

DRAFT

**EXHIBIT A
REQUIREMENTS**

**HIDALGO COUNTY
REQUEST FOR PROPOSALS**

**Credit Card Payment Services
Bid No.: 2009-000-00-00-OTM**

**EXHIBIT "A"
REQUIREMENTS**

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The County of Hidalgo is seeking to enter into a Credit Card Payment System contract with a qualified vendor capable of providing the Tax Assessor-Collector, the District Clerk, Justice of the Peace- Mary Alice Palacios and any other applicable County department with turnkey Credit Card Payment Systems for processing County residents' payments for property taxes, automobile license plates, court fines and fees, etc. in an efficient manner. Contract is for a term of a one (1) year period. Hidalgo County reserves the right to renew the contract for an additional year under the same terms and conditions.

SERVICES AND FEES

Vendors must provide all ranges of services available; discount rates; all applicable service (monthly/yearly); set-up; membership; training; programming; installation; transaction and bank fees to ensure that all bids are properly evaluated. Any optional services available, which benefit the County, should be proposed to acquire the most advantageous system for the County. Hidalgo County will assess a user fee to customer as allowed by law.

HARDWARE AND SOFTWARE MAINTENANCE

The appropriate processing equipment (terminals, printers, imprinters, pin pads, etc.) required to handle the volume of transactions of a county of this size must be provided. Brochures describing the proposed processing equipment must be provided. Extended maintenance fees and credit card processing supplies pricing must also be included. Equipment maintenance is vital; no service can be provided to the County residents if the equipment is down. A four (4) hour response time will be required on **all** service calls.

Maintenance shall include software upgrades and any required service (on-site and remote).

ON-SITE VISIT

In order to properly assess the needs of the Hidalgo County Tax Office, it's respective substations, the District Clerk's Office, Justice of the Peace-Mary Alice Palacios and any other applicable departments, on-site visits are required. The following are the contact persons, addresses and telephone numbers of the two (2) departments currently interested in participating in this project:

Hon. Armando Barrera, RTA
Hidalgo County Tax Office
Hidalgo County Administration Building
2804 S. US Hwy 281
Edinburg, TX 78539
(956) 318-2876

Laura Hinojosa, District Clerk
Hidalgo District Clerk's Office
Hidalgo County Courthouse
100 N. Closner, 1st Floor
Edinburg, TX 78539
(956) 318-2200

Justice of the Peace, Precinct 4, Place 2
Honorable Mary Alice Palacios
222 N. 12th Ave.
Edinburg, Texas 78539
(956) 292-7015

BID INFORMATION

All pricing information must be provided on quote sheet provided.

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**EXHIBIT B
SELECTION CRITERIA**

**HIDALGO COUNTY
REQUEST FOR PROPOSALS**

**CREDIT CARD PAYMENT SERVICES
Bid No.: 2009-000-00-00-OTM**

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EVALUATION CRITERIA

RFP Evaluation Criteria

The evaluation criteria will include, but not be limited to, the items listed below:

1. Provide sufficient proof of financial stability to ensure continued service throughout the contract term. **25 points**
2. Cost: Provide the required turnkey system(s) at a reasonable cost. **20 points**
3. Experience and knowledge necessary to provide the appropriate systems and perform all the required services. **20 points**
4. Have the personnel level and equipment necessary to provide immediate service and ensure minimal “down” time. **20 points**
5. Provide sufficient professional background (references) indicative of outstanding, or exceptional, systems’ performance in city, county and other entities in the area. **15 points**

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RFP EVALUATION FORM

	<u>Selection Criteria</u>	<u>Point Range</u>	<u>Score</u>
1.	Provide sufficient proof of financial stability to ensure continued service throughout the contract term.	25 points	_____
2.	Cost: Provide the required turnkey system(s) at a reasonable cost.	20 points	_____
3.	Experience and knowledge necessary to provide the appropriate systems and perform all the required services.	20 points	_____
4.	Have the personnel level and equipment necessary to provide immediate service and ensure minimal "down" time.	20 points	_____
5.	Provide sufficient professional background (references) indicative of outstanding, or exceptional, systems' performance in city, county and other entities in the area.	15 points	_____
	Total	100%	Score _____

Provider: _____

Evaluator: _____ Date: _____

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CREDIT CARD SERVICES-HIDALGO COUNTY

BID SHEET

Indicate the turnkey system being proposed. The breakdown (detailed listing) should include: the items (equipment), unit cost, item totals and any applicable maintenance charges. This information may be provided on separate sheets of paper if necessary.

On the grid below, indicate the total service/maintenance cost for the proposed system, for the first (if applicable) and second years.

The pricing for consumable supplies, unique to the proposed system, may be provided on a separate sheet of paper.

Equipment required at Main Office: _____

Number of substations and equipment at each site: _____

The following grid indicates the system's service/maintenance total.

TURNKEY SYSTEM	MAINTENANCE		GRAND TOTAL
HARDWARE & SOFTWARE	1 ST YEAR	2 ND YEAR	

In the event of a typographical error, unit price prevails.