NOTICE TO VENDORS:

The following revisions, additions, and clarifications are hereby made part of the Contract Documents for the above-referenced project and shall be taken into account in the preparation of all proposals and the execution of all work. **Responders shall acknowledge receipt of the Questions and Answers in their bid.**

The following questions were submitted for Payment Processing Solution, RFP #56-03/12/19:

Q1. Is the only fee structure the County is interested in a Convenience Fee to the customer?

A1. As stated in the Section IV, Pricing, the County is seeking a price schedule for all services outlined in the RFP as well as fees for additional services recommended by the vendor.

Q2. Can the County provide 2018 data for the following:
   - Total Volume of payments?
   - Volume by payment types (Credit Card, Debit Card, ACH)?
   - Volume by card issuer (Visa, MC, Discover, etc.)?
   - Volume by interface (IVR, Online, Walk-in)?

A2. The 2018 data is as follows:
   - Total Volume of Payments: 737,000
   - Total Volume by Credit Card, Debit Card & ACH: 62,942 for all sources
   - Volume by card-issuer: Unavailable
   - Volume by walk-in: 199,000
   - Volume by Internet: 156,000
   - Mail-in Mortgage & Other Miscellaneous: 388,000

Q3. Can the County provide a copy of the Merchant’s Statements?

A3. No. This information is not needed to respond to this RFP. This can be obtained through the Freedom of Information Act. Please see the County website for information related to the FOIA Process.

Q4. Will the service apply strictly to taxes (property, auto) or potentially other applications?

A4. Initially, this service will only apply to tax payments but could be expanded in the
future.

Q5. What is the current Convenience Fee or pricing agreement with SC.GOV, if any?
A5. The current Convenience Fee is $1.00 plus 1.85%

Q6. What is the average payment amount for the following:
   o Credit Card?
   o Debit Card?
A6. The average payment amount is $180.00 via all sources.

Q7. Please elaborate on what QR Code Payments mean? Is it for scanning or mobile payments?
A7. The County is requesting that the proposed Payment Processing Solution have the ability to scan QR Code Payments.

Q8. Why is Greenville County releasing this bid at this time?
A8. The County’s goal is to provide County taxpayers with the best possible payment processing experience, at the most economical cost.

Q9. Does the County operate its own customer service phone system or is this service outsourced? If outsourced, who is the current provider?
A9. The County operates its own customer service phone system.

Q10. Does the County operate its own Live Customer Service Payments or is the service outsourced? If outsourced, who is the current provider?
A10. No, the County does not provide Live Customer Service Payments.

Q11. What type of facilitated training would the County expect?
A11. Training required will depend on the type of services selected.

Q12. Does the County have a timeframe expectation from Notice to Proceed to Live Implementation?
A12. The County desires to begin Live Implementation within 45 days after issuing the Notice to Proceed.

Q13. Which County Department(s) currently collect tax payments? Is it the County’s intention for all taxes to be paid via the proposed solution?
A13. Only the Tax Collector’s Office (including any vendor extension) and the Bank of Traveler’s Rest currently collects Greenville County Tax Payments. The County does not intend for all taxes to be paid via the proposed solution.

Q14. Can the County describe the Core Platform (or platforms) that provide the data for bill presentment and payments? If there are multiple platforms for storing customer data, which ones apply to each County Department?
A14. The County’s Core Platform is AS400 and the Internet.
Q15. How does the current vendor access the data in the County’s Core Data Platform(s) for online bill presentment and payment? Is this through daily batches or API?

A15. The current vendor accesses payment data via the County’s internal code, which sends the data via the vendor’s API in daily batches.

Q16. Does the County intend to accept Android Pay Payments in person, online (Customer Not Present) transactions or both?

A16. The County is pursuing options for accepting Android Payments at this time, in order that a decision can be made.

Q17. Does the County intend to accept Apple Pay Payments in person, online (Customer Not Present) transactions or both?

A17. The County is pursuing options for accepting Apple Payments at this time, in order that a decision can be made.

Q18. What are the estimated transaction and revenue volumes for this project?

A18. The County does not have estimates available.

Q19. Is the County reserving the right to award partial contract for this project to multiple vendors?

A19. Yes.

Q20. Is the County interested in invoicing options such as QR Codes as a part of this project?

A20. No.

Q21. Can the County confirm that the current provider for facilitating card payments is SC.Gov?

A21. The County’s current provider for facilitating card payments is SC.GOV.

Q22. Does the County intend to discontinue its use of SC.GOV payment processing as a result of awarding a provider to meet the needs of this RFP?

A22. The County has no intention of discontinuing its use of SC.GOV services at this time; any changes to the County’s current processes will be dependent on the capabilities of the proposed solutions.

Q23. Will the County please clarify its key objectives and goals that motivated the publishing of this RFP?

A23. The County’s goal is to simplify payment processing for customers and staff, while offering a variety of payment methods, at the lowest-cost possible.

Q24. Will the County please provide a sample use case or general description of how the County desires to utilize QR Code Technology?

A24. The County desires information regarding QR Code Technology in order to evaluate whether this method of tax payment processing will be implemented in the future.
Q25. Does the County/SC.GOV provide Apple Pay and Android (Google) Pay currently? If so, please provide a percent of total revenue derived from these types of authorizations.

A25. The County Tax Collector Office does not provide Apple Pay/Android (Google) Pay currently, and has no knowledge as to whether SC.GOV offers these services.

Q26. Please describe the information systems (including provider company names) and the desired technical integrations required for the Real Estate Tax, Vehicle Tax and other taxes.

A26. The current process is handled internally by our Information Systems Department. Microsoft.NET 4.0 and higher applications are generally used to develop the Tax applications.

Q27. Does the County currently accept in-person credit card payments for taxes? Does the County foresee adding in person (POS) payments to the scope in the future? If so, what type of hardware is currently used and what provider does the County utilize for these payments?

A27. Yes, the County’s Tax Collector uses Ingenico desktop processors to accept in-person credit card payments through Elavon. The County has not decided if the selected vendor will process POS payments in the future.

Q28. Please provide an annual estimate for total chargebacks?

A28. The County estimates the annual estimate for chargebacks is less than $2,000.00.

Q29. Is the County interested in proposals including an optional online eCheck (ACH Conversion) solution?

A29. Yes.

Q30. With respect to telephone payments, please clarify the telephonic mode the County desires to implement: IVR, Call Center, Agency Phone (virtual terminal) payments, all or a combination?

A30. The County desires a solution that will allow the customer to make payments using an automated-system and provides the option to speak with a customer service representative for assistance.

Q31. Does the County currently utilize payment kiosks? If so, please provide the description of the hardware (including name of hardware provider) and the number of units deployed.

A31. Yes, the County utilizes one kiosk, provided by Elavon.

Q32. Please provide a sample use case or general description of how the County desires to utilize kiosks.

A32. The County’s kiosk is used by customers who would like to avoid waiting in line to make tax payments; a receipt is provided after the payment is submitted.
Q33. What software does the County use to process tax payments?
A33. The County utilizes CSRA, integrated into AS400 Platform.

Q34. Does the County’s current solution include DMV Payments?
A34. Yes.

Q35. Does the County expect a solution that has the ability to manage revenue through a centralized receipting process to support assessment and breakout of fees before the payment is made?
A35. Yes. The County desires a solution that will disclose any fees in excess of the taxes to the customer.

Q36. Does the County intend for the vendor to provide Automated/Live Phone and Live Customer Support as part of the Professional Services contract or to integrate with the County’s existing process?
A36. No decision has been made as to whether the Automated/Live Phone and Live Customer Support will be integrated with current processes.

Q37. Does the County want to accept payments in its offices via Point of Sale equipment?
A37. The County currently accepts payments via Point of Sale Equipment and expects that this service will continue.

Q38. When does the County’s current contract with SC.Gov expire?
A38. The County’s current contract with SC.GOV is open-ended.

Q39. Is the County experiencing any problems with the current service provider?
A39. The County’s desire to obtain proposals from vendors that offer a solution for processing Telephone Payments is not due to any problems experience with current service providers.

Q40. Does the County currently have Kiosks in use and if so how many?
A40. Yes, the County currently has one kiosk in use.

Q41. Is this RFP for Online and telephone payment processing only or does the county wish to provide card-present in-person processing of Debit/Credit Card processing as well?
A41. The main objective is to find a solution to process Telephone Payments; however, the County will continue to process in-person and online payments.

Q42. Will the proposed solution process payments other than tax payments?
A42. The proposed solution will only process tax payments at this time.
Q43. Can the County confirm that the bid should contain, 1 Unbound Copy/3 Bound Copies of the following:
   o Overview of company background
   o Staffing or organizational chart showing staff that will be used for this project
   o Corporate/individual qualifications and experiences, including certifications
   o Current resume(s) for individual(s) assigned to this project
   o List of at least three (3) references including names, addresses, and telephone numbers
   o Price Sheet

A43. Yes.

Q44. Please describe the number and location(s) of physical terminals, cashiers, and input locations (KIOSKS) that are to be served.

A44. The County anticipates that at least one location will be served, but may expand as needs dictate.

Q45. Who is your current electronic payment processor for the services that you describe in your RFP?

A45. The County currently uses SC.GOV, CSRA and Elavon to provide kiosk, online and in-person payment processing services.

Q46. Is this RFP for Online and telephone payment processing only or does the County wish to provide card-present (in-person processing) of Debit/Credit Card processing as well?

A46. This purpose of this RFP is primarily for a Telephone Payment Processing Solution.

Q47. With what financial or tax management software will our solution be expected to integrate?

A47. The solution will need the ability to integrate with MUNIS and CSRA.

Q48. Is your current financial or tax management software provider willing to agree to third-party integration with a new payment solution?

A48. Integration with existing software will depend on compatibility with and security features offered by the proposed payment processing solution.

Q49. Why is the County considering a change in payment processors, or is this a new set of services you'll be offering to your constituents?

A49. The County is desires to offer a new set of services for Telephone Payments.

Q50. What are the current convenience fees being paid by your customers for Credit/Debit transactions? Is the county subsidizing those convenience fees by paying any or all of them on behalf of the customer?

A50. Customers pay what the providers charge; the fees will not be subsidized by the County.
Q51. Does the county prefer a flat rate structure (x dollars per transaction) or a percentage per transaction fee structure?

A51. The County is seeking the most advantageous solution that is mutually beneficial to customers and financial institutions.

Q52. Contract award occurs in mid-March, how quickly does the County anticipate implementation of the new payment solution?

A52. The County would like to begin implementation within forty-five (45) days after issuing the notice to proceed.

Q53. How will participating respondents be notified of addenda to the RFP or changes to its schedule?

A53. Any correspondence related to this project will be posted on Greenville County’s website. Additionally, if email addresses have been provided, the County strives to send out notifications regarding addenda via email.

Q54. According to the Scope of Work statement in the RFP the list of payment processing services is deemed to be neither “restrictive nor all inclusive.” Will you please amplify what this means? What services from the list are considered to be essential in meeting the goals of the County in issuing the RFP? What services are non-essential?

A54. The specifications shall serve as a guideline based on the County’s understanding of payment processing practices. The County is primarily seeking a solution for processing Telephone Payments (Live and Automated) and will rely on the vendor’s expertise to provide the best solution.

Q55. Is the County opposed to the winning contractor partnering with another company or companies in order to provide all essential services?

A55. No, as long as the awarded contractor assumes full responsibility for its subcontractors.

Q56. The RFP states that this project will not require a Bid Bond or Performance Bonding; however, bonding requirements are listed in the Terms and Conditions. Do bonding requirements apply to this project?

A56. The County’s General Bonding Requirements are stated in the Terms and Conditions; however, as stated in Section VIII, Bonding, this project does not require a Bid Bond or Performance and Payment Bond.

END OF QUESTIONS AND ANSWERS