



RFP For Electronic Payment Services (No. DOF2015-001)

Questions and Answers

Questions and Answers Regarding Fees and Payments		
	Questions	Answers
1	Q: Which bank is the County's banking services provider? (i.e.: where funds are deposited)	A: Bank of America
2	Q: Would the County be interested in guaranteed e-checks for the current fee transaction proposed for credit cards?	A: We would like to validate the e-check transaction but we do not favor a percentage based fee for this service. The validation cost would need to be a fixed fee, if we were to consider this option. We would be interested in a fixed debit card convenience fee that is not tied to the percentage based credit card convenience fee.
3	Q: What is the scope of convenience fees currently being assessed?	A: We currently have different vendors working with different County departments, and with this project we plan to transition departments not currently accepting credit cards to using this service. Our current convenience fee range is 2.35%-2.5% and the fee for eCheck is \$1.49-\$1.95. These rates are based on the volume for the specific departments that use the services, and we fully expect your pricing to be creative, competitive, and reflective of the fact that the service area will include departments across the County.
4	Q: Which departments utilize convenience fees currently? Which departments utilize absorbed fees currently?	A: The Department of Finance currently charges a 2.5% convenience fee for property tax transactions. Others are handled based on each department's policy at this time.
5	Q: With regard to service fees, is the County requesting two separate authorizations for each transaction?	A: No. The service fee should adhere to the requirements of section 3.7, but only one authorization/confirmation is required for the total transaction



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6	Q: What are the County's requirements about confirmation for voids or credits?	<p>A: We would like the system to discreetly identify and confirm corrections and credits, so they can be separately tracked but readily associated with the original transaction.</p> <p>Additionally, we do not favor "netting" credits and debits into a lump sum deposit in the banking process because it complicates our customer account and bank reconciliation process.</p>
7	Q: Does the County receive utility payments?	<p>A: The County does not collect utility charges. The County collects taxes, fines, and fees. We would like to eventually provide web, Interactive Voice Response (IVR), and Point of Sale (POS) payment options for the majority of our services, including tax.</p>
8	Q: What County departments currently accept payments over the internet? Are there other departments that want to offer this service?	<p>A:</p> <ul style="list-style-type: none"> • <u>Current web services:</u> Property Tax, Enhanced Court Collections, Superior Court, Library, Parks and Marin Center Box Office. • <u>Future Web Services:</u> Central Collection, Business License, District Attorney, Library, Fair, and Community Development. <p>We anticipate more departments will have a need in the future and currently have not been identified.</p>



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<p>9</p>	<p>Q: How many Point of Sale (POS) devices does the County currently have in use? At which departments and locations? What equipment does the County currently use to accept payments? Does the County own or rent this equipment?</p>	<p>A: The County accepts POS transactions at the following service centers: Central Collections, Parks & Recreation, Cultural Services, County Fair, Event Center Box Office, Health Clinic, Dental Clinic, Health & Wellness Center, Library (7 locations), District Attorney, Superior Court, and Enhanced Court Collections.</p> <p>The County owns and leases a variety of terminal models: FD130 Duo (qty 10), FD200T1 (qty 2), Hypercom T4210 (qty 2), Omni 3730LE (qty 1), VX570 (qty 2), HypercomT7Plus (qty 4) + F16, Cybersource (qty 1), Other (qty 1).</p> <p>The County is in the process of implementing an enterprise solution. We look to our vendor to make recommendations for equipment. If our current equipment is usable, that would be a bonus.</p>
<p>10</p>	<p>Q: Is the ability to handle mixed tender a requirement or simply an example to illustrate payments that require special handling?</p>	<p>A: Sometimes we need to accept a partial payment from a customer in order to combine those funds with other funds that are a.) already on account with the County, or b.) received through other forms of tender (i.e.: another credit card, cash, check, credit memo). Ideally, we would have a method available to transact any specified amount on behalf of the customer to facilitate this type of special handling.</p>
<p>11</p>	<p>Q: Is the County currently accepting EMV payments? If not, what is the County's schedule to begin accepting EMV?</p>	<p>A: Yes, but not in all locations. The schedule will depend on each department's needs and the roll out of the enterprise solution.</p>
<p>12</p>	<p>Q: If a vendor has EMV late Q4 2015 or Q1 2016 and not day 1 of the contract, does that satisfy the requirement?</p>	<p>A: Yes.</p>



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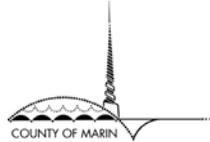
13	Q: By “International transactions in US dollars,” does the County intend to accept foreign credit cards on your website?	A: Sometimes customers have international addresses associated with their domestic credit card accounts and they must provide that address during the online transaction for security reasons. Our current property tax system does not accept international zip codes in the validation process which causes these transactions to fail. We need to make sure this issue is addressed with the new service. All transactions must be in US dollars.
14	Q: Please clarify “mobile device”. Are you looking for payments via iPhone or something else?	A: Device independent; responsive web format; designed for display and not device.
15	Q: Are there statistics available for the agency as a whole and/or by department relating to the volume and value of transactions according to payment method and payment type; including chargebacks and e-check returns?	A: Please click here to view statistics.
16	Q: Is there any particular weighting assigned to the individual payment type categories?	A: Not at this time. Although, convenience fees that are passed on to our customers for property tax payments will be an important consideration in final vendor selection, as will the overall cost to the County for standard merchant fees.
17	Q: Question 3.8 states that “Primary service must be: Installed and ready for training within 45 days of signing of the contract. Tested and ready for production within 60 days of installation.” What divisions, departments, or locations constitute “primary service”? What divisions or departments would be considered “additional points of service”?	A: Tyler ERP (PRIMARY); Parks & Recreation, Business License, Central Collection, Property Tax, County Fair, Library, Community Development, Superior Court, Enhanced Court Collection, Health Clinic, Dental Clinic, Cultural Services, District Attorney, Recorder.
18	Q: What is the purpose of the design of the Cost Proposal Form?	A: The design is intended to consolidate fees for uniform comparison.
19	Q: Where do you want the POS equipment pricing to be placed on the Cost Proposal Form? Do you want pricing for leased and purchased?	A: Exhibit B, page 4 “Other Expenses/Fees” (add attachments if additional space is needed)



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Questions and Answers Regarding Accessibility, Current ERP Systems, Licenses, and Integrations		
	Questions	Answers
20	Q: For which methods (web, Interactive Voice Recognition (IVR), Point of Sale (POS) phone) is the current vendor ADA compliant? Which methods must be ADA compliant?	A: Section 508 of the Rehabilitation Act covers accessibility requirements for information and communication technology (ICT). This is very important to the County. We need to meet accessibility requirements in the areas of web, IVR, POS, and phone for public consumption.
21	Q: Is the County currently PCI compliant? If so, what level (2, 3, or 4)?	A: The County's PCI compliance status has not been fully assessed. We look to the selected vendor to provide that assurance.
22	Q: The bid states: "The service provider selected shall accept payments submitted via the Internet, Mobile Device, Interactive Voice Response (IVR) telephone system, and Point of Sale (POS) locations." Does this mean that the County has all these channels in place and only requires payment processing for them, or are any/all of these services to be provided by chosen vendor?	A: We would like to be able to accommodate accepting all the various options stated in the RFP as this will be an enterprise solution and will be utilized by the public. The chosen vendor should have the ability to provide any/all of these services.
23	Q: What version of Tyler Cashiering does the County use?	A: Tyler Cashiering version 2.10 Munis Citizen Self Service/Munis Financial System version 11.1
24	Q: Who is your current Electronic Payment Services vendor and when do your contracts expire?	A: We currently use several vendors with varying contract agreements such as HP, PayPal, GovPayNet, etc.



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25	Q: Which IVR system does the County currently use and what departments want this service?	A: ATI / Hewlett Packard Enterprise Solutions
26	Q: One of the CIS vendors currently used by the County is known to have a “proprietary/near proprietary payment service” (i.e. their own service for payments). If a CIS vendor notes that they will not integrate with any other provider, will this be advantageous to that CIS firm (i.e. only one able to fulfill bid requirements) or will the County consider splitting off that department.	A: The County is not giving preferential consideration to any vendor who is or is not currently doing business with us. We are interested in vendors’ responses to the requirements as stated in the RFP.
27	Q: Please clarify, “NOTE: proposers shall not use subcontractors for the services described herein.” Which service(s) is the County referencing? Subcontractors are allowed in Attachment C.	A: The County seeks one vendor relationship. If a vendor engages a sub-contractor to provide enhanced services, then the County will consider any added benefits resulting from that affiliation on a case by case basis.
28	Q: Is a Money Transmitter License required to do business with the County?	A: No, a Money Transmitter License is not required under California Financial Code Section 2010 (c) and (h). (h): An operator of a payment system to the extent that it provides processing, clearing, or settlement services, between or among persons excluded by this section, in connection with wire transfers, credit card transactions, debit card transactions, stored value transactions, automated clearing house transfers, or similar funds transfers, to the extent of its operation as such a provider.
29	Q: What support will the County give for integration with County applications? Can the County provide their “standard” protocol/API interface structures?	A: The County IT staff will work with the vendor selected. Complete standards have not been established at his time. The solution needs to work with our current applications and future applications the County may choose to develop.



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30	<p>Q: Which integrations are for Point of Sale (POS) payments? Which are for web payments? Does the County want real-time integrations or batch files at the end of the day? Can the County clarify this question for each of the systems listed above.</p>	<p>A: The County wants the ability to have various options since requirements will vary based on business needs and system requirements. This will be used enterprise-wide for purchased and in-house developed software.</p>
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General Questions and Answers		
	Questions	Answers
31	<p>Q: Tab C: Service Plan states, "Include a proposed work schedule to accomplish all of the required tasks within the desired timeline and identify staff who would be assigned to each task." Is the County asking for names of key personnel, or rather the resources required for each task?</p>	<p>A: Please describe the resources required to accomplish each task.</p>
32	<p>Q: Please confirm that the electronic copy of the proposal should only contain the technical response, and not the cost proposal as well.</p>	<p>A: Please include all components of the RFP, including the cost proposal, in the electronic response. We are expecting the transaction related costs to be well defined, but we understand that costs associated with implementation and hardware are dependent on factors that are not yet fully defined.</p>
33	<p>Q: Does the County expect to see a response to each of the requirements in Tab C: Service Plan? Or can vendors respond to these requirements in the applicable tabs (for example, can vendors address requirements 3.21-3.26 related to reporting in Tab D: Reporting Requirements)?</p>	<p>A: If a response is applicable to more than one section, please provide a cross reference to any applicable sections.</p>