

TRUMBULL COUNTY, OHIO
REQUEST FOR PROPOSALS
FOR TRUMBULL COUNTY PAYMENTS
BY FINANCIAL TRANSACTION DEVICES

QUESTIONS

Questions of Treasurer Sam Lamancusa in regards to the FINANCIAL TRANSACTION DEVICE RFP will be answered directly to the Individual asking the question and posted here.

01/24/2018

Question: Pages 21-32 do not seem to be part of the proposal as they are for drug & alcohol use policy internally there at Trumbull County. I take it we do not need to do anything with that piece of it, correct?

Answer: Trumbull County requires all vendors doing business with the County to participate in a Drug Free program All RFP of the County include and must have a Drug Policy.

Question; If we have any other questions about the proposal or if others do, will there be a conference call or a letter sent by you to all of us to inform us of any of those that we might need to know about before submitting our proposal?

Answer:

Questions will be answered up to 03/16/2018

Question will be answered directly and listed on County web site.

Questions and Answers will be listed on County web site starting 01/26/18

Notice of Question procedure will be emailed to all participating

No Pre-Proposal Conference scheduled at this time if that changes notice would go out

Question: Could you please provide the deadline for submitting questions? Additionally; if there will be a Pre-Proposal Conference, could you please confirm the date and time? Any information you can provide will be greatly appreciated.

Answer:

Questions will be answered up to 03/16/2018

Question will be answered directly and listed on County web site.

Questions and Answers will be listed on County web site starting 01/26/18

Notice of Question procedure will be emailed to all participating

No Pre-Proposal Conference scheduled at this time if that changes notice would go out

01/25/2018

Question: Page 5 of the RFP indicates the County requires one copy (the original) of the proposal. Just to clarify, are any copies, other than the original, desired? If so, would supplying an electronic copy of the proposal via CD or flash drive suffice?

Answer: Trumbull County only requirement is one hard copy. If you wish to provide an electronic copy via CD or flash drive it would enable the RFP administrator ease in sharing the RFP with all County offices involved.

Question: In the Settlement section of Appendix B, page 10, Question #1 asks if the merchant account will have daily or monthly settlement. Is this in reference to any processing fees that may be charged, or is this regarding the settlement of the deposits?

Answer: Settlement of deposits.

Question: The County Treasurer section of Appendix D, page 13, notes that the software in use by the County Treasurer is MVP Tax Ohio, version 4.0.611, from Thomson Reuters. Does the County utilize this software to provide taxpayer's access to see property data?

Answer: Yes somewhat and extract file is created by the County Data department to post information to the County Auditor's web site.

Question: The County Treasurer section of Appendix D, page 13, multiple payment channels are indicated (i.e., online bill presentment, POS, etc.). Are all of these channels required, or is the county wanting to employ as many of these methods as can be reasonably possible? Which channels are required?

Answer: The County Treasurer has been informed by the County Prosecutor that in order for the office to accept any form of payment through any agency or device that an RFP process and a Contract agreement must take place. That being said the County Treasurer realizes that anticipated needs may be over listed to the point that one vendor does not provide all. However the County Treasurer does have an understanding that simple banking transactions listed may occur with a bank institution and other processes will occur with a vendor thus causing two contract agreements. The Treasurer recommends that you answer this anticipation with what you can provide and or explain why certain anticipations may not have a need to be met.

The Treasurers' office anticipation and needs:

- Online bill presentation.
- Accepting online-payments.
- Accepting automated withdraw payments.
- Accepting live payments by self-payment at a kiosk.
- Accepting live payments by POS.
- Sending phone payments to agency for processing.

01/26/2018

Question: We are interested in bidding. For clarification's sake, do you require a mailed notification of interest if we already received the RFP? And do you need this notification for our proposal to be evaluated when we submit in March?

Answer:

No need to request if your company has already received the RFP.

The ORC states that a minimum of three vendors must be notified of the process.

A list of vendors was created to send the RFP too.

This assures that vendors were aware of the RFP.

02/01/2018

Question: What billing software do the agencies listed in the RFP currently use?

Answer: Billing services of the County Treasurer and County Auditor program MVP TAX OHIO Version 4.0.611 a product of Thomson Reuters.
Billing software of the County Recorders Document Technology Solutions (DTS), called TrakRecord.
Most other offices of the County have in house system to create charges IBM/DOS.
The Receipt of payments will be processed through the software program: Munis® Version 11.2 (11.2.0.0)

Central District Court

Case Management System:
Henschen & Associates Inc.
422 West Gypsy Lane
Bowling Green, OH 43402

Eastern District Court:

Case Management System:
CourtView Management System:
CourtView Justice Systems
4825 Higbee Avenue NW
Canton, Ohio 44718

Question: Regarding the kiosks; do you have someone in mind you would like to partner with?

Answer: No one in mind to partner with for kiosks. Kiosk could be as simple as a County Computer provided in a public area or areas. Would prefer for the Kiosk to be touch screen versus need of keyboard and mouse. No intention for the Kiosk to accept cash payments.

Question: Regarding the RFP. Are there any numbers you can send on the volume of transactions, revenue, or average bill amount per department?

Answer:

The County Treasurer bills twice a year for Real Estate Tax Payment.

Total Parcels: 142,023 Full year amount: \$92,380,101.33

9,000,000.00 processed at the county live 55,000,00.00 processed by the county through us mail.

4,000,000.00 processed by the county monthly through escrow payments. Balance received from mortgage companies paying on behalf of tax payer.

The Clerk of Courts produces about 2,000 receipts each month in the Legal (Civil) Department office. They are sent 3 invoices and pay by certified check or money order. Clerk of Courts Auto Title generates an estimated 2,000 transactions per month paid live by cash or certified funds.

Dog Pound

Transactions

Licenses 350
Adoptions 240
TOTAL: 590

Revenue:

Licenses \$6,300
Adoptions \$40,120
TOTAL: \$46,420

Trumbull County Recorder Revenue- 1.3 mill

Average bill amount - can range from .50 cents to \$2000.00 dollars in any given day.

Question: Regarding the RFP. Are there any numbers you can send on the volume of transactions, revenue, or average bill amount per department?

Central District Court: Estimate 400 credit card transactions with the possibility of receiving revenues of \$50,000.00 for a year. Do not have a figure for Collections of what is paid by credit card; most are paid by money orders or checks. We roughly received about another \$50,000.00 per year here.

Eastern District Court: Estimate 200 credit card transactions with the possibility of receiving revenues of \$25,000.00 for a year. Do not have a figure for Collections of what is paid by credit card; most are paid by money orders or checks. We roughly received about another \$15,000.00 per year here.