

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.

02/20/2018

Question: Could Trumbull please address the missing Appendix C? The RFP appendices are currently listed as Appendix A, Appendix B, Appendix D and Appendix E. Will Trumbull provide Appendix C?

Answer: No Appendix C

Question: Is there a specific requirement the vendor must meet to process MOTO?

Answer: No

Question: Could Trumbull please provide current transaction volume and dollar amounts by department by payment channel?

Answer:

This question has been previously asked the answer is posted:

<http://treasurer.co.trumbull.oh.us/pdfs/RFP%20QUESTION%20LIST.pdf>

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		Revenue:	
Licenses	350	Licenses	\$6,300
Adoptions	240	Adoptions	\$40,120
TOTAL:	590	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.

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.

Question: How many office locations will the vendor be processing for?

Answer:

Trumbull County is seeking **a vendor or vendors** to provide all services necessary to process fees, costs, taxes, assessments, fines, penalties, recordings, services, and payments by “Financial transaction device”. Pursuant to ORC 301.28 (A) (1), a financial transaction device is defined to include a credit card, debit card, charge card, or prepaid or stored value card, or automated clearinghouse network credit, debit, or e-check entry that includes, but is not limited to, accounts receivable and internet-initiated, point of purchase, and telephone-initiated applications or any other device or method for making an electronic payment or transfer of funds. Trumbull County intends to accept Visa, MasterCard, American Express, and Discover branded credit cards. In addition, the County wishes to accept virtually all debit cards – both traditional bank-branded ATM cards and Visa, MasterCard, American Express, and Discover branded debit cards that are capable of being processed through national debit and credit networks.

Trumbull County Offices authorized by resolution to accept payments by credit card involved in this RFP include the County Commissioners, Auditor, Clerk of the Common Pleas Court, Treasurer, Recorder, Building Department, Dog Kennel, Clerk of Eastern District County Court and Clerk of the Central District County Court. Each identified office of the County or department of the Commissioners will be selecting a Vendor(s). Since this is a new program to Trumbull County, no historical usage information is available.

Question: How many Point of Sale (POS) devices does Trumbull County require for this RFP?

Answer: Un-known Since this is a new program to Trumbull County, no historical usage information is available.

Question: Since Trumbull County uses Document Technology Systems (DTS) as their software company and DTS is already set up to accept debit/credit transactions. Will DTS integrate with the new payment provider?

Answer: Question is specific to certain County departments issue will be addressed in award of any contract with specific departments.

Question: Does the County have any other software integration requirements that the vendor needs to be aware of? If so, is the system vendor aware of the integration and is there an additional cost to integrate to the system?

Answer: The County has several software programs involved in the offices that are part of this RFP. Each program has specific capabilities of processing payments if software integration is a factor that cost would be negotiated in any and all contract agreements involved in this RFP.

Question: Will Trumbull County confirm that there are no charges from their current software companies to integrate? If so, is Trumbull County willing to pay that cost?

Answer: The County has several software programs involved in the offices that are part of this RFP. Each program has specific capabilities of processing payments if software integration is a factor that cost would be negotiated in any and all contract agreements involved in this RFP.

Question: Could Trumbull County please provide current payment count by payment type?

Answer: County offices involved currently accept Currency, Money Orders, Checks. Do not have statistics for amounts by each form.

Question: Will Trumbull County be awarding this contract to one or multiple vendors?

Answer: Answer is unknown the RFP gives the County the capability to award to a vendor or vendors. Contract or Contracts will be awarded based on each County office and County agency input that is involved.

Question: Will Trumbull disclose their current payment processor?

Answer: None

Question: Could Trumbull please provide their current pricing structure by channel for each department?

Answer: None

Question: Can Trumbull provide its current processing vendor for each of the payment channels by department (web, POS, IVR, etc.)?

Answer: None

Question: Can Trumbull please provide transaction history and volume by payment type by department?

Answer:

This question has been previously asked the answer is posted:

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Question: Can Trumbull please provide transaction history and volume by card type by department (Amex, Visa, MasterCard, etc.)?

Answer: Since this is a new program to Trumbull County, no historical usage information is available.

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:

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Question: Our question concerns the “New Drug and Alcohol Free Workplace Policy.” We have been advised that the requirements for the Trumbull County Policy would not apply to Electronic Merchant Systems because we would not be directly reimbursed by the county for the services provided. Per the RFP, all fees are collected through a convenience fee which is paid by the card holder at the time of the transaction.

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: In Appendix A – Proposal Format and Structure, the County requests a “list of other government agencies serviced by Vendor including client contact information.” Could the County provide a minimum reference requirement for Vendors working with too many government agencies to list contact information for each?

Answer: If the company would want to reduce the list any amount over three would be acceptable.

02/21/2018

Question: Would the County be interested in accepting e-checks where the vendor guarantees payment? Or would the County be interested in accepting non-guaranteed e-checks?

Answer: Certain agencies of the County have no resource other than expansive court actions to recoup NSF payments. Therefore the only payments the County would be interested in accepting are guaranteed payments.

03/13/2018

Question: Is Trumbull County offering any online, or in person payment capability using cards or ACH transactions today for the county offices and Tax Payments?

Answer: NO

Question: If the answer is no, is this RFP a request to start to offer both card and ACH payment capability to Trumbull's residents?

Answer: YES

Question: Can the county be more specific in what kinds of payments a vendor will be processing or should it be assumed all types of fees, taxes, and utility bills?

Answer: It should be assumed that the County will be taking all types of payments at all County Offices that currently accept payments.

Are you looking also for online bill presentment services?

Answer: YES

Question: Can the county confirm or otherwise clarify that MOTO processing means payments via live agent and Interactive Voice Response services? **Answer:** YES
(III. Specifications, item 1.C)

Can transaction and volume history be provided for the last year for all departments in which this solution is expected to be implemented?

Answer:

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Question: What is the average utility bill amount(s)?

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

03/15/2018

Question: Is there an RFP# or nomenclature we could use to reference this RFP on the cover page?

Answer: RFP for Payments by Financial Transaction Devices

The proposal must be submitted in a sealed envelope or similar container clearly marked as "RFP for Payments by Financial Transaction Devices".

Question: Throughout the RFP, the pricing structure implied is one of the convenience fee. However, on page 12 of 32, under the "Special Consideration/Recovery" section, subparagraph 3/question 2, the question posed is whether there would be any monthly billing for a County office that processes \$0.00 in sales. That implies a merchant absorbed (Interchange Plus) pricing model. Which pricing model would you like us to propose?

Answer: The County intention is convenience fee paid by user. The purpose of other questions such as subparagraph 3/question 2 is for confirmation that no charge will exist.

Question: Under Appendix D a list of requirements are shown for each department. Are these requirements to be answered in the normal manner of the RFP? Or are they simply shown as what the anticipation of each department's needs are?

Answer: Purpose of Appendix D was to give an understanding of anticipation of need by Department.