

## NOTICE OF ADDENDUM #1

### Request for Proposal No. 2017/18-09 Electronic Payment Services

This one (1) page must be completed and submitted with  
all other documents in the Proposal Package

By signing this page and submitting a proposal, vendor hereby acknowledges that it/they have read and understand all terms, conditions, and requirements set forth in the RFP and the attached addendum #1. In addition, acknowledges the addenda(s) that have been issued.

#### Offeror Information:

Signature: \_\_\_\_\_

Print Name & Title: \_\_\_\_\_

Firm Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone & Fax:

\_\_\_\_\_

Email Address: \_\_\_\_\_

## NOTICE OF ADDENDUM #1

TO:

Request for Proposal No. 2017/18-09

Electronic Payment Services

Issue Date: July 2, 2018

The board of County Commissioners of Curry County, State of New Mexico, has issued the following Addendum #1 to the Request for Proposals for Electronic Payment Services, RFP No. 2017/18-09. Questions were invited and received and a compilation of questions were made and the following answers are provided to all offerors that submitted the "Notice to Owner of Intent to Propose".

All of the remaining terms and conditions of RFP No. 2017/18-09 have not been altered or changed and remain the same.

### Questions and Answers:

1. Question: Who is the current vendor for the County? What are their current Fees?

Answer: The current vendor is LexisNexis VitalCheck Network, Inc. Current fees are attached as attachment #1.

2. Question: Are the fees currently paid as a convenience fee by the cardholder or does the County Cover a portion of the fee?

Answer: All Fees are paid as a convenience fee by the cardholder. The County shall pay no sums or compensation whatsoever for tax payment or tax payment convenience fees or other service fees.

3. Question: Is the County expecting a provider to provide full liability coverage for chargebacks? Or is the County expecting to cover the payment amount for the chargeback and the vendor cover the convenience fee and administrative expense.

Answer: The offeror shall be responsible for transaction settlements and will handle all credit card inquiries, charge-back and retrieval requests. The County will not cover any payment amount. Offeror will assume all security responsibilities for consumer data that is collected and stored by any transaction modules, and that exists in their software systems.

4. Question: Are current telephone payments only processed through IVR or are live agents also used.

Answer: Telephone payments are currently processed through IVR or County employees take payments over the phone.

5. Question: If a new vendor is selected, what activation date is the County expecting?

Answer: The activation date shall be August 21, 2018, fifteen (15) calendar days after the contract is awarded at the Board of Curry County Commissioners meeting on August 7, 2018.

6. Question: How many locations (offices) process over-the-counter payments?

Answer: Two offices will process over-the-counter payments. The Clerk's office currently has two (2) Point of Sale Devices and the Treasurer's Department has four (4) Point of Sale Devices. The County will request that one (1) Point of Sale Device be added to the Assessor's office.

7. Question: Does the current over-the-counter transaction locations utilize a computer at the workstation processing the payment?

Answer: No. By use of your pin number, you are able to process the card on the credit card equipment alone.

8. Question: What are the current yearly transaction count and dollar value for credit card and eCheck? What is the volume for each payment method; telephone, or over-the-counter?

Answer: Please see attachment #2

9. Question: On page 6 of the RFP, it states that proposals “shall not exceed 15 pages in length, exclusive of cover letter, divider sheets, Resident Certificate(s) and Campaign Contribution Disclosure pages, and other attached forms.”

- a Does this requirement also exclude resumes of key personnel (as requested in Section 1 – Qualifications and Experience of the Proposal Package)?

Answer: This requirement will exclude resumes of key personnel.

- b Will the County allow the proposal response to be 15 pages double-sided?

Answer: The County will **NOT** allow double-sided pages. Proposals must be 15 single sided pages

10. Question: Has your agreement reached its term with Lexis Nexis?

Answer: If a new offeror is selected, the County will terminate the agreement with Lexis Nexis 15 days after a new contract is awarded to allow time for the new offeror to setup their equipment and to make sure there is no downtime in accepting payments.

11. Question: What is the total credit card volume for all the departments across all channels?

Answer: See attachment #2.

12. Question: Is the County interested in a solution where paperless statements are an option?

Answer: Yes, Curry County would be open to a paperless solution. The County currently receives statements through email.

13. Question: Could you please provide annual processing volumes for Tax and other payments? Credit? Debit? ACH?

Answer: See attachment #2. Current reports cannot breakout credit, debit and ACH payments.

14. Question: What are the current convenience fees being charged to the payer?

Answer: See attachment #1

15. Question: What is the anticipated term of the contract?

Answer: The contract shall be awarded for a two (2) year period. The County shall have the option to renew the contract for one (1) additional two (2) year period for a total period of four (4) years.

16. Question: How many Point of Sale devices will be needed for the Counter Module?

Answer: See question #6.

17. Question: The RFP mentions a single software vendor however, it does not stipulate the total number of applications that will require payment processing integration. How many web applications/systems will require payment processing?

Answer: Currently the Treasurer's office is the only department taking online payments.

18. Question: How many EMV swipers will be needed to facilitate the "Counter Modules"?

Answer: See question #6

19. Question: Who is responsible for the cost of the equipment for the counter module (swipers)?

Answer: The offeror will be responsible for the cost of the equipment.

20. Question: How many IVR calls are projected daily/weekly/monthly? Who is responsible for the IVR expenses?

Answer: The County currently does not receive IVR phone calls. The County will not be responsible for IVR expenses. The offeror should outline in their proposal how those fees will be handled.

21. Question: What are the projected number of transactions annually?

Answer: See attachment #2 for transactions in the Treasurer's department. Phone and POS in the Clerk's office, are estimated at around 900-1200 transaction a year.

22. Question: What is the contract term?

Answer: See question 15

23. Question: What is the projected project timeline?

Answer: See question 5

24. Question: What external interfaces does Triadic Enterprises offer?

Answer: .net

25. Question: Please clarify the life cycle for how users will make their payments to the County. Will users go to the County's Triadic Enterprises built system find their bill and then the Triadic-system will connect to the payment system via the contractor's API? Or will the contractor's system integrate with the Triadic system, by either batching the bill information or looking it up in real time, making the payment with the user and then updating the County's system with the payment information?

Answer: Currently users go to the County Website and lookup their bill using the Triadic Enterprises built system to find their bill and then the Triadic-system will connect to the payment system via the contractor's API. Offeror must provide in their proposal their life cycle method.

26. Questions: Is the County expecting end user/constituent support from the vendor?

Answer: Yes

27. Questions: Is the County expecting support for County personnel only?

Answer: The County is expecting support for County personnel and the end users.

28. Question: Does the County expect the final contract to be on a standard County form? If so, can the County please provide the form?

Answer: The contract will be formulated by the County Attorney based on the RFP and the proposal of the potential winning offeror. The contract will be provided during negotiations for review.

29. Question: Does the County anticipate additional terms/conditions to be incorporated in the final contract that are not included in the RFP?

Answer: Additional terms/conditions will be incorporated during negotiations.

30. Question: Will the vendor be able to suggest additional contract terms and conditions during the negotiation process? If not, what is the method for vendors to suggest additional terms and conditions?

Answer: Yes, the awarded offeror will be able to suggest additional contract terms and conditions during the negotiation process.

31. Question: The RFP stipulates: "The RFP contemplates that, subject to the terms and conditions included in the RFP, most of the terms and conditions and pricing of the eventual contract will be added during negotiations." In the additional terms on Page 10 #11, the County indicates that an offeror that refuses to accept an award may be suspended by Curry County. Our question is whether a situation where the County and the successful offeror cannot agree to final terms after a good faith negotiation would fall under the clause on Page 10 #11, and thus subject the successful offeror to suspension by the County?

Answer: Good faith negotiations normally do not end up in a suspension by the County. The County handles suspension of any offerors on a case by case basis depending on the reasoning for suspension.

All of the remaining terms and conditions of RFP No. 2017/18-09 have not been altered or changed and remain the same.

Questions concerning this addendum should be directed to Troy Hall, Purchasing Agent at (575) 763-6016 or Carol Pipes, Finance Director at (575) 763-6016

**End of Addendum #1**

## ATTACHMENT #1

### Addendum Fee Schedule

#### **Tax Payments Convenience Fees**

- Remote Payments (web, IVR, phone):  
Credit: 3.00% of the transaction value  
Guaranteed E-Checks (i.e. no risk of bounced checks) - currently only available on web and phone payments - \$3.95 per transaction
- Point of Sale (POS – counter) payments:  
Credit: 3.00% of the transaction value  
Debit: \$2.50 per transaction

**Note 1:** Maximum Debit or Credit Card Charge per transaction: \$5,000.00

#### **Non-tax Payments Convenience Fees (for other Curry County agencies wishing to utilize these services)**

Remote payments: The fee table below demonstrates the assignment of a flat fee charge to the customer based upon the Agency's product or payment type and average ticket range. The actual average ticket per payment type by department will be determined in partnership with the Agency. LexisNexis VitalChek Network Inc. will periodically review transactions to ensure the average ticket amount is within the range determined between the Agency and LexisNexis VitalChek Network Inc. Upon review, if the average ticket is deemed to be outside of the proposed pricing range, a price adjustment would be made based on the chart below and Agency agreement to accurately reflect the appropriate fee based on the new average ticket amount.

For example, if the department's average ticket is \$75, the convenience fee would be \$4.00. This flat fee would be charged to all customers whether their total charge is \$50 or \$100.

	Min	Max	Fee
\$	0.01	\$ 50.00	\$ 2.50
\$	50.01	\$ 100.00	\$ 4.00
\$	100.01	\$ 200.00	\$ 6.00
\$	200.01	\$ 300.00	\$ 9.00
\$	300.01	\$ 400.00	\$ 12.00
\$	400.01	\$ 500.00	\$ 15.00
\$	500.01	\$ 600.00	\$ 18.00
\$	600.01	\$ 700.00	\$ 21.00
\$	700.01	\$ 800.00	\$ 24.00
\$	800.01	\$ 900.00	\$ 27.00
\$	900.01	\$ 1,000.00	\$ 30.00



**Point of Sale (POS – counter) payments:**

Credit: \$2.50 for transactions up to \$70, then for transactions over \$70 the fee will be 3.5% of the transaction value

Debit: \$2.50 per transaction

ATTACHMENT #2

**Credit Card Report for Curry County  
Treasurer**

Month the amounts are for	Report Date Report comes out 5 <sup>th</sup> of next month								
		POS	POS Amount	Web	Web Amount	IVR	IVR Amount	Total Amount	
June	July-17	56	14,956.54	49	13,893.63	12	2,633.81	31,483.98	
July	August-17	49	12,949.12	53	12,965.56	21	5,012.31	30,926.99	
August	September-17	13	4,221.81	7	3,160.60	5	2,469.32	9,851.73	
September	October-17	14	3,303.81	6	1,162.15	6	788.68	5,254.64	
October	November-17	29	13,670.83	39	7,516.48	8	1,861.18	23,048.49	
November	December-17	69	22,252.62	103	36,717.76	33	6,401.45	65,371.83	
December	January-18	66	27,212.76	112	41,322.64	33	7,305.82	75,841.22	
January	February-18	31	13,015.83	30	12,351.78	15	7,459.02	32,826.63	
February	March-18	44	16,049.59	21	5,742.99	13	4,201.36	25,993.94	
March	April-18	51	13,305.66	41	15,028.55	22	4,326.97	32,661.18	
April	May-18	58	14,590.03	43	16,843.03	14	2,970.57	34,403.63	
May	June-18							0.00	
		480	155,528.60	504	166,705.17	182	45,430.49	367,664.26	