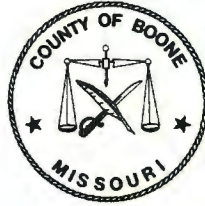


COUNTY OF BOONE - MISSOURI



**REQUEST FOR PROPOSAL
FOR
ELECTRONIC PAYMENT PROCESSING
(CREDIT CARD, DEBIT CARD, AND E-CHECK)
FOR BOONE COUNTY OFFICES**

RFP #28-07JUN18
Release Date: May 4, 2018

**Submittal Deadline:
June 7, 2018
not later than 2:30 p.m. Central Time**

**Boone County Purchasing
613 E. Ash Street, Room 110
Columbia, Missouri 65201**

**Melinda Bobbitt, CPPO, CPPB, Director of Purchasing
Phone: (573) 886-4391 Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymmo.org**



NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting Request for Proposals for the following:

BID #: 28-07JUN18 – Electronic Payment Processing (Credit Card, Debit Card and E-Check) for Boone County Offices

Sealed proposals will be accepted until **2:30 p.m. on Thursday, June 7, 2018** in the Boone County Purchasing Office, Boone County Annex Building, 613 E. Ash Street, Room 110, Columbia, MO 65201.

The Request for Proposal is scheduled to be **opened shortly after 2:30 p.m. on Thursday, June 7, 2018** in the Boone County Annex Building, Conference Room, 613 E. Ash Street, Columbia, MO 65201.

Request for Proposals are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4391; fax (573) 886-4390 or e-mail: mbobbitt@boonecountymo.org.

Vendors may view Bids, Bid Tabulations, and Bid Awards on the Boone County Web Page at <http://www.showmeboone.com/Purchasing>.

Melinda Bobbitt, CPPO, CPPB
Director, Boone County Purchasing

Insertion: **Sunday, May 6, 2018**
COLUMBIA MISSOURIAN



1. INTRODUCTION AND GENERAL INFORMATION

1.2. Introduction:

- 1.2.1. This document constitutes a request for competitive, sealed proposals for the furnishing of **Electronic Payment Processing (Credit Card, Debit Card and e-Check) for the Boone County Collector of Revenue, Boone County Recorder of Deeds and Boone County Resource Management Department** as set forth herein.
- 1.2.2. **Description:** Boone County – Missouri (hereafter County) is requesting proposals for the purpose of retaining a credit card/debit card merchant, e-check (ACH) merchant and gateway firm to act as the payment processing and approval firm necessary for the day-to-day operations of the County offices of Collector, Recorder and Resource Management.
- 1.2.3. **Purpose:** The purpose of this credit card/debit card and e-check payment processing RFP is to acquire professional services that will offer payment options for citizens in County offices. The County seeks a convenience fee model (no cost to the County) with our main goal of obtaining the lowest possible rate that taxpayers will be charged to use cards and e-checks. The County will also be evaluating how the proposed vendor's platform integrates with our business rules.
- Collector office** - providing the ability for citizens of Boone County to pay their tax bills electronically (over the telephone, on-line, in-person, or USPS mail).
- Recorder's office** – providing the ability for citizens to pay for copies of records, real estate recordings, marriage licenses and other documents (over the telephone, on-line, in-person, or USPS mail).
- Resource Management Department** - providing the ability for citizens to pay for building permits, plat fees, plan reviews and other fees (in-person).
- 1.2.4. It is the County's intent to award a contract for the **initial period of date of award through August 31, 2019**. The contract will have **five (5) additional one-year renewal options**. Renewal options will be subject to contract performance, technological advancements, etc.
- 1.2.5. Organization – This document, referred to as a Request for Proposal (RFP), is divided into the following parts:

- 1) Introduction and General Information

- 2) Scope of Services
- 3) Instructions and General Conditions
- 4) Proposal Submission Information
- 5) Response Page
- 6) Exhibit A – Prior Experience
- 7) Work Authorization Certification
- 8) Certification Regarding Debarment
- 9) Standard Contract Terms and Conditions
- 10) “No Bid” Response Page



2. SCOPE OF SERVICES

2.1. Background:

2.1.1. Boone County is situated in central Missouri and is dissected by Interstate 70 and US Highway 63. The County has a population of approximately 176,000 and contains 685 square miles. It contains 13 population centers consisting of cities, towns, villages and small communities. With a population of nearly 121,000, the City of Columbia serves as County seat.

2.1.2. The Boone County Collector of Revenue is the elected official responsible for collecting current and delinquent property taxes for the State, County and the various political subdivisions having authorized property tax levies within the County. The Collector is responsible for accounting and distribution of all collections to the various taxing entities. The Collector collects for cities and towns within the County by separate contract as a service to those municipalities. The Collector collects, accounts for, and distributes more than 74 different taxes, licenses, and levies for more than 34 separate taxing entities.

The Collector's office currently uses six (6) VeriFone VX 520 credit card terminals for processing in-person and USPS mail payments in the office; and, two (2) MagTek Dynamag card swipe readers for processing payments at satellite offices.

Although devices may change, the Collector will require same number of terminals and readers at the beginning of contract. All necessary hardware and software (including upgrades) shall be provided at no cost to the Collector's office. All hardware will be returned to the vendor at the completion of the contract.

The Collector's office currently accepts Visa, MasterCard, Discover and American Express cards. It is expected that the same card types will be accepted by the Collector's office under a new contract.

Two years of historical background usage information for the Collector's office is attached as Exhibit B.

2.1.3. The Boone County Recorder of Deeds is the elected official mandated to provide a timely and efficient process for public users to record documents and to preserve them for historical retrieval and legal review. The Recorder of Deeds is also the authorized agent for the state of Missouri to issue Marriage Licenses.

The Recorder of Deeds office currently uses three (3) VeriFone VX 520 credit card terminals for processing in-person and USPS mail requests in the office.

We also have the 'Virtual Terminal' that is used from the website <https://vt.paymentsgateway.net/login>. This allows us to enter payments if the credit card machines are down or all are in use; search for previous payments; void or delete payments, etc. Offeror must provide this option.

Although devices may change, Recorder of Deeds will require the same number of terminals and readers at the beginning of contract. All necessary hardware and software (including upgrades) will be provided at no cost to the Recorder's office. All hardware will be returned to the vendor at the completion of the contract.

The Recorder's office currently accepts Visa, MasterCard, Discover and American Express cards. It is expected that the same card types will be accepted by the Recorder's office under a new contract.

Two years of historical background usage information for the Recorder is included as Exhibit C.

2.1.4. **Resource Management Department** provides professional assistance to the citizens of Boone County in the areas of land use planning, construction inspection (both structural and road), roadway infrastructure improvement, Stormwater management, and engineering. Divided into three divisions comprising of Planning Services, Inspection Services, and Engineering Services, the department is responsible for implementing zoning regulations, Stormwater regulations, building codes and road construction standards.

The Resource Management office currently uses one (1) VeriFone VX 520 credit card terminal for processing in-person.

Although devices may change, Resource Management will require the same number of terminals and readers at the beginning of contract. All necessary hardware and software (including upgrades) will be provided at no cost to the Resource Management office. All hardware will be returned to the vendor at the completion of the contract.

The Resource Management office currently accepts Visa, MasterCard, Discover and American Express cards. It is expected that the same card types will be accepted by the Resource Management office under a new contract.

Two years of historical background usage information for the Resource Management Department is included as Exhibit D.

2.1.5. **Current Contractor:** The County entered into a contract with Forte Payment Systems, Inc. on September 27, 2011 following contract award from a Request for Proposal. The current fees are:

Credit/Debit card Convenience Fee:	2.5%, minimum fee of \$1.50
E-check Fee:	\$1.50 flat

No additional pricing for the setup, or any annual or monthly costs.

2.2. Contractor Requirements:

2.2.1. General Requirements for Consideration/Selection

The General qualifications required of the prospective credit card/debit card merchant, e-check (ACH) merchant and gateway firm is depicted below. These are provided to assist prospective Offerors in reviewing requirements for selection to determine whether they are qualified to submit a response to this RFP.

The County prefers one firm that can provide all electronic payment options. However, firms may bid on the Payment Processing (Merchant) portion, the Gateway Processing portion, or both. If the firm is partnering with another entity, this entity must be identified.

- A. Provide the number of years experience in managing credit card and e-check online services.
- B. List the Integrated Voice Response (IVR) and Integrated Web Response (IWR) companies and programs you currently integrate with to receive payment information.
- C. Provide the number of customers you are providing payment processing and gateway processing.
- D. Provide the minimum amount of coverage in errors and omissions insurance or professional liability insurance you and your firm currently hold.

2.2.2. Scope of Work and Services Requested

The following services should be provided:

- A. Provide internet payment processing; integrate credit card/debit and e-check processing with the existing payment processing on Collector's website.
- B. Provide automated and secure file transfer of the previous days' transactions.
- C. Provide payment processing and gateway services for e-checks or ACH.
- D. Provide statements detailing payment activity.
- E. Provide statements detailing charges to each using office.
- F. Provide strategies to reduce fees, when applicable.
- G. Provide hardware and software upgrades to the offices, when applicable.

- H. Provide customer service and problem resolution on hardware, software, and on transactions requiring intervention.
- I. Provide customer service and problem resolution to Boone County taxpayers, including assistance with processing tax payments.
- J. Set up each office with separate merchant numbers.

2.2.3. Offeror shall provide a system to accept payments from taxpayers:

- A. On-line by credit cards, debit cards, and e-checks
- B. By phone with IVR by credit cards, debit cards, and e-checks
- C. USPS mail by credit cards and debit cards
- D. In person by credit cards and debit cards

2.2.4. Payment through On-line and IVR

- A. County Collector will host the bill data
- B. Contractor shall provide the payment acceptance system
- C. Cooperative interface must exist between Collector data and payment acceptance system.
- D. ACH process shall transmit 100% of the property tax payment with transaction/convenience fees retained by Contractor.

2.2.5. Payment through USPS mail

- A. Collector and Recorder may process through card processing terminals and/or on-line method

2.2.6. Payment In-person

- A. Collector, Recorder and Resource Management may process through card processing terminals and/or on-line method

2.3. Additional Information: Offeror shall provide the following information in their proposal response:

2.3.1. Organization

- A. Describe your organization, including date founded, ownership, and any subsidiary relationships or relationships with other financial institutions.
- B. Describe experience of the firm in providing merchant and gateway services to the public sector.
- C. Provide a list of relevant public sector client references including contact persons and telephone numbers. Relevant would include clients with similar types of jurisdictions and transaction size. Please list any Missouri counties to which you currently provide services. *Exhibit A – Prior Experience* may be used.

- D. How many on-line credit card/debit card and e-check customers has the firm added in the last two years? How many of these customers has the firm lost in the past two years, and why?
- E. Describe the type and amount of insurance coverage the firm maintains with respect to credit card and e-check activities.

2.3.2. Personnel

- A. Identify the key personnel who would be directly involved in providing services under the engagement. Describe their relationship with the firm, the role they would play in this engagement, their experience (specifically with public sector), and their years of service to the firm.
- B. Describe the firm's organizational structure of personnel available as our customer account representatives, for training and to assist and resolve problems.

2.3.3. Reporting Capabilities

- A. Submit samples of reports which would be provided and describe their frequency and purpose.
- B. Describe the process the firm would go through to assist in identifying fee reduction opportunities, if applicable.

2.3.4. Other Considerations

- A. Describe any assistance the firm would provide in the set-up process.
- B. Describe the training and education services that would be provided to staff.
- C. Describe how a void and a refund would be handled for each of the following and the length of time before the customer receives their funds or the funds are released:
 - a credit card/debit card payment
 - an e-check
- D. Provide a schedule of when funds will be deposited into County's accounts once a transaction has been completed for each payment type – credit card, debit card, or e-check. And, describe how funds will be identified in County's Accounts.
- E. Describe any online websites to assist County offices with tracking real-time payment information, voids, credits, reporting, payment transaction processing, etc.
- F. Describe how transactions will be identified in taxpayers' accounts. Will there be one transaction that includes the processing fee? Or, will there be a separate

transaction for the tax/permit/license, and a separate transaction for the processing fee?

- G. Describe the equipment that will be provided to the County to process in-person and USPS mail credit/debit card payments.
- H. Identify all timelines for incorporating Merchant Services and Gateway Services into an IVR and IWR.
- I. Identify any interfaces or other programming requirements for incorporating Merchant Services and Gateway Services into an IVR and IWR, along with costs.
- J. Provide a schedule of available customer service hours for both County offices and Boone County taxpayers (if different).

2.3.5. Other Information

- A. Provide proof of state registration.
- B. Provide verification of PCI compliance.
- C. Shipping of any Equipment / Supplies: **FOB Destination:** All deliveries shall be made FOB Destination with freight charges fully included and prepaid. The seller pays and bears the freight charges.
- D. Lower Price Guarantee: Should the equipment / supplies be offered at a lower price



3. INSTRUCTIONS AND GENERAL CONDITIONS

3.1 **Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions of Bidding and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with the material and/or supplies, equipment or services as detailed in the following proposal.

3.2 **Proposal Closing:** All proposals shall be **delivered before 2:30 P.M., Central Time., on Thursday, June 7, 2018** to:

Boone County Purchasing Department
Melinda Bobbitt, CPPO, CPPB
613 E. Ash Street, Room 110
Columbia, Missouri 65201-4460

3.2.1. The County will not accept any proposals received after 2:30 P.M. and shall return such late proposals to the Offeror.

3.3 **Seal Proposals Required:** Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Response to Request for Proposal enclosed." No fax or electronic transmitted proposal responses will be accepted.

3.4 **Copies:** Offerors must submit one (1) original and two (2) copies of the proposal (total of three), plus an electronic copy of the original proposal on a thumb drive (USB memory stick).

3.5 **Proposal Opening:** Proposal responses will be opened publicly shortly after 2:30 P.M. on **June 7, 2018** but only the names of offerors will be read aloud at the proposal opening. Following contract execution or rejection of all proposal responses, all responses will become a part of the public record and will be released to any person or firm who requests access. **Missouri Sunshine Laws:** Due to applicable sunshine laws and regulations concerning public documents (e.g., Section 610.021 RSMo), the County's proposal file becomes part of the public record at time of contract execution or when all proposals have been rejected.

3.6 If the offeror has obtained this proposal document from the Boone County Purchasing Web Page or from a source other than the Boone County Purchasing Department, prior to submitting the proposal the offeror is advised to check with the Boone County Purchasing Department in order to ensure that the RFP solicitation package is complete, i.e., the offeror has all addenda and attachments as applicable. ***The Boone County Purchasing Department will not be responsible for providing RFP addenda***

if the vendor has not been added to the official Vendor list for this Request for Proposal.

3.7 Guideline for Written Questions: *All questions regarding this Request for Proposal should be submitted in writing, prior to the RFP opening and no later than 5:00 P.M., May 31, 2018* (which allows enough time to issue an addendum answering the questions). All questions must be mailed, faxed or e-mailed to the attention of Melinda Bobbitt. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet by the County by posting the addendum on the County Web site at www.showmeboone.com (Select Purchasing, then Current Bid Opportunities). Submit questions to:

Melinda Bobbitt, Director of Purchasing
613 E. Ash Street, Room 110
Columbia, Missouri 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org

3.8 RFP Addenda: In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addendum to this RFP is valid only if in writing and issued by the Boone County Purchasing Department. Verbal conversations or agreements with any officer, agent, or employee of the County which modify any terms or obligations of this RFP are invalid.

3.9 Ambiguity, Conflict, or Other Errors in the RFP:

- 3.9.1. If an Offeror discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, they shall immediately notify the Purchasing Department of such error in writing and request modification or clarification of the document. The County will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP from the County.
- 3.9.2. The Offeror is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.
- 3.9.3. Implied Requirements: Products and services that are not specifically requested in this RFP, but which are necessary to provide the functional capabilities proposed by the Offeror, shall be included in the proposal.
- 3.9.4. The County will not be liable in any way for any costs incurred by any Offeror in the preparation of their proposal in response to this RFP, nor for the presentation of their proposal and/or participation in any discussions or negotiations.

3.10 Rejection of Proposals:

3.10.1 The right is reserved to accept or reject in whole or in part any or all proposals submitted, to waive technicalities, and to accept the offer the County considers the most advantageous to the County. Further, the County shall reject the proposal of any Offeror that is determined to be non-responsive. The unreasonable failure of an Offeror to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

3.11 Acceptance of Proposals:

3.11.1 The County will accept all proposals that are submitted properly. However, the County reserves the right to request clarifications or corrections to proposals.

3.12 Requests for Clarification of Proposals:

3.12.1 Requests by the Purchasing Department for clarification of proposals will be in writing.

3.13 Validity of Proposals:

3.13.1 Offeror should state how many days or months proposals remain valid beyond the 120 days minimum.

3.14 Withdrawal of Proposals:

3.14.1 Proposals may be withdrawn without prejudice any time before the deadline for receipt of proposals. If a mistake or error is discovered by the Offeror or by the County after the proposal opening, the County has the right to call this error to the Offeror's attention and request verifications of the proposal. If the Offeror acknowledges the mistake and requests relief, the County will proceed in the following manner:

Withdrawal: Permission to allow an Offeror to withdraw their proposal without prejudice may be given when clear and convincing evidence supports the existence of an error. If there is a significant and obvious disparity between the prices of the lowest Offeror and of the other Offerors, an Offeror may be permitted to withdraw without prejudice, upon submission of evidence that a non-intentional error occurred.

3.15 **Non-Exclusive:** The County reserves the right to utilize other suppliers for these services as the need arises, in the sole discretion of the County.



4. PROPOSAL SUBMISSION INFORMATION

4.1. RESPONSE TO PROPOSAL

4.1.1. *Submission of Proposals:*

4.1.1.1. When submitting a proposal, the Offeror must submit one (1) original and two (2) copies of the proposal (total of three), plus an electronic copy of the original proposal on a thumb drive (USB memory stick).

a. The Offeror shall submit the proposal to:

Boone County Purchasing Department
Attn: Melinda Bobbitt, CPPO, XPPO
Director of Purchasing
613 E. Ash Street, Room 110
Columbia, MO 65201

b. The proposals must be delivered no later than **2:30 p.m. on June 7, 2018**. Proposals will not be accepted after this date and time.

4.1.1.2. To facilitate the evaluation process, the Offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

b. The signed response page from the original RFP and all signed addenda should be **placed at the beginning of the proposal**.

c. The Proposal must, at a minimum, address all mandatory and desired services, materials, etc. Responses will fully describe how the service will be performed and what hardware/software (if any) is required.

4.1.1.3. The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal. The Offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal. Any Offeror whose responses deviate from the outlined specifications may automatically be disqualified.

4.1.1.4. Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

4.1.2. ***Competitive Negotiation of Proposals:*** The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

4.1.2.1. Negotiations may be conducted in person, in writing, or by telephone.

4.1.2.2. Negotiations will only be conducted with potentially acceptable proposal(s). The County reserves the right to limit negotiations to those proposal(s), which received the highest rankings during the initial evaluation phase.

4.1.2.3. Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.

4.1.2.4. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

4.1.3. ***Evaluation and Award Process:***

4.1.3.1. After determining a responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

a. **Method of Performance**

b. **Experience/Expertise of Contractor**

c. Cost to both the County and taxpayers of Boone County, Missouri

4.1.3.2. After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the County. In addition, the Offeror may be asked to make an oral presentation of their proposal to the evaluation team at a designated Boone County location. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County.

4.1.4. Evaluation:

4.1.4.1. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

4.1.4.2. The Offeror should provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP (This information may be shown on the form attached as Exhibit A to this RFP or in a similar manner):

- a. Name, address, and telephone number of client/contracting agency and a representative of that client/agency who may be contacted for verification of all information submitted;
- b. Dates and locations of the service/contract; and
- c. A brief, written description of the specific prior services performed and requirements thereof.

4.1.4.3. The Offeror should submit a copy of all licenses, certifications, accreditation, and/or permits, which may be required by state, federal, and/or local law, statute, or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, the County reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.

4.1.4.4. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method or manner in which the Offeror proposes to satisfy these requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.

- 4.1.4.5. Where the words “shall” or “must” are used, they signify a required minimum function of system capacity that will heavily impact the Bidder’s final response rating.
- 4.1.4.6. Where the words “should”, “may” or “desired” are used, they signify that the feature or capacity is desirable but not mandatory; therefore, the specifications in question will possess minimal impact on the Bidder’s final response rating.
- 4.1.4.7. The method by which the proposed method of performance is written will be left to the discretion of the Offeror. However, the Offeror should address each specific paragraph and subparagraph of the Specifications by paragraph and page number as an item for discussion. Immediately below these numbers, write descriptions of how, when, by whom, with what, to what degree, why, where, etc, the requirements will be satisfied.



5. Response Page

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below.

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

E-mail Address: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

Note: This form must be signed. All signatures must be original and not photocopies.

The Offeror shall provide a firm, fixed price for the Original Contract Period. All costs associated with the required services/equipment shall be included in the prices. All deliveries shall be made FOB Destination with freight charges fully included and prepaid. The seller pays and bears the freight charges.

In the event of any decrease in processing fees charge to taxpayers, either by market change or if the contractor shall charge a lower price to other customers, Boone County shall be notified promptly, and the taxpayers of Boone County shall receive such decreases. Implementation of any changes in fees will be coordinated by the County and the processor.

5.1. FEES

- a) Provide the fee schedule that would apply to this account. The processing fees below will be charged and paid by the taxpayers at the time of payment:

Credit Card Convenience Fee: _____%, minimum fee of \$ _____

Debit Card Convenience Fee: _____%, minimum fee of \$ _____

E-Check Fee: \$ _____

Describe other Fees:

b) The Collector's office provides duplicate property tax receipts to taxpayers. There is a fee of \$1.00 to issue a duplicate receipt. Requests are made by taxpayers to use a credit/debit card for this fee. Provide the processing fee, if any, that would be charged to a taxpayer for \$1.00 transaction: ___%, minimum fee of \$ _____

c) Identify any and all expenses, fees and discounts related to the following that would be charged to the County. (If no fee, state 0).

- Visa credit card: _____
- Master Card credit card: _____
- American Express: _____
- Discover: _____
- Charge backs: _____
- Payment reversals: _____
- E-check returns: _____
- Set-up fees for Merchant Services: _____
- Set-up fees for Gateway Services: _____
- Monthly fees for Merchant Services: _____
- Monthly fees for Gateway Services: _____
- Report fees (initial and ongoing): _____

d) Identify any expenses that would not be covered through this fee structure and would be required in order to implement the firm's program.

e) Please clearly identify reductions in fees that would occur in years 2, 3, 4 & 5 if a contract were awarded and extended by the County.

f) Describe any additional available equipment/supplies for purchase with pricing (e.g. terminal/printer, reader(s):

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the bidder awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

<http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e261405110VgnVCM1000004718190aRCRD&vgnnextchannel=75bce2e261405110VgnVCM1000004718190aRCRD>

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if your contract amount is in excess of \$5,000. **Attach to this form the first and last page of the E-Verify Memorandum of Understanding that you completed when enrolling for proof of enrollment.**

If you are an Individual/Proprietorship, then you must return the attached *Certification of Individual Bidder*. 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*.

CERTIFICATION OF INDIVIDUAL BIDDER

Pursuant to Section 208.009 RSMo, any person applying for or receiving any grant, contract, loan, retirement, welfare, health benefit, post secondary education, scholarship, disability benefit, housing benefit or food assistance who is over 18 must verify their lawful presence in the United States. Please indicate compliance below. Note: A parent or guardian applying for a public benefit on behalf of a child who is citizen or permanent resident need not comply.

- _____ 1. I have provided a copy of documents showing citizenship or lawful presence in the United States. (Such proof may be a Missouri driver’s license, U.S. passport, birth certificate, or immigration documents). Note: If the applicant is an alien, verification of lawful presence must occur prior to receiving a public benefit.

- _____ 2. I do not have the above documents but provide an affidavit (copy attached) which may allow for temporary 90 day qualification.

- _____ 3. I have provided a completed application for a birth certificate pending in the State of _____. Qualification shall terminate upon receipt of the birth certificate or determination that a birth certificate does not exist because I am not a United States citizen.

Applicant

Date

Printed Name

AFFIDAVIT
(Only Required for Certification of Individual Bidder (Option #2))

State of Missouri)
)SS.
County of _____)

I, the undersigned, being at least eighteen years of age, swear upon my oath that I am either a United States citizen or am classified by the United States government as being lawfully admitted for permanent residence.

Date

Signature

Social Security Number
or Other Federal I.D. Number

Printed Name

On the date above written _____ appeared before me and swore that the facts contained in the foregoing affidavit are true according to his/her best knowledge, information and belief.

Notary Public

My Commission Expires:

(Please complete and return with Proposal Response)

Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR
CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

STANDARD TERMS AND CONDITIONS - BOONE COUNTY, MISSOURI

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in County's sole discretion, shall give County the right to terminate this Contract.
2. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Boone County Department identified in the Request for Bid and/or Proposal.
3. The Boone County Commission has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Boone County reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.
4. Bidders must use the bid forms provided for the purpose of submitting bids, must return the bid and bid sheets comprised in this bid, give the unit price, extended totals, and sign the bid. The Purchasing Director reserves the right, when only one bid has been received by the bid closing date, to delay the opening of bids to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) bid received will be retained unopened until the new Closing date, or at request of bidder, returned unopened for re-submittal at the new date and time of bid closing.
5. When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.
6. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the County from them.
7. The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the bid.
8. The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.
9. In case of default by the Contractor, the County of Boone will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.
10. Failure to deliver as guaranteed may disqualify Bidder from future bidding.
11. Prices must be as stated in units of quantity specified and must be firm. Bids qualified by escalator clauses may not be considered unless specified in the bid specifications.
12. No bid transmitted by fax machine or e-mail will be accepted.
13. The County of Boone, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.
14. The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. The resulting contract will be considered "Non-Exclusive". The County reserves the right to purchase from other vendors.

15. The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the *Federal Transit Administration's Best Practices Procurement Manual – Appendix A*. Any questions regarding the applicability of federal clauses to a particular bid should be directed to the Purchasing Department prior to bid opening.
16. In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.
17. Should an audit of Contractor's invoices during the term of the Agreement, and any renewals thereof, indicate that the County has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the Contractor shall issue a refund check to the County for any over-charges within 30-days of being notified of the same.
18. For all bid responses over \$25,000, if any manufactured goods or commodities proposed with bid/proposal response are manufactured or produced outside the United States, this **MUST** be noted on the Bid/Proposal Response Form or a Memo attached.
19. **For all titled vehicles and equipment, the dealer must use the actual delivery date to the County on all transfer documents** including the Certificate of Origin (COO,) Manufacturer's Statement of Origin (MSO,) Bill of Sale (BOS,) and Application for Title.
20. **Equipment and serial and model numbers** - The contractor is strongly encouraged to include equipment serial and model numbers for all amounts invoiced to the County. If equipment serial and model numbers are not provided on the face of the invoice, such information may be required by the County before issuing payment.

EXHIBIT A

PUBLIC SECTOR EXPERIENCE

Please provide a minimum of three customers currently using your service. Please provide at least one Missouri County to which you provide services. The County reserves the right to ask for additional information.

1. Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Services (include dates):

2. Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Services (include dates):

3. Services Performed for:

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

Description of Services (include dates):

EXHIBIT B**Background Usage Information for Boone County Collector**

March 2016 - February 2017			
Type payment	# Bills	Total Paid	Average
Credit Card - In Person	5620	\$1,223,374.12	\$217.68
Credit Card - Mail	845	\$502,437.02	\$594.60
Credit Card - IVR	850	\$248,189.70	\$291.99
Credit Card - Online	7397	\$2,272,257.47	\$307.19
E-Check - IVR	158	\$76,373.60	\$483.38
E-Check - Online	4781	\$4,183,648.63	\$875.06
Totals	19651	\$8,506,280.54	

March 2017 - February 2018			
Type payment	# Bills	Total Paid	Average
Credit Card - In Person	6785	\$1,643,521.09	\$242.23
Credit Card - Mail	844	\$517,644.80	\$613.32
Credit Card - IVR	924	\$247,710.60	\$268.09
Credit Card - Online	7944	\$2,601,372.08	\$327.46
E-Check - IVR	129	\$66,932.44	\$518.86
E-Check - Online	6064	\$5,846,766.74	\$964.18
Totals	22690	\$10,923,947.75	

EXHIBIT C

Background Usage Information for Boone County Recorder of Deeds

May 1, 2016 – April 30, 2017			
Type payment	#Transactions	Total Paid	Average
Credit Card – In Person, Mail, Online, by phone	1678	\$47,956.30	\$28.58

May 1, 2017– April 30, 2018			
Type payment	#Transactions	Total Paid	Average
Credit Card – In Person, Mail, Online, by phone	1727	\$49,061.80	\$28.41

EXHIBIT D

**Background Usage Information for Boone County Resource
Management**

May 1, 2016 – April 2017			
Type Payment	# of Transactions	Total Amount	Average
Credit Card - In Person	180	\$34,937.82	\$194.10

May 1, 2017 – April 2018			
Type Payment	# of Transactions	Total Amount	Average
Credit Card - In Person	190	\$34,173.82	\$179.86

Boone County Purchasing
613 E. Ash St., Room 110
Columbia, MO 65201

“No Bid” Response Form

Melinda Bobbitt, CPPO, Director
(573) 886-4391 – Fax: (573) 886-4390

“NO BID RESPONSE FORM”

**NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO
SUBMIT A BID**

If you do not wish to respond to this proposal request but would like to remain on the Boone County vendor list for this service/commodity, please remove form and return to the Purchasing Department by mail or fax.

If you would like to FAX this “No Bid” Response Form to our office, the FAX number is (573) 886-4390.

Bid: 28-07JUN18 – Electronic Payment Processing

Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____

Reason(s) for not bidding:

