

EXHIBIT “A”

Specifications, Scope of Services, Requirements, General Terms and Conditions

Hidalgo County

“CREDIT CARD PAYMENT SYSTEM”

RFP NO: 2019-008-02-20-MEG

HIDALGO COUNTY
“CREDIT CARD PAYMENT SYSTEM”

RFP NO: 2019-008-02-20-MEG

Overview:

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, District Attorney’s, District Clerk, Justice of the Peace Offices and any other applicable County department with “TURN-KEY” Credit Card Payment Systems for processing County residents’ payments for property taxes, automobile license plates, court fines and fees, etc. in an efficient manner. The Hidalgo County Purchasing Department will receive sealed envelopes containing proposals for the provision of “Credit Card Payment System” as specified herein. Sealed proposals will be accepted until **9:30 A.M., Friday Month, date, 2019. ANY RFP RECEIVED AFTER THAT DATE AND TIME WILL NOT BE ACCEPTED AND WILL BE RETURNED UNOPENED.**

**Deliver Submittal to:
RFP Number: 2019-008-02-20-MEG**

US Postal Mail Address:
Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Administration Building
2812 S. Business Hwy 281
Edinburg, Texas 78539

Physical Address:
Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Administration Building
2802 S. Business Hwy. 281
Edinburg, Texas 78539

The Submittal Envelope Must Show The RFP Number, Name And Opening Date.

The following outlines the Request for Proposals:

SECTION I - GENERAL TERMS AND CONDITIONS

ADDITIONAL INFORMATION: Hidalgo County is requesting that proposals be routed to Martha L. Salazar, CPPB, Purchasing Agent, with a **Physical location of 2802 So. Business Hwy 281, (Southeast Corner of Canton & Business Highway 281)** Hidalgo County Administration Building, Edinburg, Texas, 78539

WRITTEN QUESTIONS WILL BE ACCEPTED VIA FACSIMILE NO LATER THAN Wednesday, February 13, 2019, at 5:00 P.M. at (956) 292-7612 or via email at elena.gomez@co.hidalgo.tx.us . Responses will be sent to all applicants via facsimile by **Friday February 15, 2019. TELEPHONE INQUIRIES WILL NOT BE ACCEPTED.**

DISCLOSURE OF CONFLICT OF INTEREST:

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor, person, consultant or contractor considering doing business with Hidalgo County (“the County”) to disclose in the Conflict of Interest Questionnaire (the “CIQ”) attached as **Exhibit D**, the vendor, person consultant or contractor’s affiliation or business relationship that might cause a conflict of interest with the County. By law, the CIQ must be filed with the Hidalgo County Clerk’s Office no later than the seventh business day after the date the person becomes aware of facts that require that statement to be filed. The disclosure requirement applies to a person or business who contract or seeks to contract with Hidalgo County for the sale or purchase of property, goods or service. Any purchase order or contract resulting from this process shall be considered null and void if the successful participant fails to comply with Texas Local Government Code Chapter 176. Vendors, consultants, contractors and others who desire to conduct business with Hidalgo County are encouraged to refer to Texas Local Government Code Chapter 176 for the details of this law. An offense under Texas Local Government Code Chapter 176 is a Class C Misdemeanor.

Please submit complete CIQ forms to the Hidalgo County Clerk's Office located at 100 No. Clossner, Edinburg, Texas 78539-Hidalgo County Courthouse **COMPLETION AND SUBMISSION OF FORM CIQ IS THE SOLE RESPONSIBILITY OF THE PROSPECTIVE PROPOSER.**

PROPOSER'S AFFIDAVIT:

Prior to contract award, respondents to this RFP must submit a signed Proposer's Affidavit (attached herein in **Exhibit E**) certifying that the submission is (1) not the result of Collusion as described in the Proposer's Affidavit, (2) that the Respondent does not have a Conflict of Interest as described in the Proposer's, affidavit or (3) that the Respondent has not and will not attempt to lobby directly or indirectly as described in the Proposer's Affidavit.

NON-DISCRIMINATION:

Submitters, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

NON-COLLUSION:

Submitters, by submitting a signed submission, certify that the accompanying submission is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Texas or United States law.

PROCESSING TIME FOR PAYMENT:

Submitters are advised that a minimum of thirty (30) days is required to process invoices for payment.

ELECTRONIC TRANSMISSION OF PROPOSALS:

Hidalgo County's Purchasing Department will not accept telegraphic or electronically transmitted submissions.

PROOF OF FINANCIAL AND BUSINESS CAPABILITY:

Submitters must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these requirements. Hidalgo County will make the final determination as to the submitter's ability.

SUBMITTER DEFAULT:

Hidalgo County reserves the right, in case of submitter default, to procure the articles or services from other sources and hold the defaulting submitter responsible for any excess costs occasioned thereby.

RESTRICTIVE OR AMBIGUOUS REQUIREMENTS:

It is the responsibility of the submitter to review the Request for Proposal (RFP) packet and to notify the Purchasing Department if the requirements are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the requirements or proposers procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for the opening. These criteria also apply to requirements that are ambiguous.

HAND DELIVERED PROPOSALS: Hidalgo County requires submitters, when hand delivering proposals, to make sure that it is stamped with date and time by the County Purchasing Staff.

SIGNING OF PROPOSALS:

In order to be considered all submittals **must** be signed. **Please sign the original in blue ink.**

WAIVING OF INFORMALITIES:

Hidalgo County reserves the right to waive minor informalities or technicalities when it is in the best interest of Hidalgo County.

SUBCONTRACTING:

The successful submitter may not subcontract the award without the written consent of the Commissioners' Court of Hidalgo County.

DAVIS BACON ACT: (if applicable)

All selected and awarded firms are required to include the Davis-Bacon Act when advertising and developing specifications.

DURATION OF CONTRACT: The initial term of the contract shall be for **(4) four Years**, with the County's option for an additional (1) **One Year** extension based on prior year's performance evaluation and contingent upon cost remaining unchanged. Hidalgo County reserves the right to continue this proposal for an additional sixty (60) day "Grace Period" at the end of the contract term for unforeseen delay of award for next term and contingent upon cost remaining unchanged. Additional requirements to be included in the contract, stated under **Scope of Services/Requirements** (Hardware & Software Agreement) in **Exhibit "A"**.

SECTION II - RFP REQUIREMENTS

REQUEST FOR PROPOSALS:

The required contents and limitations for the preparation of the RFP are described in this section. Failure to provide the requested information or adhere to any County limitations will result in disqualification of the submitted RFP. A total of **One (1) original, one (1) copy and six (6) CDs/USB in PDF format** of the RFP shall be submitted to the address on the cover letter.

UNDERSTANDING OF THE PROJECT:

This section should demonstrate the submitter's understanding of the project needs, the services required, and any local issues or concerns. This description should be concise, candid, and limited to 3 pages in length.

PROPOSER'S QUALIFICATIONS (IF APPLICABLE TO PROJECT):

Hidalgo County is soliciting to contract with a proposer who is qualified, licensed and certified. The proposer will directly perform the required services are required to have any and all applicable licenses, permits, credentials, qualifications to perform necessary services. Must submit any and all applicable licenses, permits, credentials, qualifications with RFP. Photostat copies are acceptable

PERSONNEL AND STAFFING:

The proposers should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided. Information regarding the proposer's credentials, education and experience with other entities is required and will be scored accordingly during the evaluation process.

REQUIRED CERTIFICATES AND SUBMITTAL:

This section will contain **any/all** licenses, registrations, permits, and certifications as required by the STATE OF TEXAS and HIDALGO COUNTY that you possess that deem you as qualified. **If proposer/vendor cannot meet any of the following services/responsibilities, such exceptions must be noted on the company's cover letter.**

PROPOSERS ARE TO PROVIDE A FEE SCHEDULE WITH THIS SUBMITTAL:

Proposer(s) is to provide a proposed fee on proposal page based on the scope of services/work requested.

All/Any costs and expenses associated with the preparation and submission of (bids, proposals and/or quotes) shall be the responsibility of the proposer and not reimbursements for such charges or expenses shall be passed onto Hidalgo County.

Hidalgo County has the authority to utilize State Contracts from its membership with their existing or new cooperatives whenever it is in the County's best interest to do so.

Hidalgo County reserves the right to award to multiple vendors if it's in the best interest to do so.

Hidalgo County reserves the right to terminated the contract with a (60) sixty day written notice prior to any cancellation.

SPECIFICATIONS / SCOPE OF SERVICES / REQUIREMENTS

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, District Attorney's, District Clerk, County Clerks, Justices of the Peace, Treasurer's and any other applicable County department with "TURN-KEY" Credit Card Payment Systems for processing County residents' electronic payments for property taxes, automobile license plates, court fines and fees, etc. in an efficient manner.

The following are the minimum requirements and/or specifications that will be acceptable to Hidalgo County. These requirements and/or specifications may be equal to or better. Any proposal that does not meet the minimum requirements and/or specifications will be rejected, including but not limited to:

- Hidalgo County reserves the right to request **SELF-SERVICE KIOSK(S)** from awarded vendor thru this project which must have the capability to interface with Hidalgo County software, Scofflaw and/or database.
1. Provide a Browser based turn-key Credit Card / Internet Check payment processing **Application Service Provider (ASP)** solution.
 2. The proposed ASP solution must be fully hosted by the proposing vendor. This ASP solution must be inclusive all software support cost.
 3. The proposed solution must provide 128 bit encryption
 4. The proposing vendor must provide, "live" instructor directed training services for of all current and future staff
 5. The Credit Card processing provider must hold a current Level-1, Service Provider, PCI-DSS (**P**ayment **C**ard **I**ndustry – **D**ata **S**ecurity **S**tandard) certification and have done so for an unbroken period of time that would number at least four (4) consecutive previous years to this request.
 6. The proposed system must provide for payment processing through an in-person / counter modality as well as a public access through the web.
 7. Provide individual customized public websites that are specific to individual County departments or offices for the collection of specific service fees and data collection provided through the form fields through public websites.
 8. Provide Internet Browser based collection services for the following departments:
 - a. Tax Office Motor Vehicle
 - b. Tax Office Property Tax

- c. County Clerk
 - d. District Clerk
 - e. Justice of the Peace Courts
 - f. Hidalgo County District Attorney
 - g. Community Service Corrections
 - h. Third party cities or agencies
9. The proposed solution must provide the County with a Real-time Administrator Module that will allow County senior staff to manage the following without vendor intervention:
 - a. Create Departmental Location(s)
 - b. Create individual user-task descriptions
 - c. Create authority for individual users by task
 - d. Create duplicate receipts on demand
 - e. Reset individual user passwords
 10. The proposed solution must provide the County with a [no cost to County] real-time interactive interface with the current County's Property Tax software vendor.
 11. The proposed solution must provide the County with a real-time interactive interface with the current Criminal Justice of the Peace legacy system that may be retired within the next 24 months
 12. The proposed solution must also be prepared to provide a real-time interactive interface with the County's new Odyssey System from Tyler Technology that is anticipated to be operational within the next 18 months
 13. The proposed solution must be able to provide on-line receipts for all credit card and electronic check transactions.
 14. The proposed solution must provide a unique tracking number for all transactions that is in addition to any user defined reference identifier
 15. Must provide on-line "real-time" on-demand reports on all counter and on-line transactions based upon the following minimum guidelines:
 - a. Daily transactions by unique task, i.e., property tax payment, motor vehicle fee, court fines & etc.
 - b. All transactions by date and court.
 - c. All transactions, by either week, month or real-time on a daily basis for counter transactions
 - d. All transactions by unique user-defined Employee Identifier
 16. Provide daily "Live" Customer Call Service Desk support to the County staff and the client Credit Card users
 17. Provide daily "Live" credit card resolution assistance
 18. Provide a secured search site for Motor Vehicle clerks to search the Scofflaw database by any/multiple or all the following search criteria:

- | | | | |
|---|------------------|---|----------------|
| a | Date of Birth | h | City |
| b | Last Name | i | Case Number |
| c | First Name | j | Case Status |
| d | Middle Name | k | Warrant Status |
| e | Driver's License | l | Court Id |
| f | Citation Number | m | Date |

19. Provide a Denial letter listing each department with each or multiple cases and absconder information. Must be able to provide how many times denial letters are printed; daily, weekly, monthly and in other data parameters.
20. Provide a database merge from each of the following departments:
 - a. County Clerk
 - b. District Clerk
 - c. Justice of the Peace Courts
 - d. and any third party that the county enters into an agreement with
21. Provide on-demand online payment report of all transactions processed regarding non-scofflaw online payments.
22. Provide on-demand online payment reports of all transactions processed regarding absconders.
23. Provide a Public accessible website providing search of the Justice of the Peace, County Clerk, District Clerk, and other county managed Scofflaw database by the following search criteria:
 - a. Date of Birth & Last Name
 - b. Last Name & Driver's License
24. Provide secure online payment processing solution for Scofflaw Absconders through the Scofflaw website
25. Provide department specific transaction reports.
26. Provide department specific settlement reports funding into County department designated bank accounts.
27. The proposed solution must provide daily "live" Customer Call Service Desk to support County staff and the client eCommerce users".
28. The proposed solution must provide Hidalgo County with an integrated interface and related license from current vendor with the County's existing Scofflaw software solution providing:
 - i. Real time absconder aged as scofflaw
 - 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, District Attorney's
 - 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
 - v. Hidalgo County District Attorney's
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 District Attorney's
 - v. Hidalgo County Justice of the Peace
 - vi. 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 authorized county personnel authorizes the charge back 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 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 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 expires)

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 Attorney's, 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 Attorney's Office, 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.

1	Paul Villarreal Hidalgo County Tax Office (New Administration Bldg) 2804 S. Business Hwy 281 Edinburg, Texas 78539 Phone: 956-318-2157 Fax: 956-318-2733	7	Justice of the Peace-Luis Garza (Precinct 3, Place 1) 730 Breyfogle, Suite C Mission, Texas 78572 Phone: 956-519-8422 Fax: 956-519-1796
2	Hon. Laura Hinojosa, District Clerk Hidalgo County Courthouse 100 N. Clossner Edinburg, Texas 78540 Phone: 956-289-7808 Fax: 956-318-2251	8	Justice of the Peace-Juan Jose Pena, Jr. (Precinct 3, Place 2) 730 Breyfogle, Suite A Mission, Texas 78572 Phone: 956-581-2124 Fax: 956-581-2134

3 Hon. Arturo Guajardo, County Clerk
Hidalgo County Courthouse
100 N. Closner
Edinburg, Texas 78540
Phone: 956-318-2200 Fax: 956-318-2105

9 Justice of the Peace-Charlie Espinoza
(Precinct 4, Place 1)
212 N. 12th Ave.
Edinburg, Texas 78541
Phone: 956-380-4473 Fax 956-380-4029

4 Justice of the Peace-Gilbert Saenz
(Precinct 1, Place 1)
1902 Joe Stephens Blvd, Suite 301
Weslaco, Texas 78596
Phone: 956-447-3995 Fax: 956-447-9522

10 Justice of the Peace-Homer Jasso
(Precinct 4, Place 2)
222 N. 12th Ave.
Edinburg, Texas 78541
Phone: 956-383-0921 Fax 956-383-7430

5 Justice of the Peace-Jesus Morales
(Precinct 1, Place 2)
1902 Joe Stephens Blvd, Suite 302
Weslaco, Texas 78596
Phone: 956-968-0707 Fax: 956-698-8872

11 Community Supervision and Corrections
Department
Arnold Patrick, Executive Director
PO Box 970
Edinburg, Texas 78540
956-587-6000

6 Justice of the Peace-Bobby Contreras
(Precinct 2, Place 1)
300 W. Hall Acres, Suite F
Pharr, Texas 78577
Phone: 956-748-3540 Fax: 956-784-3541

13 Hidalgo County District Attorney
100 E Cano
Edinburg, Texas 78539
956-292-7600

7 Justice of the Peace-Jaime Jerry Munoz
(Precinct 2, Place 2)
300 W. Hall Acres, Suite D
Pharr, Texas 78577
Phone: 956-787-1986 Fax 956-787-9343

**HIDALGO COUNTY
CREDIT CARD PAYMENT SYSTEM
RFP No. 2019-008-02-20-MEG**

PROPOSAL SHEET

Indicate the turn-key system being proposed. The breakdown (detailed listing) should include: the items (equipment), unit cost, item totals and any applicable maintenance charges. All pricing information must be

provided on the proposal sheet provided. **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	1ST Year	2ND Year	3RD Year	4TH Year	Total
HARDWARE	\$	\$	\$	\$	
SOFTWARE	\$	\$	\$	\$	
KIOSK	\$	\$	\$	\$	

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

SECTION III – SELECTION / EVALUATION / RANKING

A. SELECTION/EVALUATION/RANKING PROCESS:

The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest fees, but shall take into consideration other factors, including past experience, evidence of good organization background, references, ability to provide requested services, and any other factors found necessary for quality services including a presentation of the proposed system. Hidalgo County will evaluate the proposal utilizing the evaluation criteria outlined in Exhibit “B” attached herein. During the evaluation process at the discretion of Hidalgo County participants may be requested to provide a demonstration of their product/services. Thereafter, Hidalgo County Commissioners Court will rank and/or award this proposal.

Proposals will be graded on a 100-point system with emphasis on ability to service Hidalgo County including, but not be limited to, the items listed below:

1. **Understanding the Services/Methodology.** Company must state the approach and or methodology in achieving and rendering all services required by the County of Hidalgo. **25 points**
2. **Ability to commit to all Services Required.** Company should provide as much background information as to its experience in providing similar services to City, County or any other governmental agencies. Reference information should be as current as possible, especially contact persons and telephone numbers. **30 points**
3. **Ease of Support System & Response Time.** Ease of communicating with company’s support system and the company’s ability to have trained response team/person at service site. Qualified/trained response team (person) should be able evaluate, diagnose and/or begin service immediately. **20 points**
4. **Cost Fees and Warranty.** In considering the proposals, the Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous, including but not limited to software price and services price per day/hour. **25 points**

Total 100 Points

B. RANKING OF PROPOSALS:

Hidalgo County will evaluate and score the RFP responses. After the RFPs have been evaluated and scored, Hidalgo County will make a recommendation to Hidalgo County Commissioners Court for approval of rank and/or award of proposal.

C. NEGOTIATION PROCESS:

Compliance with all requirements, the most cost productive, efficient and effective plan will be considered. Emphasis will be placed on capability to perform within the program as well as meeting the needs of Hidalgo County. Accuracy and completeness are essential. If negotiations proved unsuccessful, the next highest ranked proposer will be contacted. Hidalgo County reserves the right to reject any and all RFPs.

Evaluation Criteria

EXHIBIT B

SELECTION CRITERIA

REQUEST FOR PROPOSALS

HIDALGO COUNTY
“CREDIT CARD PAYMENT SYSTEM”
RFP NO: 2019-008-02-20-MEG

Evaluation Criteria

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

The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest fees, but shall take into consideration other factors, including past experience, evidence of good organization background, references, ability to provide requested services, and any other factors found necessary for quality services including a presentation of the proposed system. Hidalgo County will evaluate the proposal utilizing the evaluation criteria outlined in Exhibit “B” attached herein. Thereafter, Hidalgo County Commissioners’ Court will rank and/or award this proposal.

Proposals will be graded on a 100-point system with emphasis on ability to service Hidalgo County including, but not be limited to, the items listed below:

1. **Understanding the Services/Methodology.** Company must state the approach and or methodology in achieving and rendering all services required by the County of Hidalgo.
25 points

2. **Ability to commit to all Services Required.** Company should provide as much background information as to its experience in providing similar services to City, County or any other governmental agencies. Reference information should be as current as possible, especially contact persons and telephone numbers.
30 points

3. **Ease of Support System & Response Time.** Ease of communicating with company’s support system and the company’s ability to have trained response team/person at service site. Qualified/trained response team (person) should be able evaluate, diagnose and/or begin service immediately.
20 points

4. **Cost Fees and Warranty.** In considering the proposals, the Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous, including but not limited to software price and services price per day/hour.
25 points

Total 100 Points

Evaluation Criteria

Selection Criteria		Points	Score
1	Understanding the Services/Methodology	25 points	
	Comments/Rationale for Points:		
2	Ability to Commit to all Services Required	30 points	
	Comments/Rationale for Points:		
3	Ease of Support System & Response Time	20 points	
	Comments/Rationale for Points:		
4	Cost Fees and Warranty	25 points	
	Comments/Rationale for Points:		
Total Score			

Provider: _____

Evaluator: _____

Date: _____