



BOONE COUNTY, MISSOURI

Request for Proposal #: 28-07JUN18 – *Electronic Payment Processing*

ADDENDUM #1 - Issued June 1, 2018

This addendum is issued in accordance with the Response Page in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal documents. Offerors are reminded that they should acknowledge receipt of this addendum and submit it with Offeror's Response Form.

Specifications for the above noted Request for Proposal and the work covered thereby are modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect.

The County has received the following questions and is providing a response below.

1. Does the current e-payment vendor provide the IVR system?

Response: Yes. The County transmits the property tax payment information via secure transfers throughout the day to our current vendor.

2. If "yes" to the above question, is the County looking to be invoiced monthly for the cost of the IVR system, or is the County looking to be offered an "all in" convenience fee rate so the IVR system is provided at no cost to the County?

Response: IVR system is to be provided at no cost to the County. All convenience/processing fees are to be paid by the taxpayer at the time of the transaction.

3. When is the County's target to be live with a new provider? Is a go-live based on current contract expiration?

Response: Current contract is renewing month to month until we give a 30-day cancellation notice. We anticipate awarding a new contract by August 2018 and implementing by September 1.

4. What documentation should a corporation provide to satisfy the "Certification of Individual Bidder" form?

Response: If you are an Individual/Proprietorship, then you must return the attached *Certification of Individual Bidder* instead of the *Work Authorization Certification*. On that form, you may do one of the three options listed. Be sure to attach any required information for those options as detailed on the *Certification of Individual Bidder*. If you choose option number two, then you will also need to complete and return the attached form *Affidavit*.

5. How many \$1.00 duplicate receipt transactions occur annually?

Response: 6,480 duplicate receipts were issued for fiscal year ending February 28, 2018.

6. Can you provide the weighting for the evaluation criteria?

Response: a. **Method of Performance – 30%**
b. **Experience/Expertise of Contractor – 20%**
c. **Cost to both the County and taxpayers of Boone County, Missouri – 50%**

7. From a formatting perspective, the RFP states to structure the proposal into evaluation criteria sections (Method of Performance, Experience/Expertise of the Contractor, Cost to both the County and taxpayers of Boone County). Is there a specific section you want responses to section 2.2 Contractor Requirements? Do you want certain sections in different sections, or just the section we feel is most appropriate for that material?

Response: Offer's proposal response shall address and respond to section 2.2 Contractor Requirements and address each paragraph in this section, followed by section 2.3 Additional Information. Then complete the Response Form, Work Authorization Certification (or Certification of Individual Bidder with Affidavit), Debarment Certification, and Public-Sector Experience.

By submitting a proposal response with the above included, the County will be able to determine your proposed Method of Performance, Experience/Expertise of Contractor and Cost to both the county and taxpayers of Boone County.

8. Are you looking for all customer payment card and banking data to be on the contractor's secure screens or Boone County's screens?

Response: Property tax information and bill selection will occur on the County's website. Currently, data is transferred to the vendor's secure site to complete the processing of payments.

9. What do you like about your current payment processing services?

Response: We have no issues with our current provider's process and service.

10. Is there anything you dislike about your current payment processing services?

Response: We have no issues with our current provider's process and service.

11. Are there any additional services not currently provided that you would like to have in the future?

Response: Our Resource Management Department would like the ability with the reports function to run a report and close a batch so that if our deposit is completed by 3:00 p.m., and someone comes in and uses a card to pay after that, we do not have to redo the deposit.

12. The RFP included the annual volume by payment type for the past two years for each entity. Could you please provide the monthly volume by payment type for the past two years for the Boone County Collector only?

Response: See Excel spreadsheet posted on our web page with Addendum #1 Attachment at www.showmeboone.com / Purchasing / Current Bids / 28-07JUN18

13. Can you provide the merchant statements for December and January?

Response: We are set-up as a convenience fee model, so there is no billing and no merchant statements.

14. Can you provide the RFP in Word?

Response: Yes, email your request to: MBobbitt@boonecountymo.org

15. In section 2.2.2 *Scope of Work and Services Requested*, letter A states: “Provide internet payment processing; integrate credit card/debit and e-check processing with the existing payment processing on Collector’s website.”

Will the County please clarify if the respondent will be integrating with the current payment processor via the Collector’s website, and if so, describe the integration required.

Response: Property tax information and bill selection will occur on the County’s website. Once the taxpayer selects bills to pay and payment type, the billing data is transferred to the vendor’s secure site to complete the processing of payments. Respondent will be integrating with the County’s website and facilitating the necessary data transfers with the County’s Information Technology Department to complete the payments. No payment information (card or bank information) is entered on the County’s website.

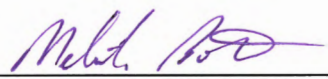
16. What is the current process of providing credit card information by USPS mail? Is the County interested in securing the process by utilizing a digital wallet or a recurring payment subscription option for the users?

Response: Tax statements mailed by the County contain a section for taxpayers to fill in card information and signature agreeing to the charge and any processing fee. These payments are currently processed through the existing card processing terminals.

County currently has the ability to set up recurring, monthly payments for taxpayers.

17. Does the County hold the expectation of the respondent to provide a lockbox option for mailed payments?

Response: No.

By: 
Melinda Bobbitt, CPPO, CPPB
Director of Purchasing

Offeror has examined **Addendum #1** to Request for Proposal # **26-07JUN18 – Electronic Payment Processing**, receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

E-mail: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____