

# CREDIT CARD PROCESSING SERVICES

RFP# FY16-SCTO-01

## ADDENDUM # 1

ISSUED SEPTEMBER 29, 2015

1. Appendix A (Acknowledgement of Receipt Form) – The first paragraph on the form states that the undersigned agrees that s/he has received a complete copy, beginning with the title page and table of contents, and ending with APPENDIX G. The copy we downloaded from the County’s website, sandovalcountynm.gov, does not include a table of contents, and only goes up to Appendix D. Can you please confirm if there is an updated copy?
  - A. The first paragraph of Appendix A should not have a Table of Contents and does go up only to Appendix D not H. The copy of the RFP on the website is correct and there is no updated copy.
  
2. In the section Resident Business or Resident Veteran’s Preference how is the preference added on fees charged or evaluation points. If a business qualifies for both preferences which preference would be awarded?
  - A. The Resident Business and the Resident Veteran’s Preference will be added to your total points scored. Only one preference can be awarded. Both preference certificates are issued from the New Mexico Taxation and Revenue Department and MUST be submitted with your proposal.
  
3. Section II.C.26: We do not currently have a NM Preference Certificate. Since we are not a NM company, do we need a certificate? If we do need a certificate, according to your website, it can take up to 30 days to have one issued after completing and submitting the application. How should we proceed since the response is due 10/13/15?
  - A. No, you do not need any New Mexico Preference Certificates to proceed with this RFP. The preferences are for any businesses in New Mexico.
  
4. Section II.C.26.B: This section states “the Offeror should sign and complete the Resident Veterans Preference Certificate form, as provided in this RFP”. However, Section VI.4.4 states “In addition, for resident Veterans Preference, the attached certification Form (APPENDIX D) must accompany any Offer and any business wishing to receive the preference must complete and sign the form.” If we do not wish to receive the preference as we are not eligible, do we include a blank Veterans Preference form or not include the form?

- A. No, Appendix D doesn't need to be included in the RFP unless you are a New Mexico Resident Veteran and can provide the certificate from the New Mexico Taxation and Revenue Department.
5. Section III.C.1: This section states "The proposal must be organized and indexed in the following format". Can you clarify what is meant by "indexed"?
- A. "Indexed" here means we need to see each section separated to reference back to Page 13 of the RFP.
6. Section III.C.1: The titles in the list do not match the section titles containing the requirements in the RFP. Do you want the response to be organized by the titles in the list or the section titles?
- A. If you simply follow the format on Page 13 for your Technical Proposal-Binder 1 and include everything that is outlined on Pages 17 and 18 for the Organizational Experiences, Organizational References and Mandatory Specifications, the proposal should be complete as required.
7. Section III.C.1: Can you clarify what should be included in "D. Response to Contract Terms and Conditions" in the list?
- A. "Section D. Response to Contract Terms and Conditions" is reserved in the event any Offeror has their own response to the Contract Terms and Conditions of this RFP.
8. Section II, Paragraph B.5 (Submission of Proposals) – With the influx of proposals that our procurement team is working on, an extension is being requested. By chance, would the County consider extending the deadline by a week?
- A. No, the deadline cannot be extended.
9. What was the total amount collected/processed in 2014?
- Credit Card (number of transactions/dollar amount processed)
  - Debit Card (number of transactions/dollar amount processed)
  - E-Check (number of transactions/dollar amount processed)
- A. Please see attached spreadsheets.
10. How many cashiering stations does the county have?
- A. The county has four stations and one mobile station which the Treasurer's Office uses for outreach services during tax season (November-December and April-May).

11. Does the County want pricing for point-of-sale equipment?

- A. The point-of-sale equipment for the Treasurer's Office is included in the RFP Section V. Detailed Scope of Work: D. Point of Sale (POS) capability: Credit card swipe machines and pin pads shall be provided for each of the four teller windows.

Pricing for credit card swipe machines and pin pads would be needed for other County departments who require this information.

12. Could you please provide a recent merchant statement?

- A. We do not receive merchant statements because there are no fees to the County.

13. What was the total dollar volume and number of transactions for e-payments in 2014? Please breakdown by card brand/payment type (MasterCard, American Express, Discover, Visa and e-Checks, payment channel (in person, online, mail/phone)?

- A. Please see attached spreadsheets.

14. What is the timeline for delivery?

- A. As soon as feasibly possible.

15. How many physical office locations would require e-payment services?

- A. Currently there are three (3) departments utilizing some portion of service. Public works is interested in providing the service at the off-site transit locations. The Sheriff's Office and Fire Department may be interested in the future.

16. Which bank is the banking services provider? (i.e. where the funds are deposited)

- A. New Mexico Bank & Trust

17. If known, please supply the number of debit/credit card chargebacks in the last 12 months.

- A. There were no debit/credit card chargebacks from January – December 2014.

18. If known, please supply the number of e-check returns in the last 12 months.

- A. There were 59 e-Check returns from January – December 2014. See attached spreadsheets.

19. In the vendor requirements section, Letter # H Chargebacks and Disputes are at Processors Expense. Clarification does this mean if an ACH transaction is paid to the County if insufficient are available in the taxpayer's bank account is processor able to debit the payment back from the County?

A. The chargeback will be exclusive to card payments. As a client that passes the fee to the customer, these charges should be covered in the convenience fee already.

20. In the evaluation section it states Mandatory Specifications Reporting and Transactions settlement capabilities with multiple software. Clarification what software products?

A. Tyler Technologies – Eagle and Incode software

FIS PAYMENTS

MONTH	2013			2014			2015			
	IVR	TRANS	WEB	IVR	TRANS	WEB	IVR	TRANS	WEB	
JANUARY	\$9,579.21	42	\$133,272.75	\$9,077.37	46	\$112,977.01	\$21,804.07	51	\$119,419.00	
FEBRUARY	\$16,258.94	43	\$117,591.24	\$6,573.29	32	\$125,383.49	\$34,425.57	50	\$103,311.03	
MARCH	\$11,134.84	35	\$115,649.87	\$9,753.87	24	\$106,269.72	\$13,113.29	46	\$176,195.48	
APRIL	\$12,952.27	44	\$194,666.06	\$17,989.21	32	\$205,436.23	\$30,064.31	72	\$582,110.55	
MAY	\$36,606.28	67	\$346,012.31	\$44,483.02	66	\$540,342.70	\$51,537.41	130	\$468,165.96	
JUNE	\$24,281.91	67	\$115,170.56	\$16,724.77	64	\$243,315.41	\$72,503.44	173	\$557,994.04	
JULY	\$38,474.02	66	\$129,102.96	\$14,889.08	34	\$99,955.19	\$10,436.23	42	\$58,242.62	
AUGUST	\$9,928.34	20	\$38,836.42	\$3,173.90	13	\$79,168.23	\$9,407.85	16	\$70,437.07	
SEPTEMBER	\$3,825.40	12	\$12,864.80	\$9,867.15	26	\$49,406.25	\$3,860.35	10	\$22,422.85	
OCTOBER	\$8,461.41	23	\$47,727.94	\$5,890.53	18	\$122,541.05				
NOVEMBER	\$44,711.51	103	\$577,388.59	\$48,711.39	113	\$803,046.62				
DECEMBER	\$77,398.17	201	\$912,162.44	\$81,415.02	210	\$1,109,944.40				
TOTAL	\$292,622.38	723	\$2,740,445.94	\$267,548.60	678	\$3,597,780.30	\$878	\$163,036.10	189	\$247,152.52
GRAND TOTAL	\$3,033,068.24			\$3,865,328.90			\$4,028,385.00		\$2,405,451.12	

2014		2014	
CREDIT CARD	DEBIT CARD		
\$1,735,013.11	\$4,017,333		
TRANSACTIONS	TRANSACTIONS		
4053	157		

2014		2014	
E-CHECK			
\$2,047,300.45			
TRANSACTIONS			
2340			

Q# 9

Q#13

IVR/WEB	AMEX	TRANS	DISCOVER	TRANS	MASTERCARD	TRANS	VISA	TRANS	E-CHECK	TRANS	DEBIT	TRANS	IVR	WEB
2014														
JANUARY	\$6,499.34	37	\$2,696.10	10	\$16,635.91	60	\$39,083.15	114	\$49,291.56	98	\$6,841.32	45	46	318
FEBRUARY	\$8,171.15	6	\$909.77	1	\$16,062.79	42	\$24,068.21	88	\$75,707.34	78	\$7,037.52	32	32	216
MARCH	\$9,628.14	9	\$1,325.00	9	\$12,366.19	44	\$57,388.80	143	\$34,249.05	64	\$1,066.41	4	24	249
APRIL	\$10,637.93	28	\$3,700.23	2	\$25,123.42	54	\$83,560.63	248	\$96,565.91	127	\$3,837.32	6	32	433
MAY	\$46,415.12	45	\$8,807.67	13	\$53,647.20	101	\$205,905.33	338	\$265,439.00	299	\$4,611.40	10	66	740
JUNE	\$31,173.33	20	\$5,289.54	4	\$19,644.74	46	\$78,716.77	198	\$121,606.97	109	\$3,608.83	10	64	323
JULY	\$4,296.74	6	\$3,734.49	9	\$26,534.18	44	\$31,739.82	105	\$46,847.71	93	\$1,691.33	4	34	227
AUGUST	\$18,226.05	18	\$0.00	0	\$10,550.88	21	\$23,163.30	55	\$28,240.45	45	\$2,161.45	6	13	132
SEPTEMBER	\$896.86	1	\$2,809.96	4	\$5,352.34	13	\$31,732.68	47	\$17,816.38	25	\$665.18	5	26	69
OCTOBER	\$13,713.67	10	\$3,512.56	7	\$14,314.85	33	\$20,827.67	50	\$76,062.83	55	\$0.00	0	18	137
NOVEMBER	\$55,499.58	149	\$9,990.29	37	\$62,929.41	192	\$209,067.19	522	\$514,126.88	574	\$1,144.66	3	113	1364
DECEMBER	\$45,317.28	122	\$10,892.23	27	\$59,862.44	194	\$342,592.18	733	\$721,346.38	772	\$11,348.91	32	210	1670
TOTAL	\$250,475.19	451	\$53,667.84	123	\$323,024.35	844	\$1,147,845.73	2641	\$2,047,300.46	2339	\$44,014.33	157	678	5878

POS														
OCTOBER	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$1,759.73	3		
NOVEMBER	\$1,269.82	2	\$1,496.10	2	\$3,806.39	8	\$23,417.08	29	\$0.00	0	\$22,893.25	31		
DECEMBER	\$10,629.69	11	\$6,804.92	4	\$17,605.99	18	\$53,019.98	47	\$0.00	0	\$20,333.05	34		
TOTAL	\$11,899.51	13	\$8,301.02	6	\$21,412.38	26	\$76,437.06	76	\$0.00	0	\$44,986.03	68		

Q #18

2014 E-CHECK RETURNS			
	AMOUNT	TRANS	
JANUARY	\$743.79	6	E-CHECK
FEBRUARY	\$286.31	2	E-CHECK
MARCH	\$0.00	0	-
APRIL	\$767.30	1	E-CHECK
MAY	\$6,506.01	8	E-CHECK
JUNE	\$237,763.00	3	E-CHECK
JULY	\$3,325.26	5	E-CHECK
AUGUST	\$5,474.09	5	E-CHECK
SEPTEMBER	\$26.67	1	E-CHECK
OCTOBER	\$37.60	1	E-CHECK
NOVEMBER	\$4,931.32	10	E-CHECK
DECEMBER	\$14,019.84	17	E-CHECK
TOTAL	\$273,881.19	59	