENT REPORTS, SEX OFFENDER REGISTRATION, TAX WARRANTS

Online payments have seen a steady increase over the past 3 years. Recent Online tax payment information:

- 2018 Online Tax Payments – first five months - totaling \$2,234,838.93
- 2017 Online Tax Payments: payments totaling \$2,873,905.06
- 2016 Online Tax Payments: payments totaling \$ 592,078.32

It is anticipated that after initial roll-out, future expansion could include payment for fees, permits and services in other departments and offices as indicated in the table on pages 4 through 6. This is not an inclusive or guaranteed list of additional offices. Proposers shall make available the flexibility to allow the County to absorb some or all of the user fee costs for these smaller revenue-collecting offices.

The County utilizes CYMA financial software and the PVDNet® Tax Software for revenue collection. Importance is placed on internal and external controls and a desire to sync bill payment software with CYMA and PVDNet®.

The County is seeking a fee structure that will incentivize online payment, improve transaction time for in-person payments, and provide a user-friendly call center for users still wishing to make payments via telephone. Finally, the solution should provide the County with multiple levels of security including digital signatures, client access controls, user-specified transaction limits and multi-party security controls to ensure every payment is authenticated. The on-line system must be available 24 by 7 except for scheduled maintenance.

The successful firm will be required to provide the best electronic bill payment solution for the County and the one that ultimately best strengthens relationships with tax payers, other customers and employees. The automated solution should provide the following objectives:

- Provide a multi-functional tax bill payment platform and potentially expand to additional fee collecting departments over time.
- Flexible payment options with fair/reasonable user fees, consistent across ALL platforms.
- Reduce processing of electronic payments via telephone.
- Minimize risk.
- Ability to work with the County and its existing PVDNet® collection software and financial system, CYMA.

Insure that all information is stored with the highest level of security

SECTION 2 — PROPOSAL SUBMITTAL INSTRUCTIONS

2.1 RFP Schedule

The following is a list of the important dates for activities related to the RFP process (dates subject to change as announced by amendment).

<u>Activity</u>	<u>Date</u>
RFP released	July 2, 2018
Deadline for questions	July 20, 2018
Answers to questions published	July 27, 2018
Submission of proposals	August 17, 2018
Vendor Interviews	September 10 – 13, 2018
Executive Committee Award	September 17, 2018

2.2 RFP Location

This RFP is posted on the County web site: [http:// boonecounty.in.gov](http://boonecounty.in.gov)

2.3 Amendments to the RFP

In the event it becomes necessary to amend, alter or delete any part of the RFP, changes to the RFP will be posted on the website. It is the vendor's responsibility to be aware of amendments that are posted on the web site: [http:// boonecounty.in.gov](http://boonecounty.in.gov)

2.4 Submission of Questions / Contact Person

All questions must be addressed in writing (via letter or email) to:

Kaylee Mullen
Commissioners Assistant
116 West Washington Street
Lebanon, IN 46052
kmullen@co.boone.in.us

Vendors are prohibited from contacting the County regarding this RFP for any purposes and by any means other than those specified herein.

2.5 Contract Terms and Conditions

The following information will be a portion of the terms and conditions that will be included in a final agreement / contract between the Vendor and Boone County Board of Commissioners. The vendor should note in their response any objections or comments regarding this information.

The selected vendor will be required to agree to and sign a formal written contract between

the Boone County Board of Commissioners and the vendor.

There is no expressed or implied obligation for the County to reimburse vendors for any expenses incurred in preparing proposals or presentations in response to this request. During the evaluation process, the County reserves the right, where it may serve the County's best interest, to request additional information or clarification from proposers, or to allow corrections of errors or omissions. The County reserves the right to accept any proposal, to waive any irregularities or informalities in any proposal or in the proposal procedures, or to reject all proposals. Furthermore, the RFP does not obligate the County to accept any expressed or implied services.

The contract will be for an initial four (4) year period with an option to renew for two additional (2) year periods. Fees specified in this proposal will remain fixed for the duration of the initial contract period. Any foreseeable pricing increases that may occur should be clearly identified.

Performance under this contract resulting from this RFP may be terminated by the Boone County Board of Commissioners whenever;

The proposer, in the sole opinion of the County, is in default in the performance of the contract and shall fail to correct such default within the period specified by the contracting officer in a notice specifying default; or the contracting officer shall determine that termination is the best interest of the Boone County.

Termination will be effected by delivery to the proposer of a notice to terminate, stating the date upon which the termination becomes effective. Upon receipt of the notice to terminate, the proposer shall:

- Stop all work
- Assign to Boone County all rights, title and interest in the work being developed;
- Deliver forthwith to the Boone County all completed work and work in progress;
- Preserve and protect, until delivery to the County, all material plans, and documents related to this contract which, if the contract had been completed, would have been furnished to the Boone County or necessary to the completion of the work.

Either party may terminate the agreement by giving the other party written notice ninety (90) days prior to the end of the contract term. The successful vendor shall notify the County in writing within ten (10) days of any changes in Federal or State regulations or laws that would thereafter affect any agreements. The vendor shall also notify the County of any new services that become available from vendor.

If selected to provide services to the County, the vendor must provide a certificate of insurance and the additional insured endorsement evidencing adequate insurance coverage: General Liability \$1M per occurrence and statutory limits required under the Indiana Workers' Compensation Act. All of the aforementioned policies and Certificates of Insurance should be issued immediately after the Vendor receives notification of award. In performing the services, vendor must comply with all applicable state and federal laws and

regulations and applicable industry standards and requirements. So that Vendors are aware data breach insurance as a rider will be discussed during contract negotiations as a possible requirement.

Procurement information shall be a public record subject to the exceptions of disclosure to the extent provided in the Indiana Freedom of Information Act. As a general principal, prices, fees, or service charges are not exemptions. The vendor agrees, as a condition of submitting a proposal, the County will not be liable or accountable for any loss or damage which may result from a breach of confidentiality, as may be related to the proposal.

The vendor affirms that, to the best of its knowledge, its proposal does not present a conflict of interest with any party or entity, which may be affected by the terms of a contract resulting from this RFP. The vendor agrees that, should any conflict or potential conflict of interest become known, it will immediately notify the County, and advise whether or not it will or will not resign from the other engagement or representation.

Proposals will remain in effect for a period of one hundred twenty (120) days from the deadline for submission of the proposal.

Provisions of this RFP and the contents of the successful response will be used to establish final contractual obligations. The County retains the option of canceling the award if the successful Respondent fails to accept such obligations. The County and the successful Respondent shall enter into a written contract for the work to be performed.

It is understood that this RFP and the Respondent's proposal shall be attached and included by reference in a contract signed by the County and the successful Respondent.

The vendor will bill the Boone County based on the submission of monthly invoices in a format to be determined by the County.

The undersigned bidder hereby authorizes the County to set off against monies payable hereunder by the County to the bidder, an amount equal to any unpaid real and personal property taxes and assessments (the collection of which is not barred by the State of Limitations), owing by the bidder to the County, including all interest and lien charges in connection with such paid taxes.

In the event negotiated changes occur after the awarding of the contract, the same pricing policies called for in the original contract will remain in effect.

The contract award under this RFP is contingent upon the availability of funds to Boone County for this project. In the event that funds are not available, any contract resulting from this RFP will become void, of no force and effect.

2.6 Minimum Required Qualifications

In order to qualify for consideration, the following minimum qualifications must be met:

- Proposer must have demonstrated experience and expertise in regard to providing the types of services outlined in the Request for Proposals.
- Proposer should have a proven track record in providing these types of or similar services for municipal or county governments. The County would prefer a firm who has worked with other Indiana county governments similar in size to Boone.
- Proposer must be qualified and properly licensed in the State of Indiana to perform its obligation under this proposal in compliance with any/all applicable Federal and State of Indiana laws and regulations, statutes and policies.

2.7 Evaluation Criteria

The firm selected will ideally have experience in providing payment services to government agencies and departments which follow a business model that differs from that of a commercial seller of goods and services. Proposals will be evaluated by County staff with ability to meet all requirements as described in the RFP.

Proposal submissions will be evaluated based on the following criteria (in no particular order):

- The Firm's proposed project teams' experience with providing electronic payment processing services to comparable governmental accounts of similar size and scope.
- Extent of services offered, and depth and extent of overall resources that can be put to use to ensure the success of the programs.
- The proposed program approaches and specific details of how the proposed service will be rolled out, organized and implemented.
- Total years in business and financial stability of the Firm.
- Quality of references from previous clients.
- Proposed schedule of time needed to implement the program(s), from account set-up, migration, start-up and ultimately full implementation.
- Competitiveness of pricing of services to be provided with proposed User Fees.
- Experience with processing CYMA and PVDNet® file output information.
- Online product, reports, and ease of user functionality.
- Overall quality and completeness of proposal.

The County reserves its rights to examine any other criteria and take the same under consideration and to reject any firm or proposal despite its compliance with these criteria if it determines that to do so would be in its best interests. *The County is not obligated to*

select the lowest cost bid but will select the vendor that the County believes provides the best value.

2.8 Submission of Proposals

All proposals shall be submitted in complete original form. No faxed or emailed proposals will be accepted. Proposals shall be sealed and marked “**Electronic Bill Payment & Presentment Services (EBPP) RFP No. 18/101**”. The Candidate’s name and address must appear on the envelope. Vendors shall submit one original and four (4) copies of their proposal in paper form. Vendor shall also submit one (1) copy on a flash drive.

Sealed Proposals must be delivered no later than ____:____ PM, Date ____, 2018 to:

2.9 Contact Information

Boone County Board of Commissioners
Attention; Kaylee Mullen
Commissioners Assistant
116 West Washington Street
Lebanon, IN 46052

Proposals received after the above date and time will be returned unopened.

2.10 Opening of Proposals

The proposals will be opened at the Board of Commissioners meeting which starts at 9:00 A.M. August 20, 2018.

2.11 Ownership of Proposals

All proposals that are submitted on time become the property of the County upon submission, and the proposals will not be returned to the vendors.

SECTION 3 — PROPOSAL STRUCTURE AND REQUIREMENTS

Vendor proposals shall be structured as follows and address the following requirements:

3.1 Cover Letter

Letter of introduction that generally summarizes vendor's offering and includes the name of vendor's contact person and contact information (email address, phone number, etc.).

3.2 Background and Experience

Provide a brief overview of your company. Please provide your responses in the given area to each of the questions below. Answers not provided in this format will not be taken into consideration. Please add more space and/or reference attachments where necessary.

1. Full Legal Name, Address (not a P.O. Box), Main Telephone, Main Fax Number, Parent Company Name, Address (not a P.O. Box)
2. Include the name and telephone number of the person(s) authorized to execute the proposed contract for vendor.
3. Brief History of Company including an overview of the ownership structure.
4. Furnish background information, including date of founding, principal lines of business, days/hours of operation and other pertinent data.
5. Has the vendor been merged with or acquired by another organization within the past three years? If so, please provide details.
6. Key Program contact(s) that will be assigned to the County (Name, Position/Title, Direct Telephone, and Email address)
7. Number of years in the proposed electronic payment processing business.
8. Provide a brief description of the benefits and value of your services.
9. Discuss how long you have been offering these services.
10. Provide the total number of clients enrolled in your program.
11. Describe how your electronic payment processing program is part of a

larger product/service mix.

12. Describe your growth and/or expansion strategy.

3.3 Qualifications and Staffing

In this section discuss the staff of the vendor who would be assigned to work on this account and their reporting relationships.

1. Identify the key personnel of the vendor who would be assigned to this project or otherwise have significant roles in providing services to the County. Include their titles, phone and fax numbers, and e-mail addresses, and provide brief biographies of these individuals. Provide a business organization chart.

3.4 References

The proposer shall submit at least three (3) public sector clients as references with contact information and length of relationship.

3.5 Processing Transactions

1. Proposers shall indicate in their proposal which forms of electronic payment they will support, i.e. Visa, MasterCard, American Express, Discover, Electronic Check, PayPal, Apple Pay, etc. Why? If more than one is used, which would you recommend for our program and why?
2. Describe how routine questions and troubleshooting will be handled.
3. What are the procedures to correct duplicate transactions?
4. Describe the chargeback procedure and the County's responsibilities and obligations regarding disputed charges.
5. Is each transaction assigned a unique identification number that will be stored and remain with the transaction through the transaction cycle, including authorization, adjustments, settlement, funding and reconciliation?
6. Does vendor provide Address Verification Service?
7. Are there limitations on the number of files transmitted each day?
8. Does vendor ensure and maintain each Department's compliance with key card association rules (such as EMV or an equivalent security standard)?

9. What changes in account team structure, reporting or personnel would occur as the County moves from implementation to on-going maintenance?
10. What processes have been put in place with other customers to monitor their satisfaction with service and quality?
11. Provide an overview of how customer feedback has been used to improve and change impressions of service and quality?
12. Please describe your problem resolution procedures (dispute or issue with a user payment).
13. Who would the County contact when there are questions/problems? Does this contact change throughout the process?
14. Describe your support structure for our employees and users. Confirm the hours of operation for such support structure.
15. Please describe your day-to-day client servicing capabilities.
16. Describe the manner in which service is provided to customers and our vendors once the program is active.
17. Describe your company's user enrollment and support programs. Is a third party alliance established? If so explain the nature of the alliance.
18. Do any third-party partners perform other functions, such as system support or customer service? If so, explain.
19. Describe the consulting tools and processes you have in place to provide the County with information and advice regarding program performance, growth and best practices with comparisons to industry benchmarks and standards.

3.6 E-commerce and Online Payment Processing

Vendors must describe their approach and philosophy toward new and emerging payment channels (mobile payments, pay-by-phone, etc.). Please list any types of emerging payment channels or methods that vendor has implemented for current customers and/or are working with customers to implement.

3.7 Authorization

1. Describe the authorization method vendor recommends for the County.
2. What are the procedures to reverse transactions?

3. Describe the control parameters on the electronic payment processing program. How quickly can changes be made to the parameters?
4. Describe the liability protection available to the County.
5. Describe your program management process including:
 - a. Enrolling the County's users (residents).
 - b. Deletion of users.
 - c. Periodic attempts to enroll users that did not accept the initial enrollment.
 - d. User payment limits.
 - e. Issuance/Deletion of user card numbers.

3.8 Settlement

1. How soon are funds available to be drawn on after a transaction has been authorized?
 - a. Does vendor support multiple settlement accounts? If so, please provide details.
 - b. What is the cutoff time for daily batching/settlement?

3.9 Integration

An integrated solution is not required but will be considered. Vendors shall therefore describe their capabilities and the degree of integration vendor has established with other financial services and software systems and programs.

3.10 Payment Processing Capabilities

Vendors shall describe in an appropriate amount of detail their capabilities with respect to the following methods of payment processing:

1. Online (e-Commerce)
2. Onsite
3. Mobile
4. Telephone (IVR)
5. Cash

3.11 Equipment & Software

Vendors shall describe all equipment and/or software that will be required or recommended for the proposed services, how this equipment/software will be provided, how this equipment/software will interact with existing County equipment to provide the services, and any requirements applicable to County. In addition, vendors shall list the cost (if any) of equipment supplied by unit price. Specifically, vendors must address the following:

1. Explain vendor's card accepting device (including but not limited to PIN devices) and device management and support program.
2. Does vendor offer mobile solutions for card processing? If yes, describe in detail.
3. What technology innovations have you invested in over the last three years?
4. How have you used these technological innovations to improve your customer's processes and to reduce costs?
5. Describe the "pull" payment and "push" payment process, the differences between them and which process your program uses, or if the County can choose between the two.
6. Do you have a Disaster Recovery Plan? If so, please state yes below and include as a separate attachment.
7. What type of feeds do you provide the County to load into our systems?
8. Are there any special hardware or software requirements for using the software that interfaces with our internal systems? Who provides the hardware and/or software? Who is responsible for installing and maintaining the hardware and/or software? How are upgrades managed?
9. What has been your experience with customers who use an electronic payment processing program?
10. If the County were to request enhancements, describe the prioritization process for such requests.

3.12 Reporting

Describe the transaction activity and history reporting process and timing. The system shall allow designated staff the ability to generate a transaction report during the end of day closing routine, or at any time during the day. The system shall provide reports that are exportable to an archival file type such as .pdf or .csv.

1. How quickly are reports updated with information after a transaction is completed?
2. What length of time is data stored online? What are vendor's archival practices? The County wants three (3) years of data maintained.
3. Please describe your reporting capabilities around electronic payment processing program.
4. Describe how your reporting package accomplishes the interface with our systems.
5. How often would you provide reports to the County? Is there a fee if the County requests a greater frequency?
6. Can users (residents) set up accounts to access reports to manage payment histories?
7. Please describe any fees associated with customizing a report and the length of time required to receive a customized report.
8. Describe the various reporting options (inquiry, ad-hoc, read only) and the level of reporting detail your program offers and describe how these reports can be tailored to meet the requirements of a client.
9. Provide a detailed overview of software that supports the company's electronic payment processing program. Is it wholly owned? How do you ensure data consistency and integrity?
10. Provide a general description of the reporting packages offered.

Vendors must include examples of standard reports that County staff will regularly use to review activity and reconcile transactions (batch summary, detail, fee statement, etc.).

3.13 Implementation

Vendors shall provide an overall implementation plan and proposed schedule with specific action items and time frames which includes action items the vendor is expecting from the County.

1. Please provide a sample contract and any additional documents that will be required to initiate services.
2. Please describe your implementation process, providing a definition of each

task for both you as the Service Provider as well as the County. How long will implementation take?

3. Please describe your project milestones and communication plans.
4. Define the support our administrators and users can expect including user manuals, instructional and/or education materials, on-site visits or other assistance.
5. Describe the role/responsibilities of our designated Program Administrator.
6. Vendors shall describe on-going support that is available after the County has completed the implementation phase.

3.14 Service Offering Requirements

The firm's scope of services will include, but is not limited to, the full implementation and integration of an electronic bill payment and presentment solution for the revenue collecting offices of the County. The team will work collaboratively with the Department of Information Technology and other offices identified for implementation and future expansion. It is anticipated that the scope of services shall include the tasks outlined below.

1. Provide a comprehensive schematic of how the Electronic Bill Payment and Presentment Solution will operate.
2. Assist with all technical aspects of the project rollout.
3. Perform a cost/benefits analysis of how users will be impacted.
4. Provide user enrollment outreach to convert residents to electronic payment.
5. Provide assistance to County staff.
6. Provide a timeline for the completed project.

3.15 Training

Vendors shall describe training that will be provided / made available during the Implementation phase, any follow-up or refresher training available, and the medium through which training will be provided such as in-person, webinar, phone, etc.

3.16 Security

Vendors must describe their overall security program.

1. Describe the security measures vendor uses to prevent unauthorized access to either vendor's system or data.
2. Describe security measures used to protect Internet transactions.
3. How will vendor respond in the event of a data breach?
4. Supply information that will demonstrate your compliance with the Payment Card Industry Data Security Standards ("PCI-DSS"), including the date of your last audit, the firm that conducted the audit and the Merchant Level that describes the number of card transactions processed. Please provide as an attachment.
5. Explain what the County should expect in terms of its own PCI compliance.

3.17 Disaster Recovery & Business Continuity

Vendor must describe backup and/or redundant systems and business continuity measures.

3.18 Customer Service and Support

Vendors shall describe their approach to, and resources for customer service and support. The selected vendor shall be solely responsible for handling all cardholder inquiries and complaints regarding payment processing and for supporting County staff. The successful vendor shall provide a call center based in the U.S. and available 24/7/365 via toll-free number with multi-lingual capabilities and a means for County staff and customers to access the vendor via email.

This shall include but need not be limited to the following:

1. Vendor's help desk arrangements – Is it vendor owned or contracted? Does the same facility support cardholders and agency staff?
2. Does vendor offer technical support for the hardware provided/recommended? If so, provide the hours of operation.
3. Explain the process for adding new locations and closing existing locations.
4. What is vendor's problem escalation policy?

3.19 Additional Services

Vendors may describe any related or complementary services vendor currently offers that may be of interest to County based on vendor's assessment of the business requirements provided in this RFP or vendors past experience.

SECTION 4 — PRICING

Vendor is to propose a credit/debit card fee structure for the County's evaluation. Vendors shall describe options that pay the payment processing fee. Some County Departments may choose to absorb the related fee and others to pass on the convenience fee to the cardholder/customer.

The convenience fee model must be compliant with Visa, MasterCard, American Express, and Discover rules and regulations.

Vendor shall clearly list all applicable fees, and source of payment including but not limited to:

1. Start Up Costs: Set-up fees and any initial costs that will be incurred.
2. Transaction Costs: Indicate pricing module and provide in detail the per transaction cost.
3. Address Verification Fee.
4. Chargeback Processing Fee.
5. Gateway fees and/or batch fees.
6. Statement fees.
7. Monthly minimums.
8. Annual fees.
9. Support and Training fees.
10. Security PCI fees.
11. Other Costs: Any additional fees or charges not listed above. Please provide a description.

Vendors must provide any additional information vendor feels is necessary to fully describe and identify any and all fees (i.e. setup, annual, application fee, etc.). Any fees not clearly specified in the response will not be allowed after a contract is awarded. Vendor may present fees in a suitable format provided vendor's fee presentation is clear, understandable, and responsive to all of the above requirements.