



RFP 23-6840 Payment Processor

This Request for Sealed Proposal (RFP) is for the purpose of contracting with a qualified firm to provide services for Processing Payments including e-check, debit/credit card via IVR, Web, and Point of Sale systems for the McHenry County Treasurer. Please see Description of Work and Specifications. Please review this entire request completely.

Contact Information:

Geoffrey Bauernfeind, Procurement Specialist

E-mail: submissions@mchenrycountyil.gov; CC E-mail: gwbauernfeind@mchenrycountyil.gov

Full Specification Documents (including any Addendum) available at:
<https://www.mchenrycountyil.gov/departments/purchasing/rfps-rfqs-bids>

Any communication regarding this Bid or Request between the date of issue and date of award is required to go through the Procurement Specialist listed (or the Purchasing Administrative Specialist). Unauthorized contact with other McHenry County staff or officers is strictly forbidden. **ELECTRONIC COMMUNICATIONS REQUIRED.**

Should there be a conflict between any instruction or information and the Purchasing Ordinance, the Purchasing Ordinance will take precedence.

	<u>SCHEDULE OF EVENTS</u>
December 07, 2023	Bid or Request Available on County Website
December 21, 2023	Vendor Questions Submitted no later than 4:00 PM (CST) Submit by E-Mail to <u>submissions@mchenrycountyil.gov</u> CC E-mail: <u>gwbauernfeind@mchenrycountyil.gov</u>
January 04, 2023	Vendor Questions Answered no later than 4:00 PM (CST) Posted to the County Website as an Addendum
January 11, 2023	Submissions due to purchasing no later than 9:00 AM (CST) Submit by e-mail to <u>submissions@mchenrycountyil.gov</u> ; CC E-mail: <u>gwbauernfeind@mchenrycountyil.gov</u> (20mb limit/email)
TBD	Interviews before Selection Committee, if applicable
January-February 2024	Final Evaluations
February 20, 2024	County Board Approval of Selected Provider (Anticipated)



DESCRIPTION OF WORK AND SPECIFICATIONS

For Potential Payment Processor Vendors, please address the following in your submission.

COSTS / IMPLEMENTATION / SUPPORT

1. Identify the fee structure, including transaction fees, monthly fees, setup fees, and any other associated costs.
2. Identify cost for payment processing type as follows: 1) e-Check 2) Debit Card 3) Credit Card 4) PayPal 5) ApplePay
3. Identify your implementation time frame and process required to achieve Go-Live.
4. Identify costs for in-office payment terminals (1-2) /Point of Sale (POS) to take debit/credit card, etc. payment by staff in the Treasurer's Office.
5. Describe support center resource availability and response time for problems that may include non-critical questions up to and including critical problems in which payments are not able to be processed.
6. Scalability – Describe how, as a payment processor, you can scale by being able to accommodate increased transaction volumes.
7. Uptime and Reliability – Provide historical uptime statistics relating to your product and any service level agreements (SLAs) that you offer.

TECHNICAL / SECURITY / REGULATORY SUPPORT

8. Ensure that the payment gateway supports the transactions identified in statement #1 and is compatible with the McHenry County Website architecture.
9. Mobile Compatibility – Describe how your product supports mobile applications, and ease of use by taxpayers who will pay via phone or tablet.
10. Describe your compliance with security standards such as the Payment Card Industry Data Security Standard (PCI DSS) to ensure the security of cardholder data. This may include use of bank account verification systems used to prevent NSF e-check payments. Identify any fraud protection systems used by your product and systems to limit the number of No Account returned e-check payments.
11. Describe your use of encryption and secure connections (HTTPS) to protect sensitive information during transactions.
12. API Documentation and Function – Describe how the API interface is documented and can interface into DevNet, and other applications as required. Other related questions: How are payment files exported or accessed via API transfer. How does the interface with DevNet facilitate a seamless payment interface so taxpayer can access tax bill and make payment from the same screen.
13. Compliance with Regulations – Describe how your company complies with relevant local and international regulations related to online payments.



PAYMENT PROCESSING / REFUNDS

14. Settlement Period – Identify the time it takes for the payment processor to settle funds into a McHenry County account after a successful transaction, which may include describing bank reconciliation process.
15. Refund Process – Identify the procedures and timelines for processing refunds, as well as any associated fees.
16. Identify various payment arrangements that your product provides which include:
 - a) Standard two payments made individually prior to the respective due date.
 - b) Automated payment set up in advance by the taxpayer. Also, describe the automated unenrollment process in situations where property owners sell property, etc.
 - c) Partial payments options in which taxpayers pay in various amounts for current year's taxes during tax collection time periods. Taxpayers are required to still make payments by the due dates for the 1st and 2nd Installments.
 - d) Other payment options

OTHER FUNCTIONS

17. Describe how and where the McHenry County Treasurer can brand and customize the checkout experience to reinforce that this is a legitimate payment site for making property tax payments to the McHenry County Collector (Treasurer).
18. Describe the notification function which alerts taxpayers to upcoming tax bill deadline and opportunity to sign up for on-line payment.
19. Describe reporting options, and how they are accessed, regarding payment type history, i.e. IVR, POS, Web as well as other reports that can identify trends, performance, etc.
20. Identify training resources that will be available to us.
21. **Include any additional information relevant to or about your company and its expertise as related to Criteria for Selection and Submission Requirements.**



GENERAL INFORMATION

Request for Proposals (RFP) is a method of procurement permitting discussions with responsible contractor and revisions to proposals prior to award of a contract. Proposals will be opened and evaluated in private. Award will be based on the criteria set forth herein.

EVALUATION of PROPOSAL

The proposals submitted by contractors shall be evaluated solely in accordance with the criteria set forth in the RFP. The Evaluation Committee may conduct discussions with any offeror who submits an acceptable or potentially acceptable proposal. Contractors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. During such discussions, the Evaluation Committee shall not disclose any information derived from one proposal to any other contractor.

Receipt and Handling of Submissions: Submissions shall be opened in private by the Evaluation Committee to avoid disclosure of contents to competing Professionals.

CATEGORIES and CRITERIA for SELECTION and SUBMISSION REQUIREMENTS

Potential vendors are required to address each evaluation criteria as listed in the Description of Work and Specifications. The following categories and point system shall be used by the selection team to determine the firm or individual(s) most qualified and best suited to perform the work. Evaluation will be done by the County staff. These categories are to be utilized in the evaluation of information for development of the short list of Professionals to be considered for interviews. Individual criteria may in all probability be assigned varying weights under each category at the County's discretion to reflect relative importance.

1. Costs / Implementation / Support (0-25 points)
2. Technical / Security / Regulatory Support (0-25 points)
3. Payment Processing / Refunds (0-20 points)
4. Other Functions (0-20 points)
5. Compliance with RFP Request (0-10 points)
Including, but not limited to inclusion of Mandatory Pages and Completeness of Submission.

Total 100 points



MANDATORY PAGE

REFERENCES

Please list a minimum of three (3) up to five (5) references, other than McHenry County, you have done similar work, service, or supplied similar products to within the last twelve (12) months. E-mail addresses are required. It is the vendor's responsibility to ensure references respond as required.

- Entity: _____
Address, City, State, Zip: _____
Telephone Number: _____ Contact Person: _____
Email Address: _____

- Entity: _____
Address, City, State, Zip: _____
Telephone Number: _____ Contact Person: _____
Email Address: _____

- Entity: _____
Address, City, State, Zip: _____
Telephone Number: _____ Contact Person: _____
Email Address: _____

- Entity: _____
Address, City, State, Zip: _____
Telephone Number: _____ Contact Person: _____
Email Address: _____

- Entity: _____
Address, City, State, Zip: _____
Telephone Number: _____ Contact Person: _____
Email Address: _____



MANDATORY PAGE
CERTIFICATIONS PAGE

- I acknowledge to have read, understand, and agree to the **Bid or Request Documents** Provided for this Bid or Request as posted on McHenry County’s Website Yes
- I acknowledge to have read, understand, and agree to the policies contained within the **McHenry County Purchase Ordinance**, amended November 1, 2023 Yes
- I acknowledge I have read, understand, and agree to the **Standard Terms and Conditions** provided for this Bid or Request as posted on McHenry County’s website. Yes
- I acknowledge to have read, understand, and agree to any and all **Addenda** provided for this Bid or Request as posted on McHenry County’s website. Yes
- I acknowledge there to be **Five (5) Mandatory Documents** including: References Page, Certification Page, Signature Page, W-9, and Status of Ownership Form in addition to your submission as described within Work and Specifications. Yes
- Submitter certifies it has not been barred from contracting with a unit of State or Local Government as a result of a violation of Section 33E-3 or 33E-4 of the Criminal Code of 1961, as amended. Yes
- Vendor certifies it is aware that all contracts for the Construction of Public Works are subject to the **Illinois Prevailing Wage Act** (820 ILCS 130/1-12) and this Bid or Request Is Subject to, Is NOT Subject to the Illinois Prevailing Wage Act. Yes
- Vendor acknowledges this Bid or Request Is Subject to, Is NOT Subject to the **Employment of Illinois Workers in Public Works Act** (30 ILCS 570/3) and will comply with the requirements set forth in this Act. Yes
- I acknowledge this Bid or Request Requires, Does NOT Require a **Bid Bond** Bid Security (if applicable) shall be in an amount equal to at least ten percent (10%) of the amount of the Bid except for the Division of Transportation, which should be at least five percent (5%). Yes
- I will include my **W-9 as a Mandatory Page** Requirement for this Bid or Request. Yes
- I will include my **Status of Ownership Page** Requirement for this Bid or Request. Yes



MANDATORY PAGE
SIGNATURE PAGE

- State full names, titles and addresses of all responsible principles and/or partners below and/or Authorized Negotiators:

Name and Title: _____

City, State and Zip Code: _____

Telephone Number: _____ Email: _____

Name and Title: _____

City, State and Zip Code: _____

Telephone Number: _____ Email: _____

- I have carefully examined the Bid or Request, Scope of Work, Specifications, and any other documents accompanying or made a part of this Bid or Request. I hereby propose to furnish the goods or services specified. I agree my proposal will remain firm for a period of up to 120 days from Due Date in order to allow the County time to evaluate the qualifications submitted. I verify all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify I am duly authorized to submit on behalf of the firm as its act and deed, and the firm is ready, willing, and able to perform if awarded the contract. I further certify, under oath, this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a proposal for the same product or service. No officer, employee or agent of the County of McHenry or any other proposer is interested in said proposal and the Undersigned executed this Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Individual/Company/Corporation: _____

Business Address: _____

City, State and Zip Code: _____

Printed Name and Title: _____

Signature: _____ Date: _____

Telephone Number: _____ Email: _____

Witness Printed Name: _____

Witness Signature: _____ Date: _____

End of Document