



County of El Paso Purchasing Department
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ADDENDA 3

To: All Interested Vendors
From: Araceli Hernandez, Formal Bid/Buyer
Date: December 29, 2020
Subject: RFP 21-006 Electronic Payment and Processing Services for the County of El Paso

This addendum has been issued to notify vendors of the following:

1. Why is the County releasing the RFP at this time?

Response: The current contract for this service is expiring in 2021. The anticipated dollar amount requires formal solicitation.

2. Who is the incumbent vendor(s)?

Response: Value Payment Systems

3. How long has the County worked with the incumbent vendor?

Response: 7 years 8 months.

4. What departments work with the incumbent vendor?

Response: County Attorney, County Auditor, County Clerk, District Clerk, Domestic Relations, Community Supervision and Corrections, Elections, Facilities, Financial Recovery, Justices of the Peace, Juvenile Probation, Law Library, Parks & Rec, Public Works, Sheriff, Tax Assessor-Collector.

5. Can you provide Transaction volume information (number of transactions, dollar value of transaction, avg transaction amount) broken down by type of transaction and department?

Response: Please refer to Exhibit A – Table FY20 Combined CC transactions.

6. How many point of sale terminals will be required for this project?

Response: Approximately 170 POS terminals.

7. How many Merchant ID's (MIDS) does the County currently have?

Response: The County has 87 MIDs.

8. Does the County have an estimated timely of events for this RFP, including estimated time of award and go live date?

Response: RFP opening will be January 14, 2021.

9. Can you please send us a copy of this pending IT/TELCOM RELATED BID, or is there a web link you can provide?

Response: Question does not relate to this RFP for Electronic Payment and Processing Services.

10. Also, what about smaller non-bid items (p-card type purchases, refurbished parts, hard to find items, end of life band-aids, etc)?

Response: Question does not relate to this RFP.

11. Does that go through the IT folks directly, or, does it funnel back around to the Procurement side?

Response: Question does not relate to this RFP.

12. Do you anticipate extending the bid due date?

Response: Yes, the bid opening has been extended to January 14, 2021.

13. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

Response: All proposals will be scored and ranked according to the evaluation criteria as stated on pages 11 and 12 of the specifications. The top scoring firm will be awarded the RFP.

14. Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free?

Response: The solicitation advertisement was published in a local newspaper, in accordance with legal requirements. The County also posts downloadable documents at www.epcounty.com/purchasing/bids.

15. Other than your own website, where was this bid posted?

Response: No other websites are used.

16. Is this RFP just covering Municipal Court payments? Or does it also cover El Paso Water?

Response: Municipal Court and El Paso Water are not associated with the County of El Paso.

17. Are you able to provide a breakdown of payment volume by: credit card, ACH, cash, etc.?

Response: We can only provide volume of credit/debit card payments. See Exhibit A – Table FY20 Combined CC transactions.

18. Who is the County's current vendor?

Response: See the answer provided in question number 2 of this addendum.

19. What is the number of Point of Sale (POS) Terminals required by the County?

Response: See the answer provided in question number 6 of this addendum.

20. What is the number of kiosks and pay stations required by the County?

Response: The County currently has 3 kiosks but it is looking to increase that number. However there is not set number yet.

21. Does the County plan on reusing existing POS hardware or is the vendor responsible for providing all new equipment?

Response: The County does not own any POS hardware. The vendor would be responsible for providing all new equipment.

22. Does the County require cash drawer processing for POS terminals?

Response: The County does not require cash drawer processing.

23. Please provide an inventory of existing payment processing devices that will require an interface including the following details:

- a. Type of device
- b. Make and Model
- c. Device count
- d. Type of payments processed (i.e. utility bills, parking, etc.)

Response: The County does not own payment processing devices.

24. Who is the current credit card processing gateway for the County?

Response: Credit card processing is done thru Value Payment Systems.

25. Does the County require the vendor to use the current card processing gateway?

Response: No, the County does not require a vendor to use the current processing gateway.

26. Are all costs to be included in the Convenience Fee Model?

Response: The preference would be to have all costs included in the convenience fee.

27. Does the county prefer a cloud-based solution or a solution hosted in a County data center?

Response: The County has no preference on either option.

28. What is the volume of transactions processed by the County for checks and card payments?

Response: Please refer to Exhibit A – Table FY20 Combined CC transactions.

29. What is the anticipated transaction growth over the contract term?

Response: The County keeps expanding its options for electronic payment to our citizenry but has not calculated a transaction growth.

30. What County departments utilize electronic payments?

Response: See the answer provided in question number 4 of this addendum.

31. Which county departments are coming on board with the service?

Response: See the answer provided in question number 4 of this addendum.

32. How many Workstation/Terminals might the County need and will it be several different offices?

Response: See the answer provided in question number 6 of this addendum. Distribution is across different departments and locations.

33. Can the County confirm that they're using Tyler Odyssey software that will require integration with your selected payments processor?

Response: The County currently uses Tyler Odyssey.

34. Page 8, Online Payments – The County states “Create interfaces to the County’s existing payment processing (i.e. Kiosk).” Does the County own or lease Kiosk terminals? Is the County looking for the vendor to provide Kiosk terminals? If yes, how many?

Response: The County does not own kiosks. If vendor provides Kiosk terminals, it could be included in the RFP response.

35. The County is requesting that this RFP be submitted as a hard copy with two additional electronic copies. Due to the current surge of COVID-19 cases around the country, would the County be willing to accept electronic-only submissions via email?

Response: No. At this time, the County is not authorized to accept electronic solicitations. Vendors are advised to plan accordingly to ensure their documents are delivered in accordance with the RFP requirements. The County is not responsible for late deliveries.

36. On the Signature Page (pg 5), the County states “...I have read and understood the Proposal Documents and the Contract Documents.” Are there separate contract documents that will be provided at a future date? Will vendors need to provide exceptions to the Contract Documents, or should vendors only provide exceptions to the “General Provisions” (pg 15) section of the RFP?

Response: The vendor should provide any exceptions regarding the entire package.

37. What County Departments will be mandated to use the new vendor contract awarded from this RFP?

Response: See the answer provided in question number 4 of this addendum. Note that a situation may arise that requires a department to utilize a different vendor due to contractual or functionality circumstances.

What is the total dollar and transaction volumes for payment types (i.e. Non card v. Credit /Debit card)for this RFP?

Response: Please refer to Exhibit A – Table FY20 Combined CC transactions.

38. What is the breakout of dollar volumes and transaction volumes per department?

Response: Please refer to Exhibit A – Table FY20 Combined CC transactions.

39. Will property tax or real estate tax be included in this RFP?

Response: No.

40. Is there a current software partner that newly awarded vendor will be expected to engage with?

Response: The County currently partners with Tyler Munis, Tyler Cashiering, Tyler Odyssey, GTL (for kiosks), iPlow, along with home grown applications.

41. Please provide the 2019 and/or YTD total transaction counts for credit cards, debit cards, and electronic checks for all County departments participating in the RFP.

Response: Exhibit A – Table FY20 Combined CC transactions.

42. Please provide the 2019 and/or YTD volume totals (monetary amounts) for credit cards, debit cards, and electronic checks for all County departments participating in the RFP.

Response: Exhibit A – Table FY20 Combined CC transactions.

43. How many MID/merchant accounts does El Paso have today for the following areas?

**Response: Face to Face transactions: approximately 80
Web Based: approximately 4
Kiosks/PayStations: 3
Accounts Receivable Invoicing: N/A**

44. Can you provide the processing volume and transactions count for credit/debit card transactions?

Response: Exhibit A – Table FY20 Combined CC transactions.

45. What software/gateways are being utilized today for all payments?

Response: See the answer provided in question number 2 of this addendum.

46. What POS terminals/hardware is being used today? How many? Does El Paso want these replaced or reprogrammed? Please specify the Kiosk/PayStations being used software and hardware.

Response: The County currently uses Ingenico POS terminals provided by current vendor. The County does not own the equipment.

47. For online payments what shopping cart is being utilized and or gateway?

Response: The County utilizes Calue Payment System service.

48. What echeck/ach service is being used today? What hardware if any is being used to process checks?

Response: The County does not process echecks currently. If vendor provides such service it should be included in the RFP response.

49. What IVR software is being used today if any?

Response: The County is not currently utilizing IVR software.

50. Record/Data Retention: Vendor must retain authorization logs and transaction records for such a period of time as required by applicable law, regulations and County policies.", however it does not list a timeframe on this. Does the County have a specific retention time required?

Response: The County has different retention timeframes.

51. What is the reason that the county does not accept AMEX?

Response: The County does accept AMEX.

52. Would the County like to see pricing proposals include or exclude Amex? If including Amex pricing is optional, would the county accept two pricing proposals (including and not including Amex)?

Response: The County will accept two pricing proposals.

53. For "Fee Model 1: Flat Fee Per Transaction (only)", would the County accept a proposal with pricing tiers (e.g. <\$100, \$100.01-\$200.00, and so on), or will the County only accept a flat fee regardless of transaction dollar amount?

Response: The County will accept a proposal with pricing tiers.

54. Will the respondent be non-responsive if they do not submit pricing for all three fee models?

Response: No.

55. Will the pricing submitted in the "PRICE SHEET" be absorbed by any department choosing absorbed funding?

Response: All costs should be absorbed by card holder.

56. The "PRICE SHEET" does not include separate lines for card and e-check. Is the County expecting respondents to add lines for e-check to the sheet, and provide the same 3 fee models?

Response: Vendors can add a line for e-check on the price sheet.

57. Please clarify the items / pricing that should be included on the signature page.

Response: Respondents should provide a Convenience fee pricing as requested.

58. Does the vendor need to submit Certificate of Interested Parties Form 1295 with the proposal or only after award?

Response: This Certificate of Interested Parties - Form 1295 must be submitted before the county can enter into contract. The vendor may sign and return this form with their proposal.

59. On RFP page 9, it states that CSC phones must be attended from 8am-9pm MST 7 days per week, but also states "attended phones at any time (i.e. 7/24/365). Please clarify if the County is requiring 24/7 CSC for payers.

Response: Respondents should provide their CSC timeframe for payers.

60. Please list the County departments that will participate in the resulting contract.

Response: See the answer provided in question number 4 of this addendum.

61. How many physical office locations would require e-payment services?

Response: Approximately 40 locations.

62. How many total cashiering stations are there?

Response: Currently there are approximately 40 locations that collect payments.

63. Which in-person cashiering software(s) (if any) is used?

Response: See the answer provided in question number 40 of this addendum.

64. Which bank is the banking services provider? (i.e. where funds are deposited)

Response: Vantage Bank

65. What was the total dollar volume and number of transactions for e-payments for the last twelve months? Please break down by card and e-Checks, by department.

Response: Exhibit A – Table FY20 Combined CC transactions.

66. What is the timeline for implementation and go-live?

Response: The County is looking to start implementation and go-live as soon as possible.

67. How many IVR lines are required to be provided by the vendor?

Response: The number is not known as this time

68. If known, please supply the number of debit/credit card chargebacks in the last 12 months.

Response: N/A.

69. If known, please supply the number of e-check returns in the last 12 months.

Response: N/A.

70. Is the County aware of the NACHA's mandatory Validation requirement coming into effect on March 19, 2021? Should this service's cost be included in e-check pricing?

Response: Respondents should determine the cost inclusion by themselves.

71. The listed insurance requirements include: CONSTRUCTION PROJECTS (Builders Risk Policy, Bid Bond and Performance & Payment Bond). Please advise if this requirement can be removed since this RFP is not a construction contract.

Response: The County's Purchasing department will make that determination.

72. Would the County consider allowing proposal submission by email or through a bid system given the current pandemic?

Response: See the answer provided in question number 35 of this addendum.

73. Please provide the volume by payment channel (online, POS, IVR, etc.) and payment type (Credit, Debit, ECheck, etc.) for the previous year.

Response: Exhibit A – Table FY20 Combined CC transactions.

74. Please provide the required number of Point of Sale Terminals, PIN pads, and MICR check readers needed to be supplied by the Vendor.

Response: See the answer provided in question number 6 of this addendum.

75. Would the County be able to describe the type of POS equipment that is in use today? This could be by brand and model, or by feature to help the respondents' factor in the appropriate equipment needed by the County.

Response: See the answer provided in question number 46 of this addendum.

76. When referencing Gift Cards, is the County referring to gift cards that are provided with a Visa, Mastercard, or American Express logo on the card?

Response: Yes.

77. In the delay processing scenario, is it the County's desire that the vendor would provide a system to allow a customer to choose to either establish recurring payments on a frequency and/or for the customer to be able to select the date (within a range) that they would like to process the current transaction? If this is accurate, would the County want the vendor to only transmit the payment activity to the County once the actual payment has been processed through the networks on the timeframe selected by the user?

Response: The County's desire would be for the vendor to provide a system to allow a customer to choose recurring payments and/or to select the date to process the transaction. Payment activity would be transmitted once the actual payment has been processed.

78. Are vendors to provide pricing for all 3 fee models or just the model that applies to their offering?

Response: Vendors may provide one or more models that apply to their offering(s).

79. Are vendors allowed to propose a separate fee model by payment method? For instance, EChecks would be a different convenience fee than credit/debit cards.

Response: Yes.