

**Kraig A. Hagler  
Greene County Treasurer**

**REQUEST FOR PROPOSALS (“RFP”)**

**Cashiering and Revenue Collections System  
Greene County Treasurer**

Issue Date: April 22, 2019

Response Deadline: May 20, 2019, 3:00 P.M. EDT

**ADDENDUM A  
Proposal Questions/Responses**

**NOTE: Any duplicate questions have been eliminated .**

1. What Payment Receipting / Point of Sale software does the County currently use?

*The county currently does not have an existing solution in place.*

2. Which bank does the County use for deposits, for the purpose of remotely depositing checks received through the Cashiering module?

*Huntington Bank*

3. Does the County have current Point of Sale peripheral hardware, such as receipt printers, cash drawers, or check scanners, that would ideally be used with the replacement solution? If so, could you provide the make and model of each existing peripheral?

*The county currently has no existing POS equipment in place.*

4. Does the County have an existing contract with a credit processor that the Cashiering solution should interface with?

*NIC currently provides credit processing services for Greene County, however we are not requiring the vendor to interface with them at this time.*

5. Does the County plan to absorb credit merchant processing fees, or charge them back to the customer as a Service or Convenience Fee?

*Currently, a 2.2% convenience fee plus \$1 service fee is charged for each transaction through NIC.*

6. In reference to Section 3.5 E. *Insurance and bond certificates.*

*“Could the County clarify any specific insurance and fidelity bond coverage required for this bid?”*

**Section 3.5E of the RFP will be replaced with the following language:**

*Contractor recognizes that it is operating as an independent Contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the Contractor's negligent performance under any resultant Contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the Contractor in the successful contractor's negligent performance under this Contract.*

*The Contractor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this Contract. During the term of this Contract, the*

*Contractor shall, at its own expense, carry insurance minimum limits as follows:*

*a) Comprehensive General Liability \$1,000,000*

*b) Professional Liability/Misc. Error & Omissions/Product Liability \$1,000,000/\$3,000,000*

*If the contractual service requires the transportation of County staff, the contractor shall, in addition to the above coverages, secure at its own expense the following coverage:*

*a) Automotive Liability (Bodily Injury) \$100,000/\$300,000*

*b) Automotive Property Damage (to others) \$ 25,000*

*The Contractor shall provide a Certificate of Insurance as proof that the Contractor has the required insurance*

7. Requirement 1.1, #8 states "System must be able to import batch payments from a file or mortgage code".

Could you clarify what "Mortgage Code" refers to?

*Mortgage codes refer to Mortgage companies that currently receive tax bills and submit payments on behalf of property owners. (See Sample Below)*

MORTGAGE CODE	NAME
020	CAPITAL REAL ESTATE TAX SERVICES, INC
021	AMERICAN HOMES 4 RENT
022	RYAN, LLC
023	NI SOURCE
024	NORTH AMERICAN SAVINGS BANK
025	ROSE COMMUNITY CAPITAL, LLC
026	INFO-PRO LENDER SERVICES
033	CAPSTONE REALTY ADVISORS LLC

8. Requirement 1.1, #1 states "System must offer an integrated imaging/electronic funds transfer solution at the point of presentment allowing the cashier to scan a coupon and check to populate the payment screen with amount and payer information."

Is the source information for the coupon in iasWorld or is there a different system that the cashiering system should potentially look up due amounts?

*Source information for the coupon is iasWorld.*

9. What is the average value of a tax payment?

*Payments vary depending on payment type and the average amount of the payment is not pertinent to this RFP.*

10. Will be cashiering be used for any other Treasury payment types in addition to tax bills?  
Will cashiering be used by any other county departments?

*The Treasurer's office will be the only department using the cashiering system. The system will also be used for departmental pay-ins.*

11. What is the volume of tax bills to be process by cashiering?

*Tax bill volumes are addressed in Section 2.1 of the RFP.*

12. How are mail-in payments processed?

*All payments will be processed through the proposed cashiering system.*

13. Will NIC Services continue to process online tax payments?

*See response from question 4*

14. Is there any special processing requirements for payment plans or taxpayers that are in default?

*No*

15. What is the typical daily cashiering transaction volume?

*Transaction volumes vary and is not pertinent to this RFP*

16. What are the daily volumes of cashiering transactions during peak tax processing seasons?

*See response from question 15*

17. How many tax bill formats are to be processed?

*The County uses a bulk bill printing service and also prints on-demand bill internally*

18. Does the county accept foreign checks?

*No*

19. Please describe the additional documents that can be captured with a transaction? In addition to checks, coupons and envelopes are there any full size pages.

*Checks, coupons and envelopes are to be captured in the system. The ability to capture full size pages would be a benefit but is not a requirement for this RFP.*

20. Does the county have existing cashiering hardware it wishes to use?

*See response from question 3*

21. Are all six required workstations in a single location?

*Yes*

22. Does the county have a merchant services provider for card transactions or should the vendor propose merchant services?

*See response from question 4*

23. Will the county charge taxpayer convenience fees?

*See response from question 5*

24. Does the county prefer a cloud based system hosted by the vendor or an on premise system installed at Greene County.

*Greene County does not have a preferred solution and will consider both on-premise and SaaS based options.*

25. Does the county have an existing image archive or should the vendor propose one.

*The county requires the vendor propose an imaging solution.*

26. What is the term of the contract?

*Contract terms shall be negotiated after the vendor selection process has been completed.*

27. How should vendors propose costs – by transaction or one-time cost?

*The county prefers a solution based on a one time cost for hardware/software with annual support maintenance.*

28. Is there a format to the pricing that is required for submission?

*Pricing worksheet should include the following:*

- i. *Hardware Costs*
- ii. *Software Costs*
- iii. *Annual Maintenance and Support*
- iv. *Annual Service Cost (if proposing SaaS solution)*

29. Can the county provide an estimated number of payment transactions that are processed annually?

*The county processed roughly 162,000 payments last year.*

30. Under 3.6 it appears the County used the incorrect language when stating “ shall be subject to evaluation deemed appropriate for selecting a bill printing, insertion and delivery service.” Can the County clarify their intention here?

*The verbiage in Section 3.6 of the RFP is incorrect. Section 3.6 of the RFP will be updated to the following:*

*All properly prepared and submitted proposals shall be subject to evaluation deemed appropriate for selecting a Cashiering and Revenue Collections System for the Greene County Treasurer. This evaluation shall include many factors, including cost to the County, the proposer’s organizational and financial wherewithal, as well as experience, expertise, management procedures, quality control apparatuses, and any other factors the County deems appropriate.*

*Any proposed contract agreed to in principal is subject to review and approval by the Greene County Prosecuting Attorney and Board of Commissioners prior to final approval.*

31. It appears that the County is only looking for a single letter Response Code for Functional Requirements. Will it be acceptable to provide additional comments to a question as needed?

*Yes*