



2802 S. Bus. Hwy 281
 Edinburg, Texas 78539
 Phone: (956) 318-2626
 Fax: (956) 318-2629
 www.co.hidalgo.tx.us/purchasing

MEMORANDUM

(Approval of Specifications)

TO: ALL DEPARTMENT HEADS

FROM: Elena Gomez, Contract Specialist II
 Hidalgo County Purchasing Department

DATE: January 3, 2019

RE: Approval of Specifications for: RFP # 19-008-00-00-MEG
 Hidalgo County "CREDIT CARD PAYMENT SYSTEM"

Please review the following **SPECIFICATIONS** and indicate if they meet all your requirements by selecting **APPROVE**, **DISAPPROVE (or) APPROVED WITH MODIFICATIONS** and signing below. If your answer is **DISAPPROVE**, please make any modifications necessary to the specifications and return the revised copy to the designated Buyer in the Purchasing Department.

If you have any questions, please call me at (956) 318-2626 Ext# 4855.

APPROVE <input type="checkbox"/>	DISAPPROVE <input type="checkbox"/>
APPROVED WITH MODIFICATIONS <input checked="" type="checkbox"/>	

FUNDS AVAILABILITY: YES / NO / Other

(Specify) _____

BUDGET ACCOUNT #: We are submitting change recommendations for #36, #43, and adding #47. See attach

<i>Rosario R Castilleja</i>	Rosario R Castilleja	Adult Probation	1/10/19
AUTHORIZED SIGNATURE	PRINT NAME	DEPARTMENT	DATE

SUBMIT THIS FORM TO THE HIDALGO COUNTY PURCHASING DEPARTMENT, VIA FAX TO (956) 292-7612 or e-mail: elena.gomez@co.hidalgo.tx.us sooner, but by no later than **Wednesday, January, 16, 2019 @ 5:00 P.M. or sooner if possible.**

Enclosures

- ii. Reporting of payment category determining Scofflaw and Non-Scofflaw eCommerce transactions for statistical report to County Judge's Budget office staff for analytics.
 - iii. Real time eCommerce transaction updates clearing absconder's status
29. The software requirements on the Kiosk must be licensed to use the following software products:
- i. Scofflaw Collections, Justice of the Peace fines and fees collections, County Clerk and District Clerk collections
 - ii. API to the Tax Office's software vendor
 - iii. API to the County Clerk and District Clerk's internal collections vendor
 - iv. API to the County JP internal collections vendor
30. The proposed solution must provide Hidalgo County with integrated interfaces with the County's existing software solutions:
- i. Hidalgo County Property Tax Software vendor
 - ii. Hidalgo County County Clerk
 - iii. Hidalgo County District Clerk
 - iv. Hidalgo County Justice of the Peace
 - v. Hidalgo County Community Service Corrections Department
31. The proposing vendor must provide "live" instructor directed training services for all current and future staff that will be responsible for managing all Kiosks.
32. The proposing vendor must provide on-line "real-time" on-demand audit reports on all Kiosk transactions based upon the following minimum guidelines:
- i. Reporting of scofflaw and non-scofflaw specific eCommerce transactions
 - ii. All transactions specific to each type by department and identifier such as case or cause number or property ID for each of the eCommerce payments made through the Kiosk
33. The proposed solution must be able to provide live receipts from the various licensed software solutions that the Kiosk will be interfaced with for all eCommerce transactions.
34. The proposed solution must provide for on-line Settlement reports for all transactions. These settlement reports should be separate reports that are distinguishable by the department and task that the collection was made for, as well as provide an overall County wide ability to view all transactions. Full download of all transactions by department, task, location etc. to be available in a file format acceptable to the County Departments.
35. The proposing vendor must provide a means by which the County can affect an eCommerce transaction reversal or credit including any additional fees paid for the transaction.
36. The proposing vendor must provide a resolution collection service *before* a Charge Back to the County account. Moreover, that resolution collection service must provide up to 21 days of 'Resolution / Collection Service' on prospective Charge Backs before ~~the charge back can be generated.~~ *the authorized county personnel authorizes the chargeback to be generated.*
37. The proposing vendor must have a Texas Scofflaw Application implemented
38. The proposing vendor must be a local vendor
39. The proposing vendor must have a support office within 65 miles of the County
40. The proposing vendor must have provided similar services for the County for the last 2 years
41. The solution must provide for on-line next-day Settlements reports for all transactions that are to be funded. These settlement reports should be separate reports that are distinguishable between the County-wide Counter Payments and the On-Line Property Tax Payments.
42. Provide a means by which the County can request a credit card transaction reversal

43. Resolution Collection Service-before a Charge ^{back} Bank to the County account the vendor must provide up to 21 days of "Resolution / Collection Service" on prospective Credit Card Charge Backs or Bad Check Collections that come from ~~an Internet originated check~~ ^{only online or telephone originated transactions.}

★ 44. Must have the ability to add additional swipe machine and with the ability for signature from customers

45. The proposing vendor must provide daily "live" eCommerce resolution assistance.

★ 46. Credit Card tokenization- This function is essential to allow taxpayers to set up advance payments via both checks and credit cards for future payments. Tokenization is a requirement to move ahead with the implementation of future e-payments. With the new law requiring tax collectors to allow all delinquent accounts which are homesteads to enter into installments payment agreements.

47. The proposed system should provide for the automatic prompting of user password changes every 90 days. (Rolling password expiry)

ADDITIONAL REQUIREMENTS:

Provide a timeline for delivery of these services included but not limited to:

- Technical Plan
- Training Plan
- Implementations Plan
- And any other items for services required to be fully functional.

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 proposals 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 Section 31.06 (c) Tax Code. User fee will be payment in full to vendor. No additional charges will be paid by Tax Office, District Clerk's Office, Justices of the Peace and any other county department that would like to use the Credit Card Services Payment System.

HARDWARE AND SOFTWARE MAINTENANCE

The appropriate processing equipment (terminals, printers, imprinters, pin pads, Kiosk 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, its respective substations, the District Clerk's Office, County Clerk's, Justices of the Peace offices and any other applicable departments, on-site visits are required. The following are the addresses and telephone numbers of the departments currently interested in participating in this project. There may be a need to add departments/locations during the contract term.



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FUNDS AVAILABILITY: _____ YES / _____ NO/ _____ Other

(Specify) _____

BUDGET ACCOUNT #: _____

	Jesus E. Morales	JP 1-2	1-22-19
AUTHORIZED SIGNATURE	PRINT NAME	DEPARTMENT	DATE

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FUNDS AVAILABILITY: N/A YES / _____ NO/ _____ Other

(Specify) _____

BUDGET ACCOUNT #: N/A

<i>Bobby Contreras</i>	Bobby Contreras	J.P. 2-1	1-18-19
AUTHORIZED SIGNATURE	PRINT NAME	DEPARTMENT	DATE

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FUNDS AVAILABILITY: _____ YES / _____ NO/ _____ Other

(Specify) _____

BUDGET ACCOUNT #: _____

	Jaime "Jerry" Munoz	JP 2 - PL 2	1-23-2019
AUTHORIZED SIGNATURE	PRINT NAME	DEPARTMENT	DATE

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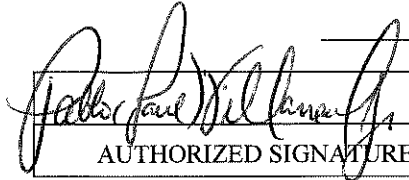
If you have any questions, please call me at (956) 318-2626 Ext# 4855.

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FUNDS AVAILABILITY: _____ YES / _____ NO/ X Other

(Specify) Service fees charged to consumer, not Hidalgo County

BUDGET ACCOUNT #: N/A

	Pablo (Paul) Villarreal Jr.	Tax Office	01/08/19
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PURCHASING DEPT
RCVD JAN 11 2019

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FUNDS AVAILABILITY: _____ YES / _____ NO/ _____ Other

(Specify) _____

BUDGET ACCOUNT #: _____

	Roxanna Delgado	JP 4-2	1/8/2019
AUTHORIZED SIGNATURE	PRINT NAME	DEPARTMENT	DATE

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APPROVED WITH MODIFICATIONS <input type="checkbox"/>	

FUNDS AVAILABILITY: YES / NO / Other

(Specify) _____

BUDGET ACCOUNT #: 9-1100-412-00-090-001-

	LAURA HINOJOSA	DISTRICT CLERK	01/07/2019
AUTHORIZED SIGNATURE	PRINT NAME	DEPARTMENT	DATE

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Enclosures

Zimbra

elena.gomez@co.hidalgo.tx.us

Re: 2019-008 Credit Card Payment

From : Victor Garza <victor.garza@da.co.hidalgo.tx.us> Thu, Jan 24, 2019 02:12 PM
Subject : Re: 2019-008 Credit Card Payment
To : elena gomez <elena.gomez@co.hidalgo.tx.us>
Cc : josephine ramirez
 <josephine.ramirez@da.co.hidalgo.tx.us>

Ms. Gomez,

Our office has reviewed the proposed RFP for Credit Card Payment services. We would request that the DA be added to the list of County Offices that may utilize the service, and also that the Service Contract be updated to the latest version our office has provided.

Subject to the request, our office has no additional questions or concerns at this time.

Respectfully,

Victor M. Garza
Assistant District Attorney
 Civil Division
Office of the Criminal District Attorney
 Hidalgo County, Texas
 100 East Cano Street
 Edinburg, Texas 78539

(956) 292-7609 EXT. 8185
 (956) 292-7619 FAX
victor.garza@da.co.hidalgo.tx.us

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