

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT**

INVITATION TO BID NO. 20-284-RFI

ADDENDUM NO. 2

The following clarifications are made as a result of vendor inquiries:

1. Are there any additional RFI documents aside from the actual Solicitation Notice published?
Answer: No, there are no additional RFI documents aside for what is published to Vendor Registry.
2. Will the forthcoming RFP be limited to those firms who respond to the RFI?
Answer: Reference Section I. Introduction and Purpose, last paragraph.
3. With a component under E-Payment services listed as "Dedicated customer service support for staff and customers." Is this indicating a 24/7 support staff or reasonably accessible support for the payment system?
Answer: This is an item the County is exploring through the responses to this RFI. Responses to this RFI should give suggestions on support for the payment system.
4. Does the County anticipate the solution being a 100% custom solution or an implementation of one or more off-the-shelf products?
Answer: This is an item the County is exploring through the responses to this RFI. Responses to this RFI should give suggestions on solution.
5. Is this system will allow paying via International Cards?
Answer: No, this system will not allow paying via International Cards.
6. Is this system will allow customers to pay via foreign currency?
Answer: No, this system will not allow customers to pay via foreign currency.
7. Are we using any system right now and we need to migrate to a new system? If yes, do we require to migrate the old data?
Answer: Reference Section III. Information to Be Provided for Request for Information. The option to migrate to a new system may be explored through the responses to this RFI. Responses to this RFI should give suggestions on migrating to a new system.
8. Is there any specific Payment Solution (Payment Gateway) to be used here? or We can suggest the best possible payment solution?
Answer: This is an item the County is exploring through the responses to this RFI. Responses to this RFI should give suggestions on payment solution.
9. Are we going to allow other systems to integrate with our payment solutions via API? If yes, Please provide expectations toward it.
Answer: Reference Section III. Information to Be Provided for Request for Information, E-Payment Services.
10. What would a yearly volume be expected in terms of transactions and financials? Is there any pick period for a year?
Answer: In FY 2017, for the Office of Treasurer, over 500,000 payments totaling approximately \$1 billion annually through multiple payment channels. However, please describe in detail your systems capabilities.
11. Is there any hardware restrictions for deploying these solutions? Any specific standard and region to be used?
Answer: The County is exploring the best possible solution that follows the most recent payment industry standards.
12. Do we have any timeline to start and Go Live?

Answer: This is an information seeking solicitation. The County does not guarantee a subsequent solicitation, so no timeline is available.

13. Why is the county releasing an RFI and not an RFP?

Answer: The County is seeking available solutions; therefore, an RFP is not necessary at this time. Please reference Section I. Introduction and Purpose, first paragraph.

14. Why are you putting a bid out at this time?

Answer: The County is seeking available solutions; therefore, an RFP is not necessary at this time. Please reference Section I. Introduction and Purpose, first paragraph.

15. What is the name of your existing payments provider(s)?

Answer: This information is not required to respond to this Request for Information.

16. Can you break down your consumer fees? example: 2.50% credit card and \$1.00 e-Check, \$3.00 debit card Do you absorb any fees? Do the consumers pay all the fees?

Answer: This information is not available.

17. What departments currently use your payments processor?

Answer: Reference page 6 of the RFI.

18. Is there an integration requirement? Who would we integrate with?

Answer: Yes, there is an integration requirement. Respondents should detail their system's capabilities to integrate with several applications that capture payments for different departments as listed in the RFI.

19. Do you want IVR? Do you use IVR? Is it bilingual?

Answer: Reference Section III. Information to Be Provided for Request for Information.

20. Do you pay any hidden fees? Set up fees? Annual or monthly fees to your existing payment provider?

Answer: The County is seeking available solutions, so respondents should specify their system's capacity associated with payment fees.

21. How many POS card swipe devices to you use today? How many do you want for this RFI?

Answer: There are approximately 125 POS card swipe/reader devices. This is an information seeking solicitation. The County does not guarantee a subsequent solicitation, so no devices are needed at this time.

22. Do you use a Kiosk? Do you want a Kiosk?

Answer: Reference Section III. Information to Be Provided for Request for Information, E-Payment Services.

23. How is the Software vendor and Credit Card Processor integrated? (Re-Time Bi-Directional, Batch File, etc.)?

Answer: This information is not required to respond to this RFI.

24. How many payments to you process a month or a year?

Answer: This information is not required to respond to this RFI.

25. What is the timeline for the proposed Enterprise Payment Solution "Go Live" date and what are the drivers for going live on that date?

Answer: This is an information seeking solicitation. The County does not guarantee a subsequent solicitation, so no timeline is available.

26. How many systems in total require integrations to the proposed Enterprise Payment Solution?

Answer: This information is not required to respond to this RFI.

27. What billing and customer information systems does the County intend for the enterprise payment solution to integrate with?

Answer: This information is not required to respond to this RFI.

28. Who is the County using as their Depository Bank?

Answer: This information is not required to respond to this RFI.

29. Who is the County using as their Credit Card Processor?
Answer: This information is not required to respond to this RFI.
30. Could the County please clarify what they mean by “On Behalf Of (OBO)” Payments.
Answer: “On Behalf of (OBO) Payments means third-party payments.
31. Could the County provide a list of Gateways that the County is using today?
Answer: This information is not required to respond to this RFI.
32. Could the County provide a breakdown of the individual departments and which Gateway is being used today?
Answer: This information is not required to respond to this RFI.
33. Does the County have a unique customer account number that can be used throughout various departments?
Answer: No, the County does not have a unique customer account number that can be used throughout various departments.
34. Are constituents able to pay multiple departments within a single transaction – Example – Tax Bill and Utility Bill within the same transaction?
Answer: Yes, constituents can pay multiple departments within a single transaction for only select transaction types.
35. What County systems would the EPS vendor need to interface with?
Answer: Respondents should detail their system’s capabilities to integrate with several applications.
36. The RFI asks if the solution can have the “Same fee structure across all payment types.” In this case, does “payment types” refer to the items that are paid (e.g. real estate tax, utility bill, etc.), or is it referring to the payment tender (Amex, Visa, e-check, etc.)?
Answer: “Payment types” refer to items that are paid (e.g. real estate tax, utility bill, etc.) and payment tender (e.g. Amex, Visa, e-check, etc.)
37. Can the County provide any information on the timeline of this initiative, if the County ends up proceeding with an implementation?
Answer: This is an information seeking solicitation. The County does not guarantee a subsequent solicitation, so no timeline is available.
38. Are in-person transactions out of scope for this proposed EPS? If so, why? - How many physical office locations would require e-payment services? - How many total cashiering stations are there?
Answer: No, in-person transactions are not out of scope of the proposed EPS. Respondents should detail their response to include their locations of e-payment services and cashiering stations.
39. Which bank is the banking services provider? (i.e. where funds are deposited)
Answer: This information is not required to respond to this RFI.
40. How many IVR lines are required? Would each department needing IVR have its own IVR line, or would it be one countywide IVR line?
Answer: Respondents should detail their firm’s capabilities to provide IVR lines for each department or Countywide.
41. Would the County be interested in the vendor providing information on the digitization of services (getting paper and in-office transactions on the web), as part of this response?
Answer: Yes, responses to this RFI should give suggestions on digitization of services.
42. How many, and for which departments does the County envision using kiosks?
Answer: Respondents should detail their firm’s capabilities to provide kiosks.
43. How important is kiosk cash acceptance to the County? Would the County like more information about a network of physical cash acceptance locations, that is an alternative to cash accepting kiosks?

Answer: Reference Section III. Information to Be Provided for Request for Information, E-Payment Services for kiosk cash acceptance. Yes, the County would like more information about a network of physical cash acceptance locations that is an alternative to cash accepting kiosks.

44. What term are you looking for for hosted SaaS

Answer: Respondents should detail their firm's capabilities to provide a term for hosted SaaS.

The balance of the solicitation remains unchanged.

Arlington County, Virginia

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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR RESPONSE:

RESPONDENT ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 2.

FIRM NAME: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____