

COUNTY OF MONTGOMERY

PURCHASING DEPARTMENT
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CHRISTIANSBURG, VA 24073-3179
PHONE (540) 382-5784 | FAX: (540) 382-5783
Heather M. Hall, C.P.M., Procurement Manager

REQUEST FOR PROPOSAL, RFP # 20-19 ADDENDUM NUMBER 1

DATE: April 2, 2020
TITLE: Credit Card Payment Services

- 1. Due to the large number of questions that have been asked by various companies, we are issuing this addendum with answers provided. The due date remains April 30, 2020 at 3:00 p.m. All other terms and conditions remain the same.**

Do you want an IVR (Interactive Voice Response) solution? An IVR is a recording that comes up when a person calls your offices. It will sound something like, ..” Hi thank you for calling the Montgomery County offices, to make a tax payment, press #1, to make a utility water payment, press#2. Thank you for choosing to pay your water bill. To use a cc press #1.. etc...” Yes, for PSA and Library. Yes for Treasurer

Does your payment provider charge you for chargebacks? If so, how much do they charge? No.

Are you looking to add card swipe devices for onsite/ POS payments? If so, how many? For what depts? We have the following swipe devices. Library – 6, ACAC – 1, Pool – 1 I don’t know if they will work with a different provider. No for Treasurers office

It appears you use some form of small kiosk from your answer below that I copied right here: ”Do you use large or small Kiosks to take payments? What locations? How many? What is the fee if any? Treasurer, Inspections and PSA have terminals dedicated to consumer payment online in office.” Is this a table top tablet kiosk? What specific hardware device are you using for these departments that you listed? Inspections and PSA have computers with internet access. Treasurer has a computer with internet access.

For those departments that require an integration, can you provide the level of integration required by department? Batch? Real Time? Simple Post? PSA is the only one that would be nice to have integrated. I’m not sure which level we would be able to use.

Do you use a Utility EBPP (Electronic Bill Presentment Payment) option with your current payment provider? This is a print and mail utility feature. If you are not using EBPP, do you want to add that feature? No

Why is the County Releasing the RFP bid at this time? The current contract with Paymentus will expire 9-30-20 with no further renewals, so we are required to resolicit.

Is Paymentus the only payment processor you currently use for Real estate, property and Library fees? yes

Do you use another payment processor besides Paymentus? If so what is the name of the other processor and for what departments? no

Can you confirm your consumer convenience fee?

Tax bills 2.35% for credit cards, \$2.95 flat fee for Debit cards and \$0.45 echeck

Utility bills, average of \$48 charged a flat fee of \$2.50, Commercial that are average of \$360, flat fee of \$4.50 and

facility fees, average of \$6,000 flat fee of \$24.95

Inspections 3.5% of payment amount, minimum fee of \$3.50, whichever is greater

Library fees, parks and rec registrations and Swimming pool 2.49%

Animal Care and Adoption Center 2.49% of the payment amount or \$1.50, whichever is greater

Do you use e-Check? **yes**

Do you want to use paybytext? Do you use that today? **no**

Do you send bi-weekly, monthly, quarterly, twice a year tax or utility bills/statements? **monthly**

Do you print onsite payment receipts on an 8 ½ x 11 or small thermal paper? What do you prefer? **8 ½ x 11**

What are you hidden or monthly vendor fees that you pay if any? **none**

Are you interested in adding Kiosks to your County? **no**

Do you absorb any payment fees? **no**

Do your consumers pay the convenience fees? **yes**

Please list all departments that you want to use a payment system? **Tax payments, permits, library fines, pool access fees, utility bills and fees, animal control adoptions fees, dog tags, animal donation site.**

Please list your software providers to understand who we would work with to integrate our services besides Tyler? **none**

Fiscal Year | July 1, 2018- June 30, 2019

15,233 items

\$3,749,577.58

Calendar Year | January 1, 2019 –December 31, 2019

16,946 items

\$4,389,666.45

With regard to the submission requirements, we are amending section IV.A. from 1 original and three copies to now we will accept a jump drive sent in to the office at 755 Roanoke Street, Christiansburg, VA 24073. We realize that at this time, many people are working from home and do not have access to print copies and do not want to potentially spread germs by sending paper copies. We still need to have a physical copy as we have no way to currently accept electronic submissions securely to protect the Offerors. We will accept the jump drive in place of the physical copies. In addition, if you still want to submit an electronic copy to the email hallhm@montgoemrycountyva.gov you may as long as you acknowledge that we will not be able to confirm that it was not opened before April 30, 2020. We will not share the submissions with anyone except the committee until an award has been made and the entire file becomes open and available for public viewing. Our offices are still receiving mail daily but we highly suggest using FedEx or UPS and tracking your package to make sure that it arrives on time.

ACKNOWLEDGE RECEIPT OF ADDENDUM # 1:

COMPANY/FIRM NAME AND ADDRESS:

_____ Zip Code _____

SUBMITTED BY:

NAME: _____
(print)
SIGNATURE: _____
TITLE: _____
DATE: _____

Toll Free Number: () _____ Telephone Number: () _____ Fax Number: () _____