



January 04, 2023

**RFP 23-6840 Addendum 1
Payment Processor**

Electronic Submissions due January 11, no later than 9:00 AM (CST)

CLARIFICATION:

Duplicate and Similar Questions are combined into single questions.

Question 01: Is there a place in the documents that outline your number of card and e-check transactions, chargebacks for each and average payments? - What is the expected transaction volume for the payments in scope per year? - What is the transaction dollar and volume amount annually? - Can the County please provide an itemized breakdown or total dollar amount volume processed for calendar year 2023 to-date, broken out by payment method (i.e., credit and debit cards versus ACH transactions)? - How many IVR, Web, and Point of Sale transactions (include dollar amount) did you have in the past 12 months? - Drilling down into each payment modality, what was the makeup of each transaction type (e-Check, Credit Card)? - Can you please provide volumes for each payment type? - Can you provide a breakdown of transactions for each payment method? - Please provide transaction volumes and dollars processed broken out by credit card/e-check and payment channel? - Can you please provide volumes for each payment type? - Will the County please provide annual transaction volume (number of transactions and dollars processed), broken down by payment method (credit, debit, e-Check, etc.)? - Will the County please provide annual transaction volume (number of transactions and dollars processed), broken down by department? - What is the percentage of ACH vs. Credit/Debit Card payments? - What is the percentage breakdown of payment channels (web vs. phone vs check vs in person point-of-sale)?

Response: Data Provided by and for Treasurer’s Office Only:

2023 Web Payments:

E-check
Number of transactions 25,320
Total amount \$140,466,892.48

Credit Card/Debit Card
Number of transactions 5050
Total amount \$17,835,668.51

2023 IVR Payments:

E-check
Number of transactions 912
Total amount \$3,350,007.14



Credit Card/Debit Card
Number of transactions 604
Total amount \$1,661,126.61

POS/OTC Payments

Number of Transactions 591 for 6 Months of Tax Season
Total Amount \$1,390,219.28

We had 180 returns totaling \$954,479.87.

Question 02: What departments and payments are in scope for this RFP? For example, are court payments in scope? - Is it exclusively for tax payments, or are there other types of payments involved? - What departments are covered in this RFP? Is it just property tax? - Which County departments will be included in this procurement? What payment types will be processed (ex., property tax, business license, utilities, etc.)?

Response: This RFP is for the Treasurer's Office only who will exclusively use the payment processor that is selected as an outcome of this RFP. This is for property taxes and related fees. However, it is possible that other organizations/Departments may want to consider this system for their needs as some point. That will be their decision.

Question 03: What are the source systems / systems of record for those departments / payments? - What systems, user experiences, and websites does McHenry County want us to interface with? - Can you provide a list of applications you expect to integrate our payment solution and DevNet?

Response: DevNet is our property and property tax system which is used County-wide. The payment processor selected must interface with the DevNet wEdge system.

Question 04: Who are your current payment processing providers? Please provide all names if there's more than one. - What systems, user experiences, and websites does McHenry County want us to interface with? - Who is the incumbent?

Response: Forte is our current payment processor.

Question 05: What are your current processing fees for all payment methods that you accept? Example Debit, Credit, ACH, E-check, etc.... - Does the county charge a convenience fee model where they pass the transaction fee to the cardholder? - What is the current payment fee model? Does the County absorb, pay, the fee or is that passed on to the citizen? What is the current rate? - What is the current fee structure today?

Response: Currently, the entire fee is passed on to the card holder. \$4 for Debit Card, 2.4% for Credit Card, and \$1 for e-Check.



Question 06: Are you able to provide your last 3 months of merchant statements? This would allow us to offer you our best rate. - Is it possible to get three recent merchant statements? - Can you please provide merchant statements?

Response: Our payment schedule is seasonal, so the request is probably not an accurate way to assess the volume of payments. Basically, we have approximately 139K parcels and approximately 85-90% of these parcels have tax bills paid between mid-May through mid-September. The answer to Question #1 provides guidance on the traffic and specific payments made.

Question 07: How many terminals are needed if any? - Please provide the number of POS terminals required by the County.

Response: Four (4).

Question 08: Aside from Standard processing fees, please provide all fees that are being charged to your institution? Example Reporting, MID, Equipment, Software, Hardware, and all other Monthly fees.

Response: Only standard processing fees. No other fees.

Question 09: What are some additional services and/or enhancements, or any other benefits that you would like to add that you currently do not have, that would help you grow?
QR Codes; Support additional Credit providers like PayPal, Apple Pay, Venmo, etc.; Text/Email Taxpayer Notification and Signup Portal; Easy to understand payment interface; Tax payment by email or text; back-office reports that are comprehensive and easy to access and understand; training programs and support infrastructure.

Question 10: Is your Hardware reprogrammable?

Response: No.

Question 11: Are you willing to purchase new equipment?

Response: We would like new equipment, where needed, to ensure a more reliable infrastructure. We are willing to pay for equipment at cost.

Question 12: Why are you looking to change processors?

Response: We want to see what other options (as listed in question #9) are available in the marketplace.

Question 13: If we cannot integrate with your software or hardware, are you open to purchase new software and hardware?

Response: No, except for POS equipment at cost or free.



Question 14: The County requires bidders to indicate their implementation time frame. Does the County have a hard date to meet for go-live?

Response: April 19, 2024.

Question 15: Is the County interested in paperless billing services?

Response: Yes, and we look forward to your recommendations on how to approach this. We would like to have an e-Bill option for taxpayers to select as an option.

Question 16: Is the County interested in services that intercept bank-issued checks, converting these to online ACH payments?

Response: Feel free to provide additional information on how other counties are using this so we can ascertain how this can provide the County and the Treasurer's Office value.

Question 17: Is the County interested in sending on-demand, automated voice, email, and text messages to certain subsets of taxpayers (e.g., for delinquent accounts set to go to tax sale)?

Response: Feel free to provide additional information so we can ascertain how this is adding value to other Counties. We are very interested in this, but we want to understand how you are implementing this.

Question 18: What is the County's approximate number of parcels?

Response: We mailed 139,407 tax bills in 2023.

Question 19: Further down into credit card transactions, what was the card matrix (number of AMEX, Visa, Discover, etc.) - Do you have, type of card VS, MC, DIS, or AMEX reporting? If so, can you provide that information?

Response: These totals include debit and credit cards.

American Express- 336 transactions totaling \$1,880,574.42.

Visa- 3272 transactions totaling \$11,297,390.27.

Master Card- 1880 transactions totaling \$5,826,900.49.

Discover- 206 transactions totaling \$646,263.83.

Question 20: Technical / Security / Regulatory Support – Line 8. Payment Gateway supporting transactions identified in statement #1 and is compatible with McHenry County Website architecture. Would you help me understand what statement #1 means? - RFP p. 2, #8: "Ensure that the payment gateway supports the transactions identified in statement #1 and is compatible with the McHenry County Website architecture." Where in the RFP is statement #1?

Response: This should read statement #2 and refers to: payment processing type as follows:
1) e-Check; 2) Debit Card; 3) Credit Card; 4) PayPal; 5) Apple Pay; 6) Any other payment processing types



Question 21: What modules does McHenry County wish to provide their customers with the ability to make an online payment?

Response: We would like to provide our customers with the ability and FUNCTION to pay using Web, IVR and Point of Sale services. Our current payment methods include credit cards, debit cards and E-check. We are very interested in expanding into QR codes, paperless billing, PayPal, Venmo, text/email reminders and pay by text.

Question 22: What is the accounting software(s) the County utilizes? - What is the accounting software(s) the County utilizes?

Response: DevNet and D365

Question 23: Do you have any additional annual costs that you can provide?

Response: We have no annual fee. Convenience fees for debit and credit cards are passed on to the taxpayer. However, we view the selection process to ensure cost-effective fees are available to the taxpayer and will take note of this when selecting our preferred vendor.

Question 24: Do you currently have the account validation tool on ACH? - Do you currently have the account validation tool on ACH?

Response: Yes, our current vendor uses what they refer to as Validate +. Their system also requires the customer to enter the account number twice to help limit the number of “no account” returns.

Question 25: Do you prefer Apple Pay on the web, or over the counter (OTC), or Both?

Response: We prefer online payments but will support both. We expect that all OTC payments will be done via a single POS type of hardware, and there would not be a type of HW only for Apple Pay as an example.

Question 26: What is the expected number of calls you suspect be handled by the support center resource?

Response: Our current vendor doesn't monitor the number of incoming support calls. However, the number of support calls will be in proportion to the number of problems taxpayers encounter in processing their payments. We expect that support calls will be very low, if not non-existent, with a reliable system that is able to provide an intuitive interface for making payments.



Question 27: Do you have a current solution like the support center resource mentioned in the RFP?

Response: Our current processor has a customer service phone number for taxpayers to call to speak to a representative. In addition, our office has a designated staff person who works with the designated processor support individual to address our questions or problems and to resolve problems as quickly as possible. We also bring in our IT Support Team for additional assistance as needed.

Question 28: Is a Support center resource optional or required?

Response: Designated support center resources are required. We are interested in the support resources and the deployment model that you use if it involves designated staff (not bots) who will work with the Treasurer's Office and the taxpayer to resolve problems.

Question 29: Who would be calling into the support center resource, county workers, or county residents?

Response: Treasurer's employees and taxpayers will utilize the support center resources. Problems that occur may include how to run a report (lower priority) to addressing a taxpayer's inability to pay their tax bill using the payment processor (highest priority).

Question 30: Is the support center expected to be live 24/7/365 or only during normal business hours?

Response: We are willing to discuss how this could be implemented. However, during May through the last day to pay online, i.e. mid-November we do require 24/7/365. Our taxpayers expect to obtain assistance if the processor app is not working for them. The penalties that they may incur for late charges necessitate a high level of requirement for support availability, so problems are resolved.

Question 31: Would an IVR solution satisfy the support center resource?

Response: Not sure what the details are for an IVR solution that you might propose. If you are proposing an approach that does not provide a support commitment requirement described in #31, then, no, we are absolutely not interested. We cannot shortchange our taxpayers on their ability to pay their taxes on time, or with minimal penalties.

Question 32: Does the county currently possess a payment gateway, or is there a mandate for one?

Response: There is NOT a county-wide payment gateway this time. This is an opportunity area that could be discussed post-implementation of this processing system.



Question 33: What is the average transaction amount, both for credit card (CC) and ACH payments?

Response: \$3K x 2 payments annually is our estimate. However, 15% of payments will be made by combining both payments into a single payment which would be \$6K.

Question 34: How many over the counter (OTC) payments are typically processed a month?

Response: 100 a month is estimated through the 6 months of tax season.

Question 35: Who is the contracted bank for these transactions?

Response: Associated Bank

Question 36: Please provide the dollar value and number of credit card chargebacks processed last year.

Response: We had 6 credit card chargebacks totaling \$15,241.69.

Question 37: What is the county's current process for chargeback management and NSF/returned checks?

Response: Our process is as follows:

1. We receive email notification of returns.
2. Payment is backed out of our DevNet tax system to reflect it being unpaid.
3. A letter is sent to the customer notifying them of the return.

Question 38: Please provide the functionality of DevNet and any integration requirements.

Response: Integrate the bill paying and property tax information provided by DevNet (Dev wEdge) with the payment processor. Additional integration may include taking DevNet downloaded payment files and uploading this to the payment processor. We look forward to discussing these details with the short list of payment processor candidates, along with DevNet to determine the best way to optimize integration efforts.

Question 39: Will the selected vendor only be responsible for the payment portion or also the registration/enrollment process?

Response: All. Registration, enrollment, payment.

Question 40: Do you have any additional annual costs that you can provide?

Response: No other costs.



Question 41: Can you please provide I month of bank, analysis and any excess liquidity statements?

Response: Not sure why you need this. Please address in your RFP response if you wish and how this could help in serving the Treasurer's Office as our payment processor.

Question 42: What is the reason for going to RFP?

Response: Would like to see options etc. from other vendors.

Question 43: What about your current process would you change if you could wave a magic wand?

Response: The best supported, intuitive, integrated, reliable, and efficient payment processing option available at a competitive price.

Question 44: How many payments are collected each year?

Response: 2 per PIN / parcel with over 139K parcels/PINs. More detail see response to question #1.

Question 45: What is the average payment cost? - What is the average payment amount?

Response: \$3000

Question 46: What % of payments would you like to see made online if you could wave a magic wand?

Response: More than we currently have to make collection process more manageable and scalable.

Question 47: What percentage of payments are made using credit vs debit?

Response: Approximately 65% credit and 35% debit.

Question 48: Are you satisfied with your current level of customer service from your payment vendor? What would you change if you could?

Response: We would like to see a more responsive turnaround on problem resolution and encounter fewer operational problems that prevent taxpayers from being able to quickly, and easily make their payments.

Question 49: Does the office receive calls asking how to make a payment during billing season? Who takes these calls?

Response: Yes, everyone in the office assists taxpayers with this or any other questions that they have.



Question 50: What is the current length of time it takes to be funded today? (are Monday payments funded on Tuesday for example).

Response: Funding timeframe is 2-3 business days.

Question 51: How does the incumbent help drive digital adoption?

Response: We will continue to conduct extensive marketing, press releases, social media etc. Any resources that the processor can provide are very attractive to us.

Question 52: Does the County have a desired format for price proposals, or should vendors provide pricing in our own format?

Response: We expect the vendor to provide directions on this. Further discussions will occur with those vendors on our short list regarding pricing.

Question 53: Will the County accept electronic signatures such as DocuSign on proposal forms requiring signatures?

Response: Yes

Question 54: Payment transaction volume breakdown by Web, IVR, POS (In-person), & check volume. Monthly and/or annually.

Response: Please see response to question #1.

Question 55: Is the county performing its own lockbox processing or outsourcing that process?

Response: Lockbox is outsourced.

Question 56: Do you use SSO or SHO (secure hand off)?

Response: No. Please provide the requirements for this, and how your product and services use this tool to provide value in serving our taxpayers.

Question 57: What is the call center volume? Average volume? Peak Volume?

Response: We do not have statistics on this. However, volume increases during tax season, between mid-May to mid-September, and especially the week before the two due dates in mid-May and mid-September. The number of calls, however, will be directly in proportion to the reliability of your product, as well as the intuitive interface for the taxpayer to make payments. Needless to say, call center is needed, but we hope that the product chosen will require little call center support and escalation by the taxpayer because there will not be a need for this.



Question 58: Is there any additional functionality needed with IVR?

Response: We will work with the selected vendor to outline the call tree process that will be used. We welcome the opportunity to apply best practices that the vendor may recommend for implementing an IVR solution. Ideally, we would like to implement a system that is straightforward to use and does not require a jurisdiction code.

Question 59: Could you please elaborate on existing pain points with your current setup that you would like to solve for?

Response: We want to understand what the marketplace can offer that may improve upon the following: Intuitive interface that is easy to brand and customize, reliable product that readily interfaces with DevNet, proven track record in the tax collection space, ability to provide notification services to taxpayers, competitive pricing, strong technical support infrastructure, and support payor products that extend to PayPal; Venmo, Apple Pay, etc.

Question 60: When the payment is processed, how is the payment posted to the County’s customer account? Is it a batch file upload or via an API?

Response: Each parcel payment is processed through DevNet. API development with DevNet is likely NOT required. Currently, DevNet uses a batch file import process to post payments for each taxpayer account.

Question 61: What information is needed for posting purposes other than amount and account number?

Response: Format for exporting payment information to DevNet consists of 11 fields as follows:

| Column | Data Type | Comments |
|---------------------|-----------------|--|
| Parcel/Acct # / PIN | VARCHAR (20) | Parcel / acct #. |
| Tax Year | INTEGER (4) | 4-digit tax year payment is for. |
| Source | VARCHAR (2) | Property Type = Mobile Home / Real Estate |
| Installment | INTEGER (2) | Installment period (1 or 2) |
| Type | VARCHAR(3) | WWW for online payment; IVR for phone-in payment |
| Date Paid | DATE | (mm/dd/yyyy) |
| Tax Paid | DECIMAL (19, 2) | Amount of tax + penalty fees (if any) |
| Penalty Paid | DECIMAL (19, 2) | Amount penalty fees (if any) |
| Total Paid | DECIMAL (19, 2) | Amount of tax + everything else paid |
| Paid By | VARCHAR(100) | Who made payment |
| Payment Type | VARCHAR(100) | Payment information: VISA-Visa, MC-MasterCard, ACH- One time ACH. |

Question 62: What is the preferred method for submitting the RFP to the County?

Response: Please submit electronically as directed by Purchasing.