ARLINGTON COUNTY, VIRGINIA

OFFICE OF THE PURCHASING AGENT

REQUEST FOR PROPOSALS NO. 21-DTS-RFP-580

ADDENDUM NO. 1

Arlington County Request for Proposals No. 21-DTS-RFP-580 for Enterprise Payment Solution is amended as follows:

I. Proposal Due Date is hereby changed to:

ELECTRONIC SEALED PROPOSALS WILL BE RECEIVED BY ARLINGTON COUNTY VIA VENDOR REGISTRY, UNTIL 3:00 P.M. ON THE 8TH DAY OF JUNE 2021.

II. Attachment A – Specifications is replaced in its entirety with the Attachment A - Revised Specifications.

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

1. Who is your existing payment processor(s). Please list all of them.

ANSWER: Elavon and Wells Fargo are the enterprise wide payment processors.

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

ANSWER: The RFP is out at this time as per County's strategic plan to procure an enterprise payment solution.

3. Do you instead use Tyler that has a baked in processor for one or all depts?

ANSWER: No, we do not use Tyler.

4. Can you break down your consumer fees? example: 2.50% credit card, e-Check Free, $3.00 debit card? How much do you pay your vendor for e-Check? How much is Debit Card Fee?

ANSWER: Convenience fees are:

Credit card – 2.35% - 2.5%

Debit card – 0 – 1%

E-check - $0

ACH - $.10 per transaction

4b. You absorb e-Check fees. Do you absorb other fees? If so, which ones?

ANSWER: We absorb debit card fees on in-person payments at the Treasurer's Office.

5. What departments currently use your payments processor?

ANSWER: Most departments are using our payment processor for either online or in-person payments.

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

ANSWER: Yes. Please refer to Attachment A – Revised Specifications tab titled 5, items 6.64 – 6.96. Technical for the list of systems.

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

ANSWER: Yes. Bilingual (English/Spanish) is preferred.

8. Do you pay any hidden fees? Set up fees? Annual or monthly fees to your existing payment provider? If so, how much do you pay them. Please break it down.

ANSWER: There are no annual or monthly fees. There is no hidden fees.

9. Last summer 2020, the county had 125 Terminals listed on your RFO. How many POS Terminals do you have today?

ANSWER: There are approximately 125 card reader devices being used.

10a. Are you looking to replace your existing Terminals and put in new ones?

ANSWER: It will be dependent on the solution provided by the vendor.

10b. How many Terminals do you want for this RFP?

ANSWER: It will be dependent on the solution recommended.

10c. Please provide the cost you paid for each Terminal?

ANSWER: The cost of the terminals is not relevant to this RFP.

11a. Do you use a Kiosk?

ANSWER: No

11b. Do you want a Kiosk?

ANSWER: Yes

11c. How many?

ANSWER: One at this time but we may expand at a later date.

11d. Indoor? Outdoor? Both?

ANSWER: Indoor is preferred but we would like to have information on outdoor kiosk options as well.

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

ANSWER: Depending on the application, integration is real-time bi-directional or batch file.

13. Do you currently receive next day bank funding deposits? If not is it 24-48 hour standard deposit to your bank account?

ANSWER: Next business day deposits.

14. ABD – Automated Bank Debit Service- Is that through a bank? What is the name of the bank? Or is that thru a payment vendor? If so, what is the payment vendor name?

ANSWER: ABD transactions are managed internally and the ACH file is sent to our bank Wells Fargo.

15. In an effort to provide a comprehensive proposal package, will the County consider extending the due date by 30 days?

ANSWER: Please refer to Section I above.

16. What are the County's current Rates? We recognize the total amounts, but will the County please provide a breakdown of credit card, debit card, and electronic check counts and volumes?

ANSWER: Please refer to # 4 for rates.

Please refer to Attachment D – Detailed Transaction Amounts & Volume for the Office of the Treasurer

17. According to Attachment C - Cost Proposal, the County we have to price all departments with the same model, but will vendors have the ability to offer different pricing options per department?

ANSWER: The County would prefer a flexible convenience fee structure that is consistent across all departments. The County is open to reviewing additional fee structures.

18. Is the contract firm fixed price?

ANSWER: No

19. Is the county looking for COTS solution or custom designed and developed solution would work?

ANSWER: The County is looking for a COTS solution with minimal customization, if needed.

20. What is the expected total user count?

ANSWER: The number of active customer profiles in the last one year for CAPP (Office of Treasurer) is 87,000. There are also customers that use quick pay to make payments. We do not have the user count for all applications and there may be an overlapping customer base.

21. What is the expected concurrent user count?

ANSWER: Approximately 1500 with the expectation that the number will increase. The County would like to get more information about how many the proposed solution can support.

22. Are you interested in a custom solution designed and developed by vendor with help from SMEs that is based on Enterprise Low Code Development Platform?

ANSWER: No

23. Does the County requires existing integrations to all of the software vendors listed on the Technical Specification Document in order to become a finalist?

ANSWER: No, we do not require existing integrations to all of the software vendors but we would like to get information on the vendor's ability to integrate the proposed solution with the existing applications.

24. (1.13) – Does Arlington County want to charge Convenience Fes AND be able to pay those fees for the customer? What will be the deciding factor on when the customer pays vs the county?

ANSWER: Yes, the default is that the convenience fee will be passed on to the customer but in some cases the county will pay the convenience fee. This is dependent on each department and their customer base.

25. (1.15) – Arlington County wants to provide a full-service calculator to their own web portal?

ANSWER: The customers should be able to change the payment amounts and make partial payments using the proposed solution.

26. (1.19) – What are the external payment sources?

ANSWER: Lockbox, cashier, wire.

27. There are several internal payment options listed in 6.64 – 6.94 but was not sure which were external.

ANSWER: The applications listed in 6.64-6.96 are the various systems of record. Please refer to #26 for external payment sources.

28. (1.24) – What Kiosk system, software, and hardware are being used or would like to be used?

ANSWER: There is no kiosk available currently. The vendors can propose the kiosk system, software and hardware that will be compatible with their solution.

29. (2.12) – Is there a third-party Chargeback system that you currently have in place or would like to use? Or does this program need to bring their own system for Review?

ANSWER: We do not have a third-party chargeback system in place. Vendors can propose chargeback system option with their solution.

30. (3.01) – What is the accounting system currently in place that journal entries need to be posted to?

ANSWER: The various systems of record are noted in Interfaces. Please refer to Attachment A – Specifications, tab titled 5. Technical, 6.64-6.96.

31. (3.03) – What system or software is the county using for General Ledger system?

ANSWER: Oracle Financials

32. (4.01 – 4.08) – Is the County asking for the ability to create individual, customized portal pages for each and every county resident that visits the site and creates a profile?

ANSWER: No. The system should support customer profiles/accounts (created by the customer) and customers making one-time payments without a customer profile/account. The customers shall have the ability to customize the layout of their profiles/accounts when logged in.

33. (4.16) – Is there a preferred method of notification?

ANSWER: The County will consider the vendor recommendations.

34. (4.19) – What outbound correspondence is being sent? Would this be a depository for copies of written correspondence? Or only electronic communication?

ANSWER: Currently, the outbound correspondence is both mailed letters and emails from the Office of the Treasurer. This correspondence is also available on customer's online account on CAPP.

35. (4.37) – Will "chat with county staff" need to be live or will a ChatBot function after hours be an option?

ANSWER: We are interested in both options.

36. (6.66) – Elavon – they are a current payment processor, which department is currently using them? Is that contract running out, is it in evergreen? Is there a reason there is not a total integration with Elavon?

ANSWER: Various departments use Elavon. The current contract is not running out.

37. (6.67) – Can we do away with the Lockbox interface if our system can handle checks?

ANSWER: The County will retain our lockbox services but the solution will not need to interface with the lockbox provider.

38. (6.70) – IVR System – what is the current IVR System?

ANSWER: Official Payments

39. (6.83) – COBRA – Is this a Federal Database, or a specific system run by the county?

ANSWER: Please refer to Attachment A – Revised Specifications.

40. (6.90) – My School Bucks – Heartland - they are a current payment processor, is this ONLY used in the in the school system? Is that contract running out, is it in evergreen? Is there a reason there is not a total integration with Heartland?

ANSWER: Yes, it is used only in Arlington Public Schools. Its current contract with APS is not relevant for this RFP.

41. (6.94) – Open Cities – you are asking for a single integrated User Experience – will this not be a problem if you are creating a customized portal for each user?

ANSWER: Please refer to #32. The County is looking for a seamless navigation between the County's website and the payment solution portal.

42. In 'Attachment B - Information Governance Questionnaire Matrix' for requirements where we have not provided described the requirement in proposal, can we provide the explanation to those requirements in "Comments/Plans for Meeting Compliance" column ?

ANSWER: Yes

43. For Attachment A as a whole, does the County currently have all the features and functionality (accounting, customer management, security, interfaces) referenced in place today with their current software system?

ANSWER: Yes, the Office of Treasurer has a system that has all the features and functionality. All departments have different systems and not all systems have these features and functionality.

44. Section # 19, Page 7 (A): Would Arlington County allow the terms and conditions resulting from an award to include ONLY eligible entities within the jurisdiction of the Commonwealth of Virginia?

ANSWER: The County elects not to restrict all vendors responding to this solicitation to be limited to just the Commonwealth of Virginia.

45. Section 5, Page 15, 6.5: Would Arlington County consider responses that include additional fee structure models if they pose a benefit to the county? If so, which departments may benefit and permit alternative fee structures?

ANSWER: Please refer to #17.

46. Standard Contract Terms/Conditions: # 21 Termination: Would Arlington County be willing to provide for a 30 day cure period for any issues that may arise between Arlington and the awarded respondent to remedy such issues before a termination notice is issued? This request would apply to all sub-sections of #21 of the standard terms and conditions. (A; #1 and #2, Sub section B)

ANSWER: This is a standard clause for Arlington County.

47. On Attachment A, 1.24: Can Arlington County advise how many kiosks will be needed and which departments will utilize kiosk systems?

ANSWER: Please refer to #10. It is unknown at this time which departments would use a kiosk or if all departments would use the same kiosk.

48. On Attachment A, Tab # 3 Revenue Accounting and Workflow 3.03. Can Arlington County advise as to the current system used for it's General Ledger System?

ANSWER: Please refer to #31.

49. On Attachment A, Tab # 5, 6.64 to 6.94. Does the applications listing from 6.64 to 6.94 represent all applications an awarded respondent will need to interface with? Or are their additional applications?

ANSWER: The applications listed are all current applications the vendor may need to interface with. This list may change as systems could change or be added in the future.

50. On Attachment A, 4.16 -Customer Management Can the County describe the current functionality pertaining to this section in detail?

ANSWER: The functionality does not exist in the Office of Treasurer's portal.

51. On Attachment A, 2.14 Payments and Collections Per NACHA guidance, platforms that provide validation are preferred in the industry. Would the County accept proposals from respondents that provide NACHA compliant validation rather than Prenotes?

ANSWER: The County desires a system that supports both NACHA compliant validation and prenotes for recurring ACH payments.

52. On Attachment A , 2.01-Payments and Collections Would the County define Automatic Bank Debits (ABD) and what functionality is expected? Is this referring to Bank BillPay?

ANSWER: Automatic Bank Debit is set up via the customer portal to permit the County payment system to debit the customer's bank account for payment on the due date or, in some cases, monthly. It is different from Bank BillPay where the payment is sent by the customer using their online bank account.

53. Can you please break out the Auto Registration and Tax Revenue?

ANSWER: Please refer to the transaction amounts and volumes in the Scope of Services section of the RFP.

54. The County mentions several payment partners in the RFP, are these contracts expiring or is the new vendor going to connect with your existing merchant relationships?

ANSWER: The County would like to get more information about how the new solution can integrate with its existing systems.

55. Is the County open to having the vendor provide a one stop portal for all payments in all departments?

ANSWER: Please refer to the Introduction – Background/Purpose section of the RFP.

56. Please list each software that will need to be supported by department.

ANSWER: Please refer to #30.

57. What is the total number of credit card transactions and total processing volume by department.

ANSWER: Please refer to #16.

58. What is the average order value by department?

Please refer to the transaction amounts and volumes provided in the Scope of Services section of the RFP.

59. Does County needs a replacement of current POS, IVR and CIS Systems?

ANSWER: Replacing our existing IVR is in scope of this RFP. Replacing POS and CIS systems will depend on the proposed solution and its compatibility with the existing systems.

60. In 'Attachment A', requirement number 1.05 and 1.06, County has mentioned about tender types. Can County please elaborate on what tender types are they referring to?

ANSWER: The tender types are defined in 1.05.

61. In 'Attachment A', County has given the list of existing applications. Can County please confirm which existing systems need to be replaced and with which the new system needs to integrate.

ANSWER: Please refer to #54.

62. What is the fee paid in % & $ amount associated with each type of transaction on ACH/EFT, e-Check?

ANSWER: Please refer to #4.

63. What is the current process of accepting payments from the customer/user? Please elaborate on the payment options available to the customer/user.

ANSWER: The customers can make payments with credit/debit cards, ACH, checks and cash. The Office of Treasurer has a customer portal for payments and accepts walk-ins and mailed checks. Each department has its own process and systems, which are listed in the Revised Attachment A – Specifications, tab titled 5. Technical, 6.64-6.96.

64. Who is paying the processing fees for Checking Services, Electronic Transfers, Card Payments, Cash payments or ACH Payments? (End customer or County or both, please clarify)

ANSWER: It depends on each department and its operations. It could be the customer or the County.

65. We understand that the RFP Contract date is TBD yet. Does County have identified any Project start date and Go live date identified? This will help us in proposing the projected timelines to provide Enterprise Payment Solution to County customers.

ANSWER: The County intends to start the implementation by FY2022, immediately after contract award.

66. Does the County own any kiosks currently or they expect vendor to provide the kiosks?

ANSWER: Please refer to #10.

67. What is the anticipated number of County staff users for the Enterprise Payment Solution?

ANSWER: 50-100

68. Attachment A - Specifications document requests narrative responses to many questions. The comments cell has a limit of 5 sentences for each question. Can vendors respond to these inquiries in a separate narrative document or can the County remove the 5 sentence limit?

ANSWER: Please refer to Attachment A – Revised Specifications.

69. If we have screen shots or graphics (such as reporting examples) for Attachment A - Specifications, where should we include these?

ANSWER: Please include them in a separate document with links to the graphics, shots etc. in Attachment A – Revised Specification along with the responses.

70. On the list of Integrations, "Elavon (processor for rpp.arlingtonva.us website)" is listed. Will the selected vendor need to use Elavon as a processor for this integration?

ANSWER: This will depend on the proposed solution.

71. Is the data provided for Transactions and Volume the total departmental transactions (including cash and check), or just e-payments (e-check and card)?

ANSWER: Total including credit/debit cards, e-checks, checks and cash.

72. Can the county provide card and e-check transactions split out by department?

ANSWER: Please refer to #16.

73. Is proof of a HIPAA audit required, or is it acceptable to design our integration such that no Protected Health Information is transmitted?

ANSWER: Proof of HIPAA audit is required.

74. Are we required to delete/destroy data?

ANSWER: Records should be removed at the end of their retention period as determined by state statue. The retention time is based on the record type and varies by type.

75. Some data destruction requirements include text such as "Retain 3 years after audit, then destroy." Is this relevant to the data we will be storing? If so, what audit is it referring to? How will we know when it is time to destroy data?

ANSWER: It may be relevant if the Office of the Treasurer or another department is involved in an audit as the target or the originator and needs to keep records for an audit that have reached their retention period, per record type, and are ready for removal. The audit date can be used as a new period for retention to extend the time of destruction. It can also apply to records that are only used for an audit. Those records would be kept for 3 years after the completion of the audit.

76. What types of historic data will need to be migrated from the legacy systems into the offeror's system? How will this data be used in the offeror system?

ANSWER: Which data will be converted, if any, is unknown at this time.

77. Please point us to precise definitions of PII and PPI so that we may accurately answer the questions in Information Governance Certification Requirements.

ANSWER: PII – Personally Identifiable Information

PPI – Protected Personal Information

78. For "in-the-field" payments (Specification #1.02), is the expectation to accept card payments in locations where there is no internet connection?

ANSWER: No, payments would be processed with WiFi or a cellular connection.

79. Which cashiering applications are used for "in-the-field" payments, and which item types are paid for in these scenarios?

ANSWER: We don't have a cashiering application for "in-the-field" payments. An example of payments that may be taken "in-the-field" are taxes, parking tickets and inspection fees.

80. Is check processing part of the required scope of services? Would ACH check conversion fulfill this requirement?

ANSWER: Check processing is not part of the required Scope of Services.

81. Are lockbox services for cash and/or checks part of the required scope of services?

ANSWER: Please refer to #37.

82. Specification #4.37 ("The system shall allow customers to send a message or chat with county staff asking questions through the system?") ends with a question mark. Is it stating that chat functionality with a live county staff agent is a required part of the online payment process?

ANSWER: **Yes. Please see Attachment A – Revised Specifications.**

83. In Specification #6.16, you request our data dictionary. We have hundreds of database tables across multiple applications. What are you hoping to learn from this so that we may respond with the most useful and relevant information?

ANSWER: **The data dictionary is to understand relationships which will assist in ad hoc reporting and analysis.**

84. Due to the extensive list of requirements and our desire to provide a thorough, quality response to meet the County's needs and requirements, would the County consider extending the RFP due date by 2-3 weeks?

ANSWER: **Please refer to Section I above.**

85. Regarding item 1.02 The system shall provide the capability to accept electronic payments in-house, online, by phone (IVR), and in-the-field. Can you be more specific about the electronic payments in-house? Would this be over the counter payments? Is cashiering in scope?

ANSWER: **Over the counter payments, which may include credit/debit cards, checks, cash or other payment types. Cashiering is not in scope. Electronic in-house payments would be via a self-service kiosk.**

86. Regarding item 1.06 The system shall provide the capability to process a single payment transaction with multiple tender types. Describe the life cycle for a single payment transaction with multiple tender types from customer and backend perspective. This type of use case is more in-line with an in-person payment use case, are you looking to apply this to online payments?

ANSWER: **The system shall allow the customer to make multiple payments such as credit card and check in one transaction, allowing single payment. On the backend, the County would like to get more information on how it is posted to the receivable systems.**

87. Regarding item 1.15 The system shall allow customers to override the system calculated payment amount and enter a new amount for each bill item and/or total balance. Describe how the system will provide a calculator to aid customers in calculating a different amount to pay, rather than paying the balance in full. Can you please provide a use-case in which this functionality would be needed for the customer to override?

ANSWER: **Customers may choose to make partial payments with the ability to choose the amount.**

88. Regarding item 2.14 The system shall provide the capability to process prenotes. Describe the prenote process, including any customer notifications and letters generated. Can the County please provide sample use-cases?

ANSWER: We initiate a prenote when a customer schedules recurring ACH payments (Please refer to # 52 for more information on the Automatic Bank Debit (ABD) process). Currently the Treasurer's office notifies the customer of prenote failures by letter or email.

89. Regarding item 3.10 The system shall allow provide the ability to identify the obligation paid by a unique index or settle code. Can the County please provide more context around unique index or settle code?

ANSWER: Unique index or settle code could be an identifier for the transaction that can be used to research the details of the transaction.

90. Regarding item 4.03 Describe what online customer actions require confirmation or additional support from County staff, and the process for working these requests. Are there specific action items that the county is concerned about here?

ANSWER: Adding third party users to an account could require confirmation or additional support from County staff. The County would like details about the customer requests that will require staff intervention such as creating profiles, cancelling a payment etc.

91. Regarding item 4.05 The system shall allow customers to personalize their accounts and layout. Describe all options available for customers to personalize their account access and layout through the payment portal. What particulars would the county like for the customers to be able to customize for their layouts? Can you provide a use case?

ANSWER: Ability to customize layout, such as ability to change the view for bills from list to icons or colors on their account layout.

92. Regarding item 4.19 The system shall record customer information and track outbound County correspondence for customers without established accounts and receivables. Describe how this can be achieved by the system. Can the County please provide a use case?

ANSWER: This would include all quick pay customers who may make one-time payments without setting up a customer account. For example, for quick pay customers the system shall record the customer information and the payment information such as confirmation/receipt.

93. Regarding item 4.20 The system shall allow a user to update a profile while it is simultaneously being updated by another user without loss of data. Describe how the system prevents loss of data when a user updates a profile that is simultaneously updated by another user. Can the County please provide context and a use case for this requirement?

ANSWER: A customer and county user may be updating a profile at the same time.

94. Regarding item 4.24 The system shall provide the capability to track and record data for one-time customers and established customers. Discuss the options for recording customer data and tracking transactional activity for one-time customers. Would this be for the County to see or the customer making one-time payments?

ANSWER: Please refer to #92. This would be for both the County and the established customers.

95. Regarding item 4.34 The system shall validate data entered in some specific system fields using validation logic, as well as provide capability to execute County-specific logic. Provide an overview of the validation. Can you provide an example of County-specific logic that would be used for validation?

ANSWER: For example, when a customer enters the address, the system should be able to validate against the USPS address database. Another example is validating a check digit algorithm for an account number entered by the customer.

96. Regarding item 6.66 Elavon - Payment processor for transactions made through the rppp.arlingtonva.us web site. It is customary that our solutions are provided through a service fee model. Is the County suggesting that the County pay for the payment-application if we have to use Elavon as the processor?

ANSWER: Elavon is the current processor for several current payment applications including the RPP website. Continuing to use Elavon will depend on the proposed solution. As stated in the RFP the county desires a convenience fee-based pricing model.

97. Regarding item 6.67 Merkle - Lockbox service for check payments Please describe the integration use-case to Merkle.

ANSWER: Please see Attachment A – Revised Specifications.

100. Regarding item 6.68 iNovah - Cashiering / POS system Please provide the integration use case to iNovah

ANSWER: The proposed solution will not integrate with iNovah.

101. Regarding item 6.69 CAPP - Online payment portal We believe the requirements stated in this RFP is asking for an online payment-application/portal. Please explain how our proposed solution is to integrate with CAPP.

ANSWER: The proposed solution shall integrate with CAPP so payments can be made via the portal along with payments to the other departments. The County would like more information on how the proposed solution will integrate with CAPP.

102. Regarding item 6.70 IVR System What IVR solution are you currently using that would require an integration?

ANSWER: Please refer to #38.

103. Is it the County's intent to discontinue the use of CAPP and install an alternative system which will present constituent invoices/balances (for taxes, parking tickets, utilities etc.), as well as provide the capability to remit electronic payment and integrate to ACE for posting/reconciliation?

ANSWER: The county intends to continue using CAPP for registration, filing and management of tax, utilities and parking ticket accounts. The proposed solution will present constituent invoices/balances and accept electronic payments for accounts managed in ACE/CAPP as well as accounts/invoices managed by other departments in other county systems.

104. In specification 1.20 of the General Payment section, the County references "back-off applications". Please expound upon the definition of "back office applications" and provide examples (application name/version) if feasible.

ANSWER: Back-office applications refer to the receivable systems used by the different departments. Please refer to Attachment A – Revised Specifications, tab titled 5. Technical, 6.64-6.96 for the different systems.

105. Related to specification 3.06 of Rev ACT & Workflow: "The system shall provide daily activities to multiple receivable systems and County's system of record." Please further expound on what is meant by "provide daily activities", and, if possible, please provide examples (or a list of) the referenced "receivables systems".

ANSWER: Some examples of daily activities are registrations, applications, payments, refund requests. Referenced receivable systems are listed in Attachment A – Revised Specifications, tab titled 5. Technical, 6.64-6.96.

106. Related to specification 4.34 of Customer Management: "The system shall validate data entered in some specific system fields using validation logic, as well as provide capability to execute County-specific logic. Provide an overview of the validation." Please further expound upon your definition of the term "validate/validation". Please also further define what is meant by "County-specific logic" and provide examples if feasible.

ANSWER: Please refer to #95.

107. Related to specification 4.10 of Customer Management: "The system shall link multiple agency accounts to a single customer account. Describe the preferred approach for linking customer and account data in the System." Pending whether the County's intention is to eliminate use of CAPP and thereby present balances/invoices (for taxes, parking tickets, utilities etc.) within an alternative system, please provide examples of other agency accounts for which a customer might wish to view/pay during a given web session.

ANSWER: Please refer to #101 and #103. Examples of other agency accounts for a customer may wish to pay are listed as Charge Types (Some examples included) under scope of services in the table that provides annual transaction amounts for the different departments.

108. Related to specification 4.19 of Customer Management: "The system shall record customer information and track outbound County correspondence for customers without established accounts and receivables. Describe how this can be achieved by the system." What type of "customer

information" is the County referencing? What types of "County correspondences" would be applicable in this instance?

ANSWER: Please refer to #34 and #95.

109. Related to specification 6.07 of Technical: "List any additional System components required to make the proposed solution work." Please further expound upon your use of the term "System components". Is the County referencing system components within the County's application(s) or within the technology being proposed by the contractor?

ANSWER: System components within the solution being proposed.

110. Related to specification 6.20 of Technical: "Describe in detail System functionality to copy all or part of a record (e.g. tax type) and allow the user to modify the copied record." Please provide an example of when/how this use-case would apply. And, please further expound upon the County's use of the term "copy".

ANSWER: Customers could be applying for a resellers license with Arlington County Police Department and some information may need to be copied. This will minimize data entry for customers.

111. Related to specification 6.26 of Technical: "Describe how information entered on mobile devices may be transferred to the System database and/or records management System, including any offline store and forward capabilities." What types of "information" is the County referencing? Store & forward functionality is typically leveraged when connectivity to a POS application is unavailable, but the POS hardware/software is capable of capturing card data for transmittal once connectivity has been restored. Is specification 6.26 referring to that type of store & forward functionality? If yes, is specification 6.26 referring to card-present payments? If yes to card present, please further expound upon this use-case (with examples if possible).

ANSWER: The County would like to understand if the proposed solution allows offline payments. If yes, please describe how and if it's an optional feature.

112. Related to specification 1.06: "The system shall provide the capability to process a single payment transaction with multiple tender types. Describe the life cycle for a single payment transaction with multiple tender types from customer and backend perspective." Typically, the term "tender type" refers to different types of payment (i.e. check, cash, card etc). Please further expound upon the County's use of the term "tender".

ANSWER: Please refer to #86.

113. In 'Attachment A', for requirement number 1.01 i.e. "The system shall provide the capability to accept payments for agencies with a back-office application through integration and for agencies that have no back-office applications. Describe the process from start to finish for the payment process from the customer's perspective". Can County please elaborate on what agencies are they referring to?

ANSWER: Please refer to Scope of Services in the RFP for the various departments/agencies.

114. Worldpay from FIS is preparing a response to the Arlington County bid. With intent on preparing a complete and competitive document we would request a 10 business day extension to the bid due date.

ANSWER: Please refer to #15.

115. Reviewing the volumes provided we would request more detail. A. breakdown of card vs ach B. break down of credit vs debit C. breakdown of IVR vs online vs mail or lobby. D. transaction interchange summary.

ANSWER: Please refer to Attachment D - Detailed Transaction Amounts & Volume for the Office of the Treasurer

116. Arlington County has requested the merchant services be invoiced monthly. What are the expected invoiced fees in a Convenience Fee environment? Does the county want to see merchant services fees invoiced? Does the county want to see network interchange invoiced?

ANSWER: The County requests to be invoiced monthly for the convenience fees that are not passed on to the customer (which will be determined by department/program during implementation).

117. Does the county require any paper billing and mailing?

ANSWER: The County would prefer the option of paper billing and mailing.

118. Does the county require any POS equipment? any specific devices? how many?

ANSWER: Please refer to #10.

119. Does the county require integration into specific middleware, software, ERP or legacy systems?

ANSWER: Please refer to #30 and #31.

120. What is the county's existing convenience fee rate? convenience fee minimum? card vs ach? online vs IVR?

ANSWER: Please refer to #4.

121. Is the county satisfied with the existing payment processor?

ANSWER: Yes.

122. What are the reasons for the county seeking a new payment processor?

ANSWER: Please refer to the Introduction in the RFP.

123. (III. Background, Page 9): Can you please describe the type of payments you receive that would be considered on behalf of (OBO) payments?

ANSWER: Tax service company making tax payments on behalf of the homeowners.

124. (IV. Scope of Services, Page 12): Can you provide copies of your current merchant statements?

ANSWER: The County chooses not to provide the current merchant statements. Please refer to #4.

125. (IV. Scope of Services, Page 12): Who provides your IVR solution(s) today?

ANSWER: Please refer to #38.

126. (IV. Scope of Services, Page 12): Can you please provide the following volume breakouts for each department: • Number of card payments and the average ticket amount • Number of eCheck payments and the average ticket amount • Number of online payments vs IVR

ANSWER: Please refer to Attachment D - Detailed Transaction Amounts & Volume for the Office of the Treasurer.

127. (IV. Scope of Services, Page 12): How much do you want to host on website and what is expected of payment processor to host?

ANSWER: The County would like the vendor to provide a complete customer portal as part of the proposed solution. The functionality and features for the customer portal are listed in Attachment A.

128. (Attachment A, Tab 1. General Payments 1.03): Can you provide a list of billing/accounting systems that data will be sent to/from for display of bill data and updating of customer records/applications?

ANSWER: Please refer to #27 and #49.

129. Will the County accept electronic signatures on required forms?

ANSWER: Yes

The balance of the solicitation remains unchanged.

Arlington County, Virginia

Sy Gezachew

Procurement Officer

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

OFFEROR ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 1.

FIRM NAME:

AUTHORIZED

SIGNATURE: **DATE:**