COUNTY OF FLUVANNA, VIRGINIA
Request for Proposals (RFP) #2020-02
Merchant Services - Card Payment System

ADDENDUM # 1:

Reference – Request for Proposal:	RFP #2020-02
Title of Request for Proposal:	Merchant Services - Card Payment System
Issue Date:	March 26, 2020
Bid Due Date and Time:	April 24, 2020 at 2 p.m. EST

The above RFP #2020-01 is hereby amended and modified as follows:

1. Page 1, Due Date shall be changed to "April 24, 2020 @ 2:00 p.m. local prevailing time"; Section 4.a.iv shall be changed to read:

   Due Date: *Sealed copies of the proposal must be received by the Purchasing Officer no later than 2:00 p.m. EST on April 24, 2020.*

2. The following are clarifications from questions received:
   a. Why is the County Releasing the RFP bid at this time?
      i. The County of Fluvanna has desired to implement card payments for our citizens for some time. With recent and soon to be implemented systems upgrades, the county is in a position now to leverage card transactions for both in person and online transactions.
   b. Can you confirm that Official Payments Corp (owned by ACI) for online Tax Payments is your only card/payment processor?
      i. Yes, currently for treasury. We want to migrate that over to Tyler's Citizen Self Service portal and the back end processor to work with Tyler Technologies to make that a reality. Our Parks and Rec department utilizes Recdesk, It is possible at some point following our initial deployment we would consider migrating this also. However that is not a part of this RFP.
   c. Do you use another payment processor besides OPC? If so who is it?
      i. Recdesk for Parks and Recs transactions. At this time we are not considering replacing this.
   d. Can you confirm your consumer convenience fee? What % is it for Credit Cards? Debit Cards?
      i. 3.15% for credit cards and for debit cards
   e. Do you have e-Check?
      i. Yes
   f. Are you interested in adding E-Check?
      i. Yes, We would be interested in seeing options.
   g. Do you want IVR?
      i. Not at this time.
   h. Can you provide your average payment amounts for all payment types that you take?
      i. Please see table F on page 6 of the RFP
   i. How many charge backs to you get in a week or month? What is the charge back dollar amount if any?

      i. This happens very infrequently, usually during tax time which is twice a year. Most chargebacks are inline with a single transaction as listed on table F, Page 6 of the RFP.

j. Do you pay a charge back fee to OPC? How much is it? $25? $20? $10? $15?
      i. No, we have no chargeback fee.

k. Is there a flat fee or any additional add on fees to the consumer for any other charges?
      i. No additional add on fees for the customer. No fees for the county on ANY transactions

l. Do you send bi-weekly, monthly, quarterly, twice a year tax or utility bills/statements?
      i. Utilities bills are monthly. Tax bills both personal property and real estate go out semi-annually.

m. Do you print onsite payment receipts on an 8 ½ x 11 or small thermal paper? What do you prefer?
      i. Tyler Cashiering has the ability to print receipts for the transaction. Card terminals will need to integrate with Tyler Cashiering

n. What are you hidden or monthly vendor fees if any? Do you have a merchant statement you can provide to see any monthly or annual fees you pay to OPC?
      i. We pay no fees

o. How many Merchant ID's (MID's) do you currently have? How many do you require?
      i. We would expect the chosen proposer would be able to guide us on our future needs.

p. Do you currently use onsite POS card swipe devices? What kind? How many?
      i. No, we do not accept Official Payments in any of our county sites. Treasurer will require Ingenico iSC250 and Planning department will require Ingencio PP320 both of which must integrate with Tyler Cashiering

q. Do you use large or small Kiosks to take payments? What locations? How many? What is the fee if any?
      i. We do not currently take OPC at any site. Going forward the Treasurer office has four teller windows and Planning/Building Inspections has two teller positions

r. Are you interested in adding Kiosks to your County?
      i. No, we desire to continue processing linked to our Tyler systems at manned Cashiering stations

s. Do you absorb any payment fees? Do your consumers pay all the convenience fees?
      i. The County of Fluvanna absorbs no fees, any and all fees levied are borne by the card provider or the citizen. Any and all fees associated with this tender must be clearly listed and borne by the provider or citizen.

t. If you absorb the fees, can you provide a copy of your highest volume / 3 months merchant statements?
      i. The county of Fluvanna absorbs no fees.

u. Please list all departments that will use a payment system? What others do you want to add?
      i. Treasurer – 4 teller windows
      ii. Planning – 1 teller
      iii. Building Inspection – 1 teller

v. Please list your software providers to understand who we would work with to integrate our services besides Tyler?
      i. Tyler Cashiering, Tyler Munis, Tyler Energov, Tyler Citizen Self Service

w. What is the most Tyler system used today?
      i. Tyler Cashiering

x. For those departments that require an integration, can you provide the level of integration required by department?
      i. With the Tyler products, Cashiering and Citizen Self Service

y. On page 4 of your RFP, you list specific Ingenico card terminals that MUST be compatible to Tyler Technologies. As you may not know, Tyler is not the PCI gateway, rather your existing OPC/ACI

processor is. We need to understand why Tyler is asking for specific terminals to be compatible with them?

      i.   Cashiering and the Tyler Suite is ONLY certified to work with Openedge and Bridgepay.

      ii.   Openedge and Bridgepay provide the PCI gateway

      iii.   Attachment A explains Tyler and The County of Fluvanna's desired approach

z.   In reference to A. Background Environment section iii and B General Requirements in person payments section i./ I know the county is anticipating using Tyler Technologies in the upcoming months. Do you anticipate that Tyler Technologies solution will be up and running prior to implementing services from this RFP? Meaning should we plan to integrate with terminals provided by Tyler Technologies or are you looking for Standalone terminals to utilize prior to implementing Tyler Technologies? Standalone terminals will not integrate with Tyler Technologies

      i.   We are currently using the Tyler suite of application

aa. We'd like to confirm if the total transaction and total volume numbers listed below are monthly or for a year time period

      i.   The volumes table is monthly

Note: A signed acknowledgment of this addendum must be received at the location indicated on the RFP either prior to the bid due date and hour or attached to your bid. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.

Very truly yours,

Cyndi Toler, Purchasing Officer
Fluvanna County, Virginia
132 Main Street
Palmyra, VA 22963
(434) 591-1930

Name of Firm: _____

BY:_____
Signature of duly authorized representative

Title:_____

Date:_____