



appropriate laws and regulations in providing the Services, and devote such time as is necessary to safely and efficiently provide the Services. Further, Hidalgo County reserves the right to request these services from other sources other than the successful vendor and shall not be in violation of any terms or conditions of said contract.

3. This Contract shall be for a period of four **(4) year(s)**, commencing on **March 29, 2019**, and expiring on **March 28, 2023**, and may be extended at the sole discretion of the County for an additional one **(1) year(s)** term under the same rates, terms and conditions. Hidalgo County also reserves the right to continue this sealed proposal for an additional sixty (60) day grace period at the end of the contract term for unforeseen delay of award for the next term and contingent upon cost remaining unchanged.

4. As a condition of this Contract, Company shall hold and maintain throughout the term of this Contract all licenses and permits required, or which may be required by any authority during the term hereof to provide the Services. If such license or permit is suspended or revoked, this Agreement shall automatically be terminated and Company shall immediately notify the County.

5. All trucks or vehicles operated by the Company to perform the Services shall contain all equipment required by any authority to operate on streets and roads and all persons in the employ of Company who operate such trucks or vehicles shall have the required licenses, qualifications, skill and expertise to perform such Services and shall comply with all laws, rules and regulations prescribed by any agency or authority having jurisdiction with regard to the operation of such trucks or vehicles in providing the Services.

6. As consideration for rendering the Service provided for in this Contract, the County agrees to pay Company the amounts specified in Exhibit "B" attached hereto payable

against written invoice submitted by Company. The County will make best efforts to resolve disputes regarding the return of monies Company has pre-funded as it relates to number 36 of the Request for Proposal.

7. Company shall provide insurance in force on all its vehicles and all persons connected with providing services under this Contract naming County as an additional insured (with coverage in the amounts described on Exhibit "C" attached hereto and incorporated herein at this point for all purposes), and shall furnish to County certificates of such insurance coverage.

8. Company shall provide a sufficient number of trucks, vehicles, personnel and equipment available to safely and efficiently provide the Services.

9. **Company shall indemnify and hold harmless County, its elected officials, employees and agents from any and all claims, damages, losses, and expenses including attorney's fees for the defense of any action against County arising out of, resulting from, or connected with the provision of the Service by Company under this Contract. Said indemnity shall cover any act or failure to act by the Company, its agents or employees.**

10. This Contract shall not be assignable in whole or in part by either party without prior written consent of the other party.

11. It is expressly agreed that this Contract and the performance by the parties hereunder does not create any agency relationship or master-servant relationship that County has no supervision of the performance of the Services provided by Company, and that Company is an independent contractor under this Contract.

12. Any notice required or permitted to be given hereunder shall be in writing and shall be delivered personally or sent by certified mail, postage prepaid, as set forth below:

If to County: **The County of Hidalgo**  
**Attn: County Judge**

**100 E. Cano  
Edinburg, Texas 78539**

If to Company: **Easy Access, Inc.  
William C. Hamer, CEO  
4200 N. Bicentennial Dr., Ste. A  
McAllen, Texas 78504-4160**

13. In case any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision thereof and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.

14. This Agreement may be terminated by County or Company without cause upon thirty (30) days written notice.

15. This Agreement shall be binding upon and inure to the benefit of and be enforceable by the parties hereto and their respective heirs, executors, administrators, legal representatives, successors, and assigns where permitted by this Agreement.

16. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas and shall be performable in Hidalgo County.

17. **Commitment of Current Revenues Only.** In the event that, during any term hereof, the Commissioners Court does not appropriate sufficient funds to meet the obligations of County under this Agreement, County may terminate this Agreement upon ninety (90) days written notice to Company. County agrees, however, to use reasonable efforts to secure funds necessary for the continued performance of this Agreement. The parties intend this provision to be a continuing right to terminate this Agreement at the expiration of each budget period of County.

18. **Entire Agreement.** This Agreement contains the entire contract between the parties hereto, and each party acknowledges that neither has made (either directly or through any

agent or representative) any representation or agreement in connection with this Agreement not specifically set forth herein. This Agreement may be modified or amended only by agreement in writing executed by the parties hereto, and not otherwise.

19. **Immunities:** Nothing in this Agreement is intended to and County does not hereby waive, release or relinquish any right to assert any of the defenses County enjoys by virtue of the state or federal constitution, laws, rules or regulations, and any sovereign, official or qualified immunity available to County as to any claim or action of any person, entity, or individual against County.

20. **Nondiscrimination:** Company, including subcontractors, assignees and successors in interest, ensures that no person shall on the grounds of race, religion, color, national origin, sex, age, or disability, or any other protected class under law, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation in any federally or non-federally funded program or activity when providing any services described herein under this contract/agreement.

21. **Additional Documents:** The parties hereto covenant and agree that they will execute each such other and further instruments and documents as are or may become necessary or convenient to effectuate and carry out the terms of this contract/agreement.

22. **Appendix II to CFR 200-Contract Provisions:** Pursuant to 2 CFR 200.236, a non-federal entity's contracts must contain the applicable provisions described in appendix II to 2 CFR 200-Contract Provisions for non-Federal Entity Contracts under Federal Awards. Therefore, if applicable, the provisions of Appendix II to 2 CFR 200 are attached and incorporated by reference into this County contract should it be subject to Federal award.

EXECUTED and effective as of the day and year first written above.

COUNTY OF HIDALGO

Richard F. Cortez  
Richard F. Cortez, County Judge

APPROVED BY  
COMMISSIONERS' COURT  
ON: 4/16/19

ATTEST:

Arturo Guajardo Jr.  
Arturo Guajardo Jr., County Clerk



Company: William C. Hamer  
Easy Access, Inc.

By: William C. Hamer  
William C. Hamer, CEO

Printed Name: William C. Hamer

Title: CEO

Approved By Commissioners Court On: 4/16/19

APPROVED AS TO FORM:  
Office of the Criminal District Attorney-Civil Litigation Division

By: Robert Viña, III  
Robert Viña, III  
Assistant District Attorney

# EXHIBIT “A”

# REQUEST FOR PROPOSAL (RFP) PROCUREMENT PACKET

# EXHIBIT “B”

# FEE SCHEDULE

# EXHIBIT “C”

# CERTIFICATE OF INSURANCE

Edinburg, Texas



**EZAccess<sup>®</sup>**

**Response**

**Expressly for**

**RFP # 2019-008-02-20-MEG**

for the

**County of Hidalgo**

**“Credit Card Payment System”  
for  
Hidalgo County**

Edinburg, Texas



**EZAccess<sup>®</sup>**

**Response**

**Expressly for**

**RFP # 2019-008-02-20-MEG**

for the

**County of Hidalgo**

**“Credit Card Payment System”  
for  
Hidalgo County**



## Proprietary Rights Notice

All rights reserved. This document contains valuable and proprietary properties of Easy Access Inc (EAI). This document embodies substantial creative works and confidential information, ideas and expressions, no part of which may be reproduced or transmitted in any form or by any means, electronic, mechanical or otherwise, including but not limited to photocopying and recording or in connection with any information storage or retrieval system without the express written permission of Easy Access Inc. All following pages thus marked ***“Use or disclosure of the data contained on this page is subject to the restriction on the Property Rights Notice page of this document”*** are explicitly prohibited from distribution, dissemination, or reproduction without the express permission of an authorized official of EAI.

Please order additional copies through:

Easy Access Inc's Publication Office  
McAllen, Texas 800:926-3466  
Fax 956:682-0906

## TABLE OF CONTENTS

<b>1.</b>	<b><u>HIDALGO COUNTY RFP ACKNOWLEDGE FORM</u></b>	<b>3</b>
<b>2.</b>	<b><u>TRANSMITTAL LETTER</u></b>	<b>5</b>
<b>3.</b>	<b><u>EXECUTIVE SUMMARY</u></b>	<b>8</b>
<b>4.</b>	<b><u>UNDERSTANDING OF THE PROJECT</u></b>	<b>12</b>
<b>4.1.</b>	<b>HISTORY AND NATURE OF THE VENDOR</b>	<b>12</b>
<b>4.2.</b>	<b>CURRENT CLIENT SITE OVERVIEW</b>	<b>13</b>
	4.2.1. High Level Statutory Summary – Hidalgo County Tax Office	13
4.2.1.1.	Statutory Overview	13
	4.2.2. Assessment Of Hidalgo County Tax Collector's Office	13
	4.2.3. Scofflaw [and Kiosk] Collections - Hidalgo County Tax Collector's Office	14
4.2.3.1.	Statutory Overview [and constructed solution]	14
4.2.3.2.	Assessment Of Hidalgo County Tax Collector's Office via Scofflaw Demands	15
	4.2.4. High Level Statutory Summary – Hidalgo County District Clerks Office	17
4.2.4.1.	Statutory Overview	17
4.2.4.2.	Assessment Of Hidalgo County District Clerk's Office	18
4.2.4.3.	CURRENT OBSERVED NEEDS and SOLUTIONS	18
	4.2.5. High Level Statutory Summary – Hidalgo County Clerk's Office	19
4.2.5.1.	Statutory Overview	19
4.2.5.2.	Assessment Of Hidalgo County Clerk's Office	19
4.2.5.3.	CURRENT OBSERVED NEEDS and SOLUTIONS	20
	4.2.6. High Level Statutory Summary – Hidalgo County Justice of the Peace Offices	21
4.2.6.1.	Statutory Overview	21
4.2.6.2.	Assessment Of Hidalgo County Justice of the Peace (JP) Offices	22
4.2.6.3.	Current Special Observation	22
4.2.6.1.	District Attorney's Office – Check Fraud Division	23
	4.2.7. Summary Conclusion	23
<b>5.</b>	<b><u>PROPOSERS' QUALIFICATIONS</u></b>	<b>25</b>
<b>5.1.</b>	<b>SPECIFICATIONS / SCOPE OF SERVICES / REQUIREMENTS – REQUIREMENTS</b>	<b>25</b>
<b>5.2.</b>	<b>ADDITIONAL REQUIREMENTS – TIMELINE FOR SERVICE DELIVERY</b>	<b>33</b>
<b>5.3.</b>	<b>PAYMENT CARD INDUSTRY – DATA SECURITY STANDARD (PCI – DSS) CERTIFICATE</b>	<b>34</b>
	5.3.1. Current PCI-DSS Level One Certificate	35
	5.3.1. Current PCI-DSS Self-Assessment Questionnaire Certificate	36
<b>5.4.</b>	<b>QUALIFICATIONS WITH RFP</b>	<b>37</b>
	5.4.1. Solution Abstract	37
<b>5.5.</b>	<b>REASONS FOR SELECTING EASY ACCESS OVER OTHERS</b>	<b>38</b>
	5.5.1. Host Server Utilized For ASP	43
	5.5.2. Required Minimum PC Workstation Specifications	43
	5.5.3. Required Minimum Communications Specifications	43
	5.5.4. Required Minimum Printer Requirements	44
	5.5.5. Remote Requirements – Value Add	44
	5.5.6. Hardware Maintenance	44
	5.5.7. Ease of Support System & Response Time	44
5.5.7.1.	Application Software Support	44
5.5.7.2.	Contact For Maintenance or Service	44
	5.5.8. Credit Card Processing Supplies	44

5.5.9.	An Overview or Understanding of the Implementation Methodology	45
5.5.10.	Train The Hidalgo County Project Team	45
5.5.11.	Additional Training Resources	45
5.5.12.	Go Live!	46
5.5.13.	Key tasks to be performed during Go Live!:	46
<b>6.</b>	<b>PERSONNEL AND STAFFING</b>	<b>47</b>
6.1.	WILLIAM C. HAMER	47
6.2.	M. G. (MIKE) BRAUN JR.	49
6.3.	REY BANDA	52
6.4.	TONY WORLEY	54
6.5.	ORGANIZATIONAL CHART	55
<b>7.</b>	<b>FEE SCHEDULE</b>	<b>56</b>
7.1.	CREDIT CARD FEES	56
7.2.	ELECTRONIC NACHA TRANSACTION FEES	57
<b>8.</b>	<b>ADDENDUM</b>	<b>58</b>
8.1.	HIDALGO COUNTY FORM: REQUEST FOR PROPOSAL SHEET (CREDIT CARD PAYMENT SYSTEM)	59
8.2.	HIDALGO COUNTY FORM: RFP EVALUATION FORM	60
8.3.	HIDALGO COUNTY FORM: INSURANCE REQUIREMENT ACKNOWLEDGMENT	61
8.4.	CERTIFICATE OF INSURANCE INSERT	63
8.5.	HIDALGO COUNTY FORM: PROJECT REQUIREMENTS ACKNOWLEDGMENT	64
8.6.	HIDALGO COUNTY FORM: CONFLICT OF INTEREST QUESTIONAIRE	66
8.7.	HIDALGO COUNTY FORM: VENDOR/BIDDER APPLICATION (RFP EXHIBIT "E")	69
8.8.	BIDDER'S W-9 FORM (RFP EXHIBIT "E")	71
8.9.	HIDALGO COUNTY FORM: CERTIFICATION REGARDING DEBARMENT (RFP EXHIBIT F)	73
8.10.	HIDALGO COUNTY FORM: PROPOSER'S AFFIDAVIT: NON-COLLUSION, NON-CONFLICT OF INTEREST, AND LOBBYING (RFP EXHIBIT "J")	75
8.11.	CURRENT CREDIT CARD PAYMENT SERVICES AGREEMENT WITH HIDALGO COUNTY	77
8.12.	STATE OF TEXAS: CERTIFICATE OF INTERESTED PARTIES	91
8.13.	SAMS.GOV REGISTRATION ACKNOWLEDGEMENT	93
8.14.	RFP SUBMITTAL CHECKLIST	96
<b>9.</b>	<b>CLIENT REFERENCES</b>	<b>97</b>
9.1.1.	Representative Sampling – Electronic Payment Processing References	97
9.1.1.1.	Hidalgo County	97
9.1.1.2.	City of McAllen Tax Office	97
9.1.1.3.	Cameron County	97
9.1.1.4.	Bell County	97
9.1.1.5.	Travis County – Tax Office and County Clerk	97
9.1.1.6.	Jim Wells County Appraisal District	97
9.1.1.7.	Monroe County Treasurer's Office	98


# 1. HIDALGO COUNTY RFP ACKNOWLEDGE FORM

<Please see this County form on the following page>

Request for Proposal  
 For  
**HIDALGO COUNTY**  
 (including all funding sources, programs, and entities)  
**"CREDIT CARD PAYMENT SERVICES"**  
 RFP: 2019-008-02-20-MEG

**OPENED**  
 10:08

To: Martha L. Salazar, CPPB, Purchasing Agent  
 Hidalgo County Purchasing Department  
 Physical Location: 2802 S. Business Hwy. 281  
 Postal/ Mailing: 2812 S. Business Hwy. 281  
 Edinburg, Texas 78539

**Witnessed**  


In accordance with the Requirements, and subject to all laws and regulations of the United States and state and local laws, the undersigned respondent proposes and commits to furnish all labor, equipment, material, software, and services as set forth in the documents hereinbefore mentioned. The undersigned further agrees, upon acceptance of its qualification, to execute a contract and/or Purchase Order issued by Hidalgo County for performing and completing the work described in the Requirements within the time stated and for the prices proposed in the documents attached hereto and made a part hereof.

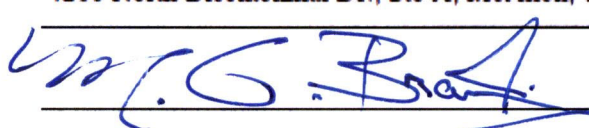
Respondent acknowledges receipt of all of the pages of the documents referenced in the Request for Qualification Table of Contents presented in connection with this procurement. Respondent understands that Hidalgo County reserves the right to reject any or all qualifications and further reserves the right to design the evaluation criteria to be used in selecting the lowest and best qualification.

Respondent agrees that this qualification shall be good and may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time for receiving qualifications, as contained in the Requirements.

**Respectfully submitted,**

Firm: Easy Access Inc

Address: 4200 North Bicentennial Dr., Ste A, McAllen, TX 78504-4160

By: 

Printed Name: M. G. (Mike) Braun Jr.

Title: Projects Director, Easy Access Inc.

## 2. TRANSMITTAL LETTER

# EZAccess®

Easy Access, Inc.  
4200-A N Bicentennial Dr  
McAllen, Texas 78504

Telephone: 956:682-3466  
Fax: 956:682-0906  
[www.HECorp.com](http://www.HECorp.com)

February 19, 2019

Ms Martha L. Salazar, CPPB  
Purchasing Agent  
Hidalgo County  
100 E. Cano, 4<sup>th</sup> Flr, Admin. Bldg.  
Edinburg, TX 78539  
Voice: (956) 318-2626 Fax: (956) 318-2629

Reference: RFP No. 2019-008-02-20-MEG "Credit Card Payment System-Hidalgo County"

Dear Ms. Salazar,

Easy Access Inc (EAI) is pleased to submit our proposal for Hidalgo County's (HC) prospective "Credit Card Payment System" service through the [continued] use of our **Application Services Provider (ASP)** System. The proposed ASP solution is a business model construct where a third-party entity manages and distributes Application Software Services (which in this case is our **e-NetPay™** Services gateway and additional support service applications; i.e., eJustice™) across a **Wide Area Network (WAN)** from a central data center. For purposes of this proposal the WAN will be identified as the decentralized global network referred to as the *Internet*. By using this network backbone, HC preserves the ability to utilize its pre-existing investment for access to this network. Within this proposal, EAI will provide a solution that will *unequivocally* meet HC's actual and implied specifications (for example please see Section 5.5.10, of this RFP response as it relates to existing on-going, on-demand support services, i.e., "Live on-site" staff training and the range of training class sizes). This also includes the maximization of HC's pre-existing investment in its inventory of desktop PCs. Consequently, there will not be a *required* need for any additional hardware expenditures from HC. Furthermore, [as previously noted] this proposal will provide for all Service software support. As also requested in the RFP this Service will also provide for all "credit card processing supplies". As a result, the only item that HC will need to provide for this Service will be the continued existing Internet communications conduit, which can either be provided through simple pre-existing analogue telephone lines or HC's current broadband network access to the Internet. This Credit Card Processing Service [and electronic check services] will be provided to **the County at No Charge**. Re-imbursement for these Services will be through a *Convenience Fee* that will be charged by EAI to the Credit Card holder (please see Section 7, "Fee Schedule" for the details of the Convenience Fees). Additionally, beyond the medium of credit cards, EAI will also continue to provide a secondary method by which Hidalgo County taxpayers can affect electronic payments. This method will be through the medium of what is referred to as an "Electronic Check". The fee for this additional service (like the Credit Card process service is provided to the

County at **No Charge**) can also be found in Section 7 of this RFP response. Additionally, as in the past with HC, this electronic payment processing facility will work with any financial institution of HC's selection.

Additionally, tethered to the Credit Card processing system will also be the continued use of the licensed software products; eJustice™. This program is used as the backbone for the consolidated database management and collection of all **Scofflaw** fines and fees (in the Motor Vehicle area of the County Tax Office). Furthermore, this Scofflaw service will continue the use and maintenance of the stand-alone Kiosk that EAI previously installed for unattended processing of Scofflaw payments, all of which will continue to be at no-cost to the County as long as an agreement is in place. These previously considered uncollectable prior delinquent fines and fees from County Courts, District Courts and Justice of the Peace Courts have resulted [as of this writing] in additional off-balance sheet revenue of well over \$38 million to Hidalgo County.

Finally, because this *highly comprehensive* service will emanate from McAllen, response time for "all service calls" will be nearly instantaneous, far less than the 4-hour minimum that is usually associated in most requests of this type (our prior years of service to HC will unequivocally support this statement).

As evidenced by our proposal response in the ensuing pages, we have attempted to provide responses to all requested information requirements contained within HC's Request for Proposal (RFP). Please understand that our response is being provided based on the following assumptions:

- \* It is our intention to include the response sections of the RFP as an attachment to the EAI Professional Services Agreement along with any additional information gained during the evaluation phase before contract approval and signing. For purposes of continuity, we have enclosed a copy of the current County authored "Services" agreement that guides our existing relationship with Hidalgo County as it relates the current "Credit Card and electronic Payment processing agreement that EAI has with Hidalgo County (Please see section 8.12 of this RFP response).

Additionally, as noted in section 8.13, (SAMS.Gov Registration Acknowledgment), of this RFP response, due to repeated "Internal System Error(s)" on the part of Dun & Bradstreet, it has been impossible to date, for EAI to secure the necessary DUNS number which is required for securing a SAMs.Gov registration in order to confirm that EAI has never been suspended or debarred. Moreover, as noted by Dun & Bradstreet it can take up to "30 business days" in order to secure a DUNS number, all of which is temporarily impacting EAI's ability to secure this SAMs certification. Therefore, we would ask that all reviewers of this RFP response to please see this section (8.13) of our RFP response as a justification for the necessary temporary delay in securing this certification.

- \* In the event clarification is required to any mutual agreement to the scope of the project or currently defined specifications, a formal Response Change Document is used to provide a clear disclosure, clarification and agreement.

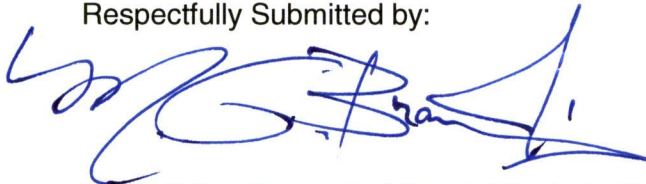
It has been our national experience with our clients that the use of this process provides for a clear set of expectations for both EAI and the client.

The enclosed response is subject to successful negotiation of a mutually acceptable Agreement. If EAI should continue to be HC's preferred vendor for this service, we will review together the enclosed [County modified] "Services" Agreement and HC terms and conditions in order to adopt a mutually acceptable agreement. Submission of this

response does not denote acceptance by EAI of Hidalgo County terms and conditions.

We look forward to working with you on your project. If you have any questions, please contact me at 1:800:926-3466 at your earliest convenience.

Respectfully Submitted by:

A handwritten signature in blue ink, appearing to read "M. G. Braun Jr.", written over a horizontal line.

M. G. (Mike) Braun Jr. / Special Projects Director

MGB/ss

### 3. EXECUTIVE SUMMARY

**E**asy Access Inc (EAI) is pleased to present this proposal which extend our current comprehensive electronic payment processing services to Hidalgo County: all as identified in the Request For Proposal (RFP) "Hidalgo County - Credit Card Payment System, RFP No. 2019-008-02-20-MEG", all of which would allow EAI to continue to deliver its highly experienced support for the County's present and anticipated future needs. EAI through its **eNetPay™** gateway solution would propose to continue to provide our tried and first-hand proven expertise for Hidalgo County via highly secure hosted hardware/software Services package, which has been in use by Hidalgo County since February of 2003. Moreover, this proposed solution will continue to meet and exceed the RFP's "*Specifications / Scope of Services / Requirements*". Consequently, EAI's forgoing proposal is designed to *effectively* and *efficiently* continue to support the County's existing investment in its pre-existing infrastructural hardware resources, i.e., desktop computer hardware and internal network elements. Easy Access Inc. is a McAllen; Texas based company with an *additional* support office in Fort Worth Texas. EAI is highly skilled in the development of information systems for the *exclusive* use of application software services by state and local governmental offices throughout the United States. Therefore, EAI can continue to demonstrate to Hidalgo County the proven **value-add** of being able to intuitively support the County Departments of; the Tax Office, Adult Probation, County Clerk's Office, District Clerk's Office, Justice of the Peace courts and the District Attorney Office. As a result, because our company has designed *underlying* "back end" application software systems for these kinds of departments and offices throughout the United States. Our services are well established and recognized throughout the Rio Grande Valley (including Hidalgo County) and extend from coast to coast with over 1100 governmental installs throughout the United States.

#### Total Vertical Integration = State-of-the-Art Cost Savings and Ease of Use

**A**s an Internationally award winning computer software developer for the *public sector* (IBM's International Beacon Award, Computerworld's Information Technology "Laureate" Award), EAI has historically provided acclaimed application software, hardware products and related support services which are used throughout a significant and impressive percentage of the public sector world, including Hidalgo County. This vertically integrated alliance of EAI and its hardware resources has repeatedly demonstrated the value of government and private sector entities working together to provide easily accessible, quality designed and cost conscious automated solutions.

#### Application Software Fit

**S**tated simply, Hidalgo County requirements for a "Credit Card Payment System" solution are achieved by the *continued* use of our table driven highly flexible turnkey **Application Services Provider (ASP)** solution gateway; eNETPAY™. Our special knowledge of Texas County Government demands as well as our 15+ years of first-hand experience of this requested service with Hidalgo County will assure Hidalgo County that it will continue to receive a Service solution that is not only compliant with National and State requirements, but more importantly, meet the ever-changing specialized electronic payment processing demands as it relates to the special needs of Hidalgo County (*i.e., the development/deployment of the County's "Scofflaw" web based solution and our direct application program interface (API) with the County's ACT Property Tax System, as well as our unique services for the Check Fraud Division of the District Attorney's Office are just examples of our specialized skills in these various public sector disciplines*). Moreover, these direct departmental needs are aggressively addressed by the numerous real-time, on-demand audit reports that are so vital with such *integrated* solutions.

#### Why Choose Easy Access?

**Y**our answer is simple: EAI has over four decades of operational and development experience in state and local governments throughout the United States, thus providing tremendous value to our *local* County government customers. Our interest extends beyond the delivery of a Service software

solution. We implement our **Better Business Practices (BBP) Methodology**, thus highly streamlining the departmental offices work, increasing productivity and allowing users to be proactive, not just reactive.

Over the last several years, our experience with County government clients throughout the United States has been with various size counties, ranging from our Home State here in Texas (and our current eCommerce Services for Hidalgo County), to that of New York State. The length and breadth of our highly diverse expertise is exemplified in some of our **specialized** and **highly specialized** features that have been provided to Hidalgo County over these past 15+ years to Hidalgo County. For example:

### Specialized Features

- \* A Credit Card Payment processing Services solution designed to provide the highest element of total encryption (AES 256-bit encryption, far exceeding the conventional 128-bit encryption). This advanced encryption protocol is provided at all levels of the transaction, including the overall security associated with being a level 1 PCI-DSS (**Payment Card Industry-Data Security Standard**) certified payment processing provider – over eleven (11) consecutive years of this highly coveted security certification.
- \* A User-Defined Table-driven solution for identifying all current and future chargeable tasks, i.e., processing credit card payments for such services as a prior year's fines & fees, property tax bills, Filing Fees, County Court costs & etc. This characteristic alone provides literally indefinite solution expandability, and all at the user level.
- \* On-Line receipts for all electronic payments (i.e., credit card )
- \* A software services solution that has the flexibility of having a user defined Reference Identifier, i.e., a Court Case Number, a Court Bill of Cost or Receipt number & etc. Additionally, for the purpose of security and auditing parity, eNetPay™ also generates a *unique Internal Tracking Number* that is in addition to the user defined Reference Identifier. Together, these two identifiers provide an incomparable level of audit security parity.
- \* A hosted hardware server system that has been superbly designed to provide superior redundant clustered capability and incomparable security by the invoking of security that provides not only 128-bit encryption, but also **Advance Encryption Standard (AES) 256-bit** capability.
- \* A Software services solution that provides individual customized websites for all user departments
- \* A Software services solution that incorporates the use of comprehensive audit reports as well as real time, on-demand ad-hoc reports. Based upon the fields that are currently utilized by the Services solution eNetPay™, the designated Administrator can generate reports in a myriad of various permutational constructs.
- \* A software services solution that is designed to operate in multiple locations, yet managed from a central point or Administrator.
- \* A software Services solution that is designed to store information *on-line* and in an *archival* modality for any given future year restoration requirements that may arise

### ***Additionally***

---

### Highly Specialized Features

- \* Provide “Live” **on-site** training for all present and future staff, with class participant sizes that can range from 1 participant to 20 participants

- \* The provision of a payment processing solution that is available through an in-person counter modality as well as public access through the web
- \* Creation of a custom public website that is specific to Hidalgo County for the collection of County directed fees and taxes
- \* Optional use of HID (**H**uman **I**nteractive **D**eveloped) – these are unique magnetic strip swipe readers and / or the optional use of complementary electronic signature pads. The HID is a unique device that when incorporated into a client site installation can make a significant impact on individual staff performance.
- \* A working real-time fully interface System with such County software applications such as the County's property tax billing and collection system vendor, ACT as well as the County's current "Universe" database solution for tracking delinquent fines and fees. These examples of custom designed API's are designed to allow Hidalgo County citizens to pay outstanding obligations that can range from delinquent fines / fees and extend to the ability to pay a tax bill, and all from the convenience of an individual's home PC. Moreover, these on-line payment functionalities are highly comprehensive, such that they will, once activated, trigger a function that will automatically update a department's "back end" system, i.e., the County's legacy tracking solution of fines and fees or the County's ACT property tax database solution and all this is performed in a real-time manner. Beyond an additional contact point with Hidalgo County citizens, these interfaced solutions free County staff to address other demands that require staff intervention. This **value-add** service component provides very significant human resource saving, because it relieves the need for staff intervention. This relief for County staff ultimately means that County staff resources can now be deployed to other compelling demands, thereby maximizing existing staff resources as working task demands grow.
- \* Provision of a "Live" Customer Call Service Desk to support the County staff as well as the credit-card users
- \* Resolution Collection Service – before a Charge Back to the County's bank account due to insufficient funds or a some type of credit card discrepancy, EAI will provide up to 21 days of "Resolution / Collection Service" on prospective Credit Card Charge backs or Bad Check ("Electronic Checks") collections that come about as a result of an Internet originated check.
- \* On-line, On-Demand reports that provide among all other information the following County specific information:
  1. Daily transactions by unique task, i.e., property tax payment, motor vehicle fees, court fines and fees & etc.
  2. All transactions by date
  3. All transactions, by either week, month or real-time on a daily basis for all counter transactions
  4. All transactions by unique user-defined Employer Identifier
  5. Next-day Settlement reports for all transactions funded. These settlement reports are unique to Hidalgo County because they can be distinguish between County-wide Counter payments and On-Line Property Tax payments
- \* **FINALLY**, a fully integrated hosted **SCOFFLAW** collection website and real-time reporting sub-system.

## In Conclusion

**EAI** offers Hidalgo County the **Best Value** proposal for meeting your objectives. EAI is confident that we offer Hidalgo County a Premium Value proposal, which fully and effectively utilizes the resources of not only EAI, but also EAI's parent company, Hamer Enterprises (HE). EAI appreciates the opportunity to continue to assist Hidalgo County with our view of this procurement as being an additional step in extending our pre-existing long-term relationship. We are confident that the **Hidalgo County/EAI** teams will continue to produce improvements in the desired levels of services as well as continue in our efforts to provide unexpected enhancement to current expectations.

<This area was left intentionally blank>

## 4. UNDERSTANDING OF THE PROJECT

### 4.1. HISTORY AND NATURE OF THE VENDOR

**Easy Access Inc (EAI)** draws upon over 39 years of experience in both hardware and software system integration and implementation related to automated government management solutions (including all levels of **Property Tax Management** systems, **Adult Criminal Justice Probation and Supervision** Systems, **Justice of the Peace Court Management** Systems and various vital records management for a **County Clerk's** department). Additionally, as many states have moved to recover delinquent fines and fees by ensnaring "scofflaws" or individual who have skipped out on their prior adjudicated obligations, EAI has progressed to fill this void by creating highly specialized application software that will pursue recovery of these obligation. One case in point is the highly comprehensive 'hosted' **Scofflaw** solution that was *custom* developed for **Hidalgo County** in 2012. As a result of this first-hand knowledge in these multiple disciplines of Public Sector management, EAI enjoys a unique underlying understanding of why these divergent departments work the way they do and therefore what these departments need with regard to handling Credit Card and Internet originated electronic checks (*the "Electronic Check" service is only available through public on-line access*) payment functions. Moreover, Company associates have been instrumental in authoring and instructing numerous automated governmental office related publications and curriculums which today has become industry standard literature and documentation. EAI is also a leading remarketer and business partner for numerous system software and hardware systems and their related components. As a result, these business partner relationships enable EAI to offer a comprehensive, highly coordinated total solution to state and local government offices of all sizes throughout the U.S. Pairing this native software and hardware mastery with our proven automated data and office management methodology and technical expertise, EAI possesses the unique ability to offer a superior total solution for any type of state or local governmental jurisdiction, no matter the size.

EAI and its parent company Hamer Enterprises (HE) are McAllen, Texas based corporations with a branch office in Fort Worth, Texas both of which provide products and services to state and local governments as well as school districts throughout the United States. Our development and support centers offer the highest degree of immediate 1-800 "Live" SUPPORT to our end users. EAI along with HE, have enjoyed years of experience in developing, implementing and supporting automated government office solutions offering turnkey hardware, software, conversion and maintenance solutions throughout their specialized industries.

Most often when software is developed the "end user" and data processing personnel are unable to speak "the same language". This causes a loss in translation and needs go unfulfilled. EAI feels it is essential for software systems to efficiently solve the day-to-day challenges that face government professionals and do so with ease without wading through screens and screens of unrecognizable computer programming terms. With that in mind, data processing personnel far removed from the day-to-day "workings" of a government discipline did not develop our systems. All of our solutions are painstakingly designed and developed by authors and users of the actual curriculum. No other firm in our industry can make such a claim. As a result, our ENetPay™ turnkey solution is much more than just a clearinghouse for electronic payments. Stated more precisely, EAI (*and its parent company, HE*) design and implement many of the back-end systems (*i.e., property tax collection, justice of the peace, Scofflaw / Absconder Management & etc.*) used by numerous county governments, including Hidalgo County. Consequently,

eNetPay™ is actually a solution that is **intrinsically** designed to complement these existing back-end systems with reporting tools that are designed **specifically** for these various departmental subdivisions of county government.

Today EAI has an extensive computer programming and support staff with the average analyst holding an extensive number of years of designated application experience. Because of our exclusive specialization in state & local government our experience in this arena is considered quite unique.

## 4.2. CURRENT CLIENT SITE OVERVIEW

### 4.2.1. HIGH LEVEL STATUTORY SUMMARY – HIDALGO COUNTY TAX OFFICE

#### 4.2.1.1. STATUTORY OVERVIEW

According to the Texas Constitution, the Tax Assessor-Collector is a constitutionally required office for counties that exceed a population 10,000. From an historic perspective, the tax assessor-collector use to determine the value of property and then was tasked with the responsibility of collecting taxes within the county. The office could also contract with other governmental units to perform the same services. However, effective January 1, 1982, state law required that counties participate in a single appraisal district. Under this revision, many duties regarding property taxes that had been performed by the county tax assessor-collector, such as appraisal, became the duties of the office of the chief appraiser of the districts.

As a result, statutorily (Texas Tax Code, Title 1, Property Code, Chapter 31-Collections and Title 2, State Taxation, Chapter 152-Taxes on Sale, Rental and Use of Motor Vehicles) the Hidalgo County Tax Office is constructed on the premise of collecting the attendant taxes associated with these two areas of taxation. Although tasked with the collection of other types of taxes, these are the principal forms of taxes collected from this office.

### 4.2.2. ASSESSMENT OF HIDALGO COUNTY TAX COLLECTOR'S OFFICE

The Hidalgo County Tax Assessor-Collector's Office is organized into two (2) major areas of Tax Collection. In prior discussions [before the release of the current RFP] these 2 areas were previously reviewed on-site with Ms. Eva Mireles, Tax Department's Chief of Operations and Mr. Santos Castilleja, Accountant Auto License Department, and as such these 2 areas of the Tax Office can be characterized as follows:

1. Property Tax Collection of both Real and Personal Property Taxes for both residential and commercial taxpayers. Moreover, beyond the tax collection needs of the County entity, the County Tax Assessor-Collector also performs the task of collecting taxes for various other entities throughout the County and the consequent apportionment of those taxes collected.
2. Additionally, as an agent of the Texas Department of Transportation, the Tax Assessor-Collector is responsible for the registration and licensing of motor vehicles owned by residents of the county and therefore the collection of the State's Vehicle Registration fees.
3. Finally, with the passage of Texas HB1597, the Hidalgo County Tax Office must now move forward with the implementation of this

legislation which pre-eminently provides that Texas taxpayers now have the right [in specific circumstances] to an installment agreement of at least 12 months on a delinquent residence homestead if no other agreement has been made within the 24 months of the current delinquency. In order to extend this capability to individuals that want to make their prospective installment payments via electronic payments (i.e., credit cards) the use of "Credit Card tokenization" will need to be implemented with the County's tax collection / management software vendor, ACT. Since EAI is also an original author of tax collection / management software for Texas county governments we have first-hand integral knowledge of this new State statute. Moreover, EAI is currently prepared to extend this technical functionality via the enhancement of the existing API (Application Program Interface) which EAI has with ACT.

#### **4.2.3. SCOFFLAW [AND KIOSK] COLLECTIONS - HIDALGO COUNTY TAX COLLECTOR'S OFFICE**

##### **4.2.3.1. STATUTORY OVERVIEW [AND CONSTRUCTED SOLUTION]**

In 1997, 1999 and 2011 the 75<sup>th</sup>, 76<sup>th</sup> and 82<sup>nd</sup> Texas Legislature's amended the Texas Transportation Code. The result of these changes ultimately resulted in significant modification to the Texas Transportation Code, the gist of these changes is found in Section 502.010 and 502.185. These modifications provide the following;

**(A)** A county assessor-collector or the department may refuse to register a motor vehicle if the assessor-collector or the department receives information that the owner of the vehicles:

(1) Owes the county money for a fine, fee, or tax that is past due; or

(2) Failed to appear in connection with a complaint, citation or indictment in a court in the county in which a criminal proceeding is pending against the owner.

**(B)** A county that has a contract with the department to provide information to the department necessary to make a determination under Subsection (a)

**(C)** A county that has a contract under Subsection (b) shall notify the department regarding a person for whom the county assessor-collector or the department has refused to register a motor vehicle.

**(D)** After notice is received under Subsection (c), the county assessor-collector or the department may not refuse to register the motor vehicle under subsection (a).

**(E)** A contract under Subsection (b) must be entered into in accordance with Chapter 791, Government Code, and is subject to the ability of the parties to provide or pay for the services required under the contract.

(F) A county that has a contract under Subsection (b) may impose an additional fee of \$20 to:

(1) A person who fails to pay a fine, fee, or tax to the county by the date on which the fine, fee, or tax is due, or

(2) A person who fails to appear in connection with a complaint, citation, information, or indictment in a court in which a criminal proceeding is pending against the owner.

(F1) The additional fee may be used only to reimburse the department or the county assessor-collector for its expenses for providing services under the contract, or another county department for expenses related to services under the contract.

(G) In this section:

(1) A fine, fee, or tax is considered past due if it is unpaid for 90 or more days after the date it is due; and

(2) Registration of a motor vehicle includes renewal of the registration of the vehicle.

#### 4.2.3.2. ASSESSMENT OF HIDALGO COUNTY TAX COLLECTOR'S OFFICE VIA SCOFFLAW DEMANDS

In August of 2012, EAI expanded its long-term relationship with Hidalgo County by developing its current **Scofflaw** search and payment-processing web site, secure integrated database and sustaining reporting subsystem. This integrated database is constructed to address the *secure* payment-processing of fines, fees and taxes from the County Tax Office, the various Justice of the Peace Courts, the District Clerk and the County Clerk (*this database also provides for the on-going merger of data from multiple municipalities throughout the County so that Hidalgo County municipalities can also participate in the non-standard collection process*). This sweeping database reflects the comprehensive nature of the EAI Scofflaw solution that also provides a real time aging and statistical analysis capability of the absconder's (*individuals that have attempted to avert their fine, fee or tax obligations*). This all-inclusive report was designed to provide a comprehensive budgetary report for both the County Finance Department and the County Judge's budgetary staff [as it relates to all County eCommerce payment transactions be they Scofflaw or non-Scofflaw]. Additionally, this **total solution** currently provides for the following:

1. A customized search mechanism for the Motor Vehicle clerks that can search the Scofflaw database by any mix of the following search criteria:
 

a. Date of Birth	h. City
b. Last Name	i. Case Number

- c. First Name
- d. Middle Name
- e. Driver's License Number
- f. Citation Number
- g. Address
- j. Case Status
- k. Warrant Status
- l. Court ID
- m. Date
- n. Search Type

2. Creation of a *secure* Public Website that provides the general public with the ability to search the County's Justice of the Peace, County Clerk, District Clerk Scofflaw databases (*as well as any future Municipal Court databases*) via the following criteria:
  - a. Date of Birth & Last Name
  - b. Last Name & Driver's License
3. Create Departmental specific reports regarding applicable Scofflaw transactions
4. A 'Denial Letter' that lists each applicable department with each of the applicable cases and absconder information
5. A report of 'Denial Letters' generated for each absconder being denied a vehicle registration renewal
6. An on-demand online payment report of all transactions processed as it relates to the scofflaw website and the related absconders
7. Highly secure customized (**Application Program Interface**) API's to third party products such as the County's revenue generated software solutions, i.e., *Tax Office's* application software, the *County Clerk* and *District Clerk's* internal collection application software and the *County Adult Probation Department's (Community Supervision and Corrections Department – CSCD)* application software database as it relates to collections. Additionally, with regard to this database interface the currently merged database also has been designed to support a stand-alone Kiosk (that was provided by EAI for Scofflaw collections) in order to support an independent means by which the County could collect fines, fees, victim restitution and property taxes, without the need of staff intervention.
8. An on-line "real-time" receipting and on-demand audit reports on all Kiosk transactions that are based on:

- a. Reporting of Scofflaw [and non-Scofflaw] specific eCommerce transactions
- b. All transactions that are specific to type, department and applicable departmental identifier, i.e., case or cause # or property ID for each of the eCommerce payments made through the Kiosk.

9. In order to maintain functional continuity, the EAI Kiosk solution was by planned-design, constructed to include "Live" instructor directed training for all current and future staff that are, or that may be tasked with the daily management of an EAI Kiosk

#### **4.2.4. HIGH LEVEL STATUTORY SUMMARY – HIDALGO COUNTY DISTRICT CLERKS OFFICE**

##### **4.2.4.1. STATUTORY OVERVIEW**

The Texas Constitution article 5 section 9 states that: "There shall be a clerk for the District Court of each county. Furthermore, the Texas Government Code states the duties and powers of the Clerk of the District Court: "The Clerk of the District Court has custody of and shall carefully maintain and arrange the records relating to or lawfully deposited in the clerk's office." The district clerk shall:

- Record the acts and proceedings of the district court;
- Enter all judgments of the court under the direction of the judge;
- Record all executions issued and the returns issued on the executions;
- Process passport applications;
- Administer child support payments;
- Administer trust accounts for minors ordered by the courts;
- Keep an index of the parties to all suits filed in the court, and make reference to any judgment made in the case; and
- Keep an account of all funds collected by the office, by way of fines and fees, and the amount due jurors in district court for service.

As a result, the Hidalgo County District Clerk fulfills the obligatory statutory duties of being both the record custodian and fee officer for this area of the County.

Consequently, within the process of maintaining the above records as well as the support of the District Courts, there are occasions when citizens of the County will need to pay applicable fees and fines for County Court related actions.

#### 4.2.4.2. ASSESSMENT OF HIDALGO COUNTY DISTRICT CLERK'S OFFICE

The District Clerk's Office for Hidalgo County as a main stay provides services to the District Courts, law firms, and taxpayers. Stated more precisely, the District Clerk's Office has as its main duties the responsibilities of providing support staff for the District Courts and the County Courts at Law. Additionally, the Hidalgo County District Clerk works with the Judges to obtain timely disposition of all court cases. The District Clerk is the registrar, recorder, and custodian of all court pleadings, instruments, and papers that are part of any civil or criminal actions. From years of practical service to the District Clerks Office, that the Hidalgo County District Clerk's Office is organized into three (3) major areas of fines and fees Collection. These 3 areas are as follows:

1. Collecting Court Costs
2. Collecting fines to all state and local agencies
3. Collection of child support

Moreover, for purposes of future reference, the District Clerk and the Tax Assessor-Collector both utilize uniquely different administrative-collection software provided by two (2) separate vendors. Consequently, all receipts received through credit card transactions will be applied to client accounts and G.L. accounts through the use of their existing individual administrative-collection software.

#### 4.2.4.3. CURRENT OBSERVED NEEDS AND SOLUTIONS

Additionally, and most germane to this RFP response is the fact that that all physical collections in this Department are now under the supervision of the **Collections Department of the County Clerk's Office.**

- In prior discussions [before the current installation of the eNetPay™ gateway services solution] the task of collections for the District Clerk's Office was discussed in detail from a workflow perspective. In that discussion it was ascertained from County Clerk's Collection Manager and the County Clerk's Office Manager that if the County would modify its current "Pay Now" button so that the user could have a separate selection of either the "County Clerk" or the "District Clerk" sites, then the payments that are now coming in under one single area could be selectively apportioned at the time of payment, thereby eliminating a great deal of the need for the County Clerk's Office to sporadically make internal transfers. Under the later upgraded version of eNetPay™, this request was accommodated in a very timely manner.
- Beyond the need to address the above-mentioned internal transfer tasks, EAI also found that there was a need to enhance or speed up the task of entering data for electronic Court payment purposes, particularly in the field areas of:
  - Name
  - Amount to be Paid
  - Case number

As an enhancement for the Hidalgo County installation, Easy Access quickly provided a means to by which this data could be **populated automatically** to the electronic forms that individuals must fill out when paying on-line. This additional service functionality was later accomplished when the County agreed to provide Easy Access with regular data file updates of all active Court payer constituents. This not only served the purpose of expediting the process, but also served as a means by which to verify that the user is entering correct pertinent data for their individual Court case. **Note:** *The cost of this additional service would require a separate quotation because of the need to establish automatic scripting update calls to the County Clerk's existing Court System database and the need to delve into the attendant detail storage demands that would be associated with this request.*

#### 4.2.5. HIGH LEVEL STATUTORY SUMMARY – HIDALGO COUNTY CLERK'S OFFICE

##### 4.2.5.1. STATUTORY OVERVIEW

The Clerk's Office structure & characteristics are statutorily (Section 20, Article 5 of the Texas Constitution) constructed for the expressed purposes of serving as the Clerk of both the County Courts and the County Commissioners. As such, this department is responsible for keeping and maintaining records that pertain to the County Courts, Real and Personal Property, personal records, recording vital statistics; issuing marriage licenses and the administration of other miscellaneous licensing and recording requirements.

During the process of maintaining the above records and the support of the County Courts, there are occasions when citizens of the County will need copies of records or pay applicable fees and fines for County Court related actions. The County's current process for collecting these fees and fines are either by cash or check. Within this proposal, Easy Access Inc would continue to offer support this process through the use of Credit Card transactions and the entire service that is related to the processing of these transactions.

##### 4.2.5.2. ASSESSMENT OF HIDALGO COUNTY CLERK'S OFFICE

The Hidalgo County Clerk's Office is organized into five (5) semiformal sub-departmental subdivisions. These 5 areas are as follows:

1. Vital Records Replication on Demand by Scheduled Fee, i.e., Certified copy of a Birth Certificate
2. Dedicated documents strictly for Deed Records Replication based upon a Scheduled Fee, i.e., Trustees Deed (*we have ascertained that there are approximately 33 of these special documents to date*).
3. County Court Administration, i.e., Collection of Court Costs & Fines
4. Filing Petitions & Lawsuits based on a Scheduled Fee, i.e., Unpaid Debts

5. Filing Probate instruments based on a Scheduled Fee, i.e., Probate of Will/Letters of Testamentary/Muniment of Title Filing

#### 4.2.5.3. CURRENT OBSERVED NEEDS AND SOLUTIONS

With regard to current Departmental needs it was previously found that there were some significant functional demands that as noted above (please see section 1.2.2.3 of this RFP response) that are most germane to this RFP response. These needs were previously found to be mainly centered on the physical collections in this Department (both in the "Collections" and "Bookkeeping" areas) which provides collection services for both the County Clerk and the District Clerks Offices. Prior to the issuance of the 2013 RFP, the following were the high lights of the discussions that were previously held with the Collections Supervisor as well as the County Clerk's Office Manager. Which formed the basis of the implementation of the eNetPay gateway services solution for the County Clerk and District Clerks Offices. Since that time, there has been a steadfast readiness to assist this Department with any of its Credit Card needs.

- In prior 'workflow-collections' discussions to the RFP with County Clerk and District Clerk Office management, it was ascertained from our prior investigations that the *original* method of performing collections involved funding a single County bank account for both Departments. Since those discussions, the eJustice™ System that manages the on-line collections for the County Clerk and District Clerk [as well as the various JP Courts] was programmatically constructed to fund an individual court of jurisdictions individual bank account, thereby eliminating the backend accounting that was previously associated with collections for both the County Clerk and the District Clerk.
- Beyond the need to address the above-mentioned internal transfer tasks, EAI also found that there was a need to enhance or speed up the task of entering data for electronic Court payment purposes, particularly in the field areas of:
  - Name
  - Amount to be Paid
  - Case number

As an enhancement for the Hidalgo County installation, Easy Access designed an interface to the County's data such that data now **automatically populates** the electronic forms that individuals must fill out when paying on-line. This modification [like many others that followed] was all performed at no cost to the County

- An additional pressing issue was the extensive number of NSF (**Non-Sufficient Funds**) checks that the Department receives and the inordinate amount of time that must be expended by the Department for the collection of these NSF checks. With the proposed solution, the County will continue to have the option in all departments to use Easy Access's Electronic Check. The Electronic Check solution is not a guarantee for funds, however it is a near instantaneous process that involves a high-speed review of financial experience data with regard to the Electronic Check issuer, thereby eliminating a great deal of the staff demands would be as it relates to the collection of these NSF items.

Consequently, (as noted in the Executive Summary of this RFP response) this Easy Access offering would provide our exclusive “Resolution Collection Service” for NSF Electronic Checks and Credit Card discrepancies. Essentially, this is a “bad” check collection service on an Electronic Check that is originated from the Internet. Upon notice of a “bad” check, Easy Access will deploy staff to attempt to collect this item and will perform this service (at no cost to the County) for a maximum of 21 days before a Charge Back to the County’s bank account is executed. Given the original recognized effort, that both the Collections Supervisor and the County Clerk’s Manager indicated that took place before Easy Access’s intervention, a significant amount of staff time intervention can be eliminated as it relates to NSF collections. As a result of Easy Access’s 21-day resolution, this process can prove to be an additional ‘value-add’, in reducing the operational demands currently placed on staff with regard to NSF checks.

**Note:** Within the previous local assessment, it was ascertained that for purposes of unique designation, County staff personnel were provided with a unique designation that is comprised of both the Departmental Number and the Slot Number. When combined, each of the County’s staff personnel now has a unique identifier. This aspect of the County’s employee identification structure was custom constructed into the current version of eNetPay™ in order to identify and track all present and future transactions performed in with Credit Card transactions.

#### 4.2.6. HIGH LEVEL STATUTORY SUMMARY – HIDALGO COUNTY JUSTICE OF THE PEACE OFFICES

##### 4.2.6.1. STATUTORY OVERVIEW

The Texas Constitution requires that each county in the State establish between one and eight justice of the peace (JP) precincts, depending upon the population of the county. Also, depending on the population of the precinct, either one or two justice of the peace courts are to be established in each precinct. There are approximately 825 justice of the peace courts in Texas. Moreover, [as noted by the “Annual Statistical Report for the Texas Judiciary”] Texas JP Courts collected \$309,022,186 of which \$208,170,214 was retained by the individual counties. In 2012 the University of Texas (Dallas) performed an assessment on the number of JP Court defendants that failed to either show up for court or were reclassified as absconders for not fulfill the payment of adjudicated fines or fees. The estimate determined for these absconders approximated 29%. At a minimum, if we apply that 29% value to the \$208,170,214 associated with counties of Texas then we see that approximately \$60,369,362 could theoretically be lost in revenue to Texas counties due to this previous absconder conduct. This number takes on a more significant value for Hidalgo County when one considers that Hidalgo County represents more than 2% of the State’s total population. If one extends this value to the hypothetical annual absconder dollars that would theoretically translate to millions of dollars / year could be lost in annual revenue to the County. Since its inception in mid-2012, the EAI EZ-Justice / eJustice™ Scofflaw System (website: <http://hidalgo.go2gov.net>) has recovered well over \$38 million in past absconder fines and fees for Hidalgo County that have gone uncollected in prior years. This is a remarkable

number when one factors the number of absconders that are transients that have left Hidalgo County or are now deceased.

#### **4.2.6.2. ASSESSMENT OF HIDALGO COUNTY JUSTICE OF THE PEACE (JP) OFFICES**

Currently, there are eight (8) JP Courts in Hidalgo County, those JP Courts are; Precinct 1 – Place 1, Judge Gilberto Saenz, Precinct 1 – Place 2 Judge Jesus E. Morales, Precinct 2 – Place 1, Judge Bobby Contreras, Precinct 2 – Place 1, Judge Jaime Jerry Munoz, Precinct 2 – Place 2, Judge Luis Garza, Precinct 3 – Place 1, Judge Juan Jose Pena Jr., Precinct 3 – Place 2, Judge Charlie Espinoza, and Precinct 4 – Place 2, Judge Homer Jasso. In Hidalgo County, the Justice of the peace performs the functions of a magistrate and conducts inquests. Moreover, a justice of the peace may:

- Issue warrants for search and arrest
- Conduct preliminary hearings
- Hears adjudicated Class C Misdemeanor cases
- Administer oaths
- Perform marriages
- Serve as a coroner in counties where there is no provision for a medical examiner
- Issues local Registrars of Birth and Death Certificates
- May serve as a coroner where there is no provision for a medical examiner

In addition to the above, the justice court also functions as a small claims court in civil matters in which exclusive jurisdiction is not in district or county court and the amount in controversy does not exceed \$10,000.

With all of the above said the cost of deferring the expense for these services are in many instances offset by the levy of various types of fines and fees. As a result, the eNetPay™ gateway tool provides the various JP courts in Hidalgo County with a simple to use alternative method by which to collect these fines and fees. Moreover, like all the other departments in the County that collects fines and fees, the eNetPay™ gateway services solution currently provides on-line reports by which to balance revenues and in some instances track transactional performance. Additionally, at the inception of “Operation Clean Slate” it was determined that there could approximately be \$41 Million in prior year’s delinquent fines and fees that could be traced to JP Court absconders. As of this writing, well over \$38 Million in “overdue” fines and fees have been collected via the EAI Scofflaw System that was installed in mid-2012. Additionally, as noted by the Hidalgo County Tax Collector [in 2016], this unbudgeted revenue stream has proved to be a superior service to the County, which has materially helped the County avert property tax increases.

#### **4.2.6.3. CURRENT SPECIAL OBSERVATION**

With regard to current Justice of the Peace Departmental demands, we have observed that there has been a meaningful increase in payment processing for the JP Courts. In prior years, there have been literally thousands of possible school truancy cases that were in a hold status pending existing legal action regarding the various Court’s varying levels of engagement in these types of juvenile offenses. At present we are not

aware of the status of these cases, however, in prior years we examined this possible additional work demand and felt quite sure that should these cases be activated all at one time in the future, would *not* affect the proposed service's ability to process all other County wide departmental transactions quickly and effectively.

#### 4.2.6.1. DISTRICT ATTORNEY'S OFFICE – CHECK FRAUD DIVISION

In the State of Texas, the district attorney is elected from a judicial district for four years. The district attorney is primarily an attorney for the state and attends the state district court, although not exclusively. The district attorney may represent various state agencies when the Attorney General does not do so. In addition, the district attorney may assist the Attorney General's Office in enforcing the rule and regulations of state agencies and the conduct of state officials (for example, the Public Integrity Unit in Travis County).

In some Texas counties, the duties of the district attorney are centered primarily on prosecution of felony criminal offenses; in others, the district attorney may be responsible for civil suits concerning the state, as well as misdemeanor offenses. The district attorney also has an advisory function in regard to county and state officials. The various statutes regulating the prosecuting and judicial duties of the district attorney, as well as the court-related functions regarding state agencies, are numerous and are centered on both State government codes as well as local government codes. For the Hidalgo County engagement, the "HotCheck" Fraud Division of the Hidalgo County District Attorney's (DA) Office has previously called upon Easy Access to provide Credit Card processing services as an alternative mechanism for the purposes of collecting funds for a check that was issued by an individual that had insufficient funds for a check payment.

Ultimately, the mission of the Hot Checks Division is to investigate, prosecute, and collect monies from hot check writers in order to reimburse their victims. The Hot Checks Division is one of the few divisions at the District Attorney's Office that is able to take reports of criminal conduct directly from the victim of the crime. There is no cost to the victim to submit checks to the District Attorney's Office for prosecution and collection. This division of the DA's Office is statutorily supported by the following Texas Penal codes; §31.03 theft, 31.04 theft of service, 31.06 presumption of theft by a check and 32.41 issuance of a Bad Check.

#### 4.2.7. SUMMARY CONCLUSION

Within the local realm of prior years' experience via on-site assessment, it has been ascertained that for purposes of unique description, County staff personnel are currently provided with a unique designator that is comprised of both the Departmental Number and the Slot Number. When combined, each of the County's staff personnel now has a unique identifier. This aspect of the County's employee identification structure has played an important role in identifying and tracking both present and future transactions performed in all Credit Card transactions.

As a result of the previous described prior years of on-site observations and experience with Hidalgo County, the following observations are implicit understandings that will drive any type of Credit Card transactional hosting Service proposal. **First**, within the County Tax Collector's Office there are

proven demands for the collection of both Property Taxes as well as Vehicle Registration – particularly vehicle registration collections that must first verified that no outstanding fine or taxes are due. Additionally, the Tax Office has historically had one of the most labor-intensive departments in the County due to the tens of thousands of individual property tax collection transactions that must be handled individually by staff operators. Therefore, since electronic payment processing provides a unique opportunity for improving staff efficiency as it relates to the entry of these individual transactions, it will be incumbent that the successful vendor be able to provide a proven programmatic API (Application Program Interface) to the Tax Office's Tax Collection software (ACT) – the current Hidalgo County Property Tax Office API was implemented in 2008 and is mature and functions highly effectively and efficiently as it relates to reducing staff interaction demands. Additionally, with the advent of Texas HB 1597, the Tax Office has been tasked with the need to incorporate credit card tokenization so that the County can more fully comply with the intent of Texas HB 1597, which provides for [in certain circumstances] the use of a special installment agreement for delinquent taxpayers. This new installment payment method will need to incorporate the use of electronic payments. EAI has a first-hand knowledge of how this will impact the County Tax Office because EAI is also the original author of a Property Tax Management System for counties that are comparable in size to Hidalgo County (i.e., the Travis County Tax Office). As a result, this API with the ACT tax collection System has [and will continue to have] the direct result of allowing the Tax Office's very large database to be updated without the need of staff intervention, thereby allowing the tax Office to more effectively deploy their scarce human resources. Moreover, with the advent of HB 1597 the need for this type of tokenization has also called for the need for actual subject matter specialization and programmatic resources, all of which are combined in Easy Access to fulfill these on-going Tax Office demands. **Second**, due to the diversity of various fines and fees that emanate from the Clerk's Office, the District Clerk's Office and the various JP Offices, there has proven to be a compelling need to provide not only on-line payment access by Hidalgo citizens, but a comprehensive library of on-line reports (*these are real-time reports that can be pulled on demand and be up-to-date to the minute*) that support the audit requirements of these Offices, but also the need to have in many instances individual payment web sites that will allow Hidalgo County residents the ability to pay many of their attendant court fees / fines and taxes on-line so that the County can realize their goal to maximize existing human resources. Moreover, as observed and experienced, the proposed solution has the proven ability to work in various remote locations where the access to the System must be through a wireless laptop. As a result, the continued use of the proposed solution will very effectively meet the present and future demands that Hidalgo County will need as it relates to a comprehensive, vendor-hosted, electronic payment solution.

## 5. PROPOSERS' QUALIFICATIONS

### 5.1. SPECIFICATIONS / SCOPE OF SERVICES / REQUIREMENTS – REQUIREMENTS

As noted below, EAI will meet all the specifications of this RFP and more importantly can do so *immediately* thereby eliminating any chance of service interruption to both the County and the citizens of Hidalgo County.

1. “Provide a browser-based turn-key Credit Card / Internet Check Payment processing Application Services Provider (ASP) solution”:  
**Response: Yes**, please see sections; 4.1 (paragraph 3) and 5.4.1 of this RFP response for additional details to this requirement fulfillment.
2. “The proposed ASP solution must be fully hosted by the proposing vendor. This ASP solution must be inclusive of all support cost”.  
**Response: Yes**, please see the Executive Summary and section 5.5 of this RFP response for additional details to this requirement fulfillment.
3. “The proposed solution must provide 128-bit encryption.  
**Response: Yes**, the proposed solution now exceeds this requirement via the use of the Advanced Encryption Standard **AES-256-bit** cryptology. Please see the Executive Summary and section 5.4.1 of this RFP response for additional details to this requirement fulfillment.
4. “The proposing vendor must provide “live” instructor directed training services for all current and future staff”.  
**Response: Yes**, EAI will not only provide “Live” training, but this training will be **on-site** and will be made available for all **present** and **future** HC staff. Moreover, this training will be provided for to staff training classes that can range in size from **1 participant** to as many as **20 participants**. Please also see the Executive Summary, sections 4.2.3.2 (paragraph 9), 5.5.7, 5.5.9, 5.5.10 and 5.5.11 of this RFP response for additional details to this requirement fulfillment.
5. “The Credit Card processing provider must hold a current Level-1 Service provider, PCI-DSS (**Payment Card Industry-Data Security Standard**) certification” and have done so for an unbroken period of time that would number at least four (4) consecutive years to this request  
**Response: Yes**, please see the Executive Summary and all of section; 5.3 of this RFP response for certification details to this requirement fulfillment. Moreover, EAI has held this designation for over 12 consecutive years (*since December of 2007*).
6. “The proposed system must provide for payment processing through an in-person / counter modality as well as a public access through the web”  
**Response: Yes**, please see the Executive Summary and section 5.5 (paragraph 6) of this RFP response for certification details to this requirement fulfillment.
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 public websites”.  
**Response: Yes**, please see section, 5.5 (paragraph 5) of this RFP response for details to this requirement fulfillment.

8. "Provide Internet Browser based collection\_services for the following departments:

- i. Tax Office Motor Vehicle
- ii. Tax Office Property Tax
- iii. County Clerk
- iv. District Clerk
- v. Justice of the Peace Courts
- vi. Hidalgo County District Attorney
- vii. Community Service Corrections
- viii. Third party cities or agencies"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary, all of section, 4.2 and section 5.4 of this RFP response as it relates to the details of how this requirement fulfillment has been satisfied.

9. "The proposed solution must provide the County with a Real-time Administrator Module that will allow Hidalgo 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"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 5.5 (paragraphs 2 & 9) of this RFP response as it relates to the details of how this requirement fulfillment has been satisfied.

10. "The proposed solution must provide Hidalgo County with a real-time interface with the County's Property Tax Software vendor, ACT"

**Response: Yes**, The proposed solution has an existing (working) direct interface with the County's property tax software vendor (ACT) so that credit card payments, be they from the public web site (provided by Easy Access Inc) or from the Counter, are programmatically "real-time" entered into the County's property tax collection system – thereby dramatically reducing staff time intervention for purposes of posting a payment and issuing a receipt. Moreover, previous conversations and "walk-throughs" with Ms. Eva Mireles, Chief of Operations, revealed that the existing eNetPay™ gateway solution had abundantly met all of the Departments needs and that the "Live" local support had materially been a very significant part to contributing to the operational success of their Office. Please see the Executive Summary and section 5.5 (paragraph 6) of this RFP response as it relates to the details of how this requirement fulfillment has been satisfied

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".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 5.5 (paragraphs; 5, 6 & 13) of this RFP response as it relates to the details of how this requirement fulfillment has been satisfied.

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".

**Response: Yes**, please see section 5.5 (paragraph 13) of this RFP response for the details to this requirement fulfillment.

13. "The proposed solution must be able to provide on-line receipts for all credit card transactions"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary as well as sections 4.2.3.2 (paragraph 7) and 5.5 (paragraph 6) of this RFP response as it relates to the details of how this requirement fulfillment has been satisfied.

14. "The proposed solution must provide a unique tracking number for all transactions that is in addition to any user defined reference identifier"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary, section 4.2.5 (Note), and section 5.5 (paragraph 3) of this RFP response as it relates to the details of how this requirement fulfillment has been satisfied.

15. "Must provide on-line "real-time" on-demand reports on all counter transactions based upon the following minimum guidelines:

- i. Daily transactions by unique task, i.e., property tax payment, motor vehicle fee, court fines & etc.
- ii. All transactions by date
- iii. All transactions, by either week, month or real-time on a daily basis for counter transactions
- iv. All transactions by unique user-defined Employee Identifier"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and section 5.5 (paragraph 7) of this RFP response as it relates to the details of how this requirement fulfillment has been satisfied.

16. "Provide daily "live" Customer Call Service Desk support to County staff and the client Credit Card users".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and sections 4.1 (paragraph 2) 5.5.7 and section 5.5.7.2 of this RFP response for the details of how this requirement fulfillment has been satisfied.

17. "Provide daily "live" credit card resolution assistance".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary, sections 4.2.5.3, 5.4.1, and 5.5 (paragraphs 7 & 8) of this RFP response for the details of how this requirement fulfillment has been satisfied.

18. Provide a secured search site for Motor Vehicle clerks to search the Scofflaw database by any/multiple or all the following 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
- f. Citation Number
- g. Address
- l. Court ID
- m. Date
- n. Search Type

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 of this RFP response for the details of how this requirement fulfillment has been satisfied.

19. "Provide a Denial letter listing for 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.

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 of this RFP response for the details of how this requirement fulfillment has been satisfied.

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

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 (paragraphs 1 & 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

21. "Provide on-demand online payment report of all transactions processed regarding non-scofflaw online payments".

**Response: Yes**, please see section 4.2.3.2 (paragraph 6) of this RFP response for the details to this requirement fulfillment.

22. "Provide on-demand online payment reports of all transactions processed regarding absconders"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 (paragraph 6) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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 Criteria:"

- a. Date of Birth & Last Name
- b. Last Name & Driver's License

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 (paragraph 2) of this RFP response for the details of how this requirement fulfillment has been satisfied.

24. "Provide secure online payment processing solution for Scofflaw Absconders through the Scofflaw website."

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary, sections 4.2.3.2 and

5.5 (paragraph 5) of this RFP response for the details of how this requirement fulfillment has been satisfied.

25. "Provide department specific transaction reports"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary, sections 4.1 (paragraph 3), 4.2.3.2 (paragraphs 3 & 8) and 5.5 (paragraph 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

26. Provide department specific settlement reports funding into County department designated bank accounts.

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 5.5 (paragraph 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

27. "The proposed solution must provide daily "live" Customer Call Service Desk support to County staff and the client Credit Card users".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary, section 5.5 (paragraph 8) and section 5.5.7 of this RFP response for the details of how this requirement fulfillment has been satisfied.

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"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see sections 4.2.3.2 and 5.5 (paragraph 13) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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
- v. Hidalgo County District Attorney's

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 (paragraph 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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 Community Service Corrections Department"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 (paragraph 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 (paragraph 9) of this RFP response for the details of how this requirement fulfillment has been satisfied.

32. "The proposing vendor must provide online 'real-time' on demand audit reports on all kiosks transaction based upon the following 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"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 4.2.3.2 (paragraph 8) of this RFP response for the details of how this requirement fulfillment has been satisfied.

33. The proposed solution must be able to provide live receipts from the various licensed software solution that the kiosk will be interfaced with for all eCommerce transactions.

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and 4.2.3.2 (paragraph 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

34. The proposed solution must be able to provide for online 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 Countywide 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.

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see section 5.5 (paragraph 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the section 5.5 (paragraph 10) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the section 5.5 (paragraph 8) of this RFP response for the details of how this requirement fulfillment has been satisfied.

37. "The proposing vendor must have a Texas Scofflaw Application implemented"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and sections 4.1 (paragraphs 1 & 3) and 4.2.3.2 (paragraph 1) of this RFP response for the details of how this requirement fulfillment has been satisfied.

38. "The proposing vendor must be a local vendor"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and section 4.1 (paragraph 2) of this RFP response for the details of how this requirement fulfillment has been satisfied.

39. "The proposing vendor must have a support office within 65 miles of the County."

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and section 4.1 (paragraph 2) of this RFP response for the details of how this requirement fulfillment has been satisfied.

40. "The proposing vendor must have provided similar for the County for the last 2 years"

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and section 4.2.7 (paragraph 2) of this RFP response for the details of how this requirement fulfillment has been satisfied.

41. "The solution must provide for on-line next-day Settlement 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".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the section 5.5 (paragraph 7) of this RFP response for the details of how this requirement fulfillment has been satisfied.

42. "Provide a means by which the County can request a credit card transaction reversal".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the section 5.5 (paragraph 10) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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 an Internet originated check".

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the section 5.5 (paragraph 8) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and section 5.5 (paragraph 14) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the section 5.5 (paragraph 8) of this RFP response for the details of how this requirement fulfillment has been satisfied.

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 installment payment agreements.

**Response: Yes**, this functional request was satisfied in our 2013 engagement with Hidalgo County. Please see the Executive Summary and section 4.2.2 (paragraph 3) of this RFP response for the details of how this requirement fulfillment has been satisfied.

<This area was left intentionally blank>

## 5.2. ADDITIONAL REQUIREMENTS – TIMELINE FOR SERVICE DELIVERY

The time frames listed below are predicated from the date of execution of the proposed SERVICES Agreement. Failure to complete any milestone listed within the time frame agreed below can impact the completion of the remaining milestones.

PROJECT MILESTONE	TIME FRAME
Delivery, execution and acceptance of Professional Services Agreement	01 – 10 Days
<sup>1</sup> Delivery of Contracted eNetPay® SERVICES & Manual Collection Supplies	Immediately (there would be no break in current services)
Review of currently install web-based CASHIERING Fee / Fine and Property Tax Payment Web based payment services solution with County Official – including the special implementation of <sup>2</sup> Credit Card Tokenization.	Immediately (there would be no break in current services)
Delivery of [any additionally requested] Project Team Training for any personnel that have not previously been trained	Immediately (there would be no break in current services) Additional no-cost training is always available upon request
<sup>2</sup> Completion of final acceptance testing for Credit Card Tokenization	Immediately (there would be no break in current services)

**\*Notes:**

<sup>1</sup> Since eNetPay service are currently in production for Hidalgo County, the second milestone; "Delivery of Contracted eNetPay® SERVICES does not imply in any way that there would be any interruption of services between the present use of these services and the actual date of the execution of a new "Services Agreement".

<sup>2</sup>The incorporation of the eNetPay® Credit Card Tokenization was an 'e-payment' necessity at the time that this service was put into Production for the County so that the County could be in full compliance with the intent of Texas HB 1597, which provides for [in certain circumstances] the use of a special installment agreements for delinquent property taxpayers. Therefore, there would be no interruption of the currently implemented service.

### 5.3. PAYMENT CARD INDUSTRY – DATA SECURITY STANDARD (PCI – DSS) CERTIFICATE

The **Payment Card Industry Data Security Standard** is a worldwide information security standard assembled by the **Payment Card Industry Security Standards Council** (PCI SSC). The standard was created to help organizations that process card payments prevent credit card fraud through increased controls around data and its exposure to compromise. The standard applies to all organizations which hold, process, or pass cardholder information from any card branded with the logo of one of the major card brands, i.e, Visa or MasterCard.

Validation of compliance can be performed either internally or externally, depending on the volume of card transactions the organization is handling, but regardless of the size of the organization, compliance must be assessed annually. Organizations' handling large volumes of transactions must have their compliance assessed by an independent assessor known as a **Qualified Security Assessor (QSA)**, while companies handling very small volumes have the option of self-certification via a **Self-Assessment Questionnaire (SAQ)**. However, due to the highly secure nature of the stored or transmitted credit card data most regions of the Country have now modified these rules such that most of these SAQs must now secure a signoff by a QSA for final submission.

Enforcement of compliance is done by the bodies holding relationships with the in-scope organizations. Thus, for organizations' processing Visa MasterCard, Discover or American Express transactions, compliance is enforced by the organization's acquirer. Consequently, non-compliant companies who maintain a relationship with one or more of the card brands, either directly or through an acquirer risk losing their ability to process credit card payments and being audited and/or fined.

**Note:** The proposed solution has operated for more than six (6) consecutive years under these very reliable and protected standards of credit card security.

**(Please see our current PCI-DSS Certificates on the following page)**

5.3.1. CURRENT PCI-DSS LEVEL ONE CERTIFICATE

# Certificate of Compliance

Payment Card Industry Data Security Standard

This is to certify that the company below has completed a PCI DSS level one onsite assessment and was validated by SecurityMetrics against the PCI Data Security Standards (version 3.2), endorsed by Visa, MasterCard, American Express, and other leading card brands. A Report On Compliance (ROC) was issued by a Qualified Security Assessor (OSA) for the following:

**Hammer Enterprises/Easy Access/Texas Logic**  
**Level One Service Provider**  
**Report On Compliance: December 5th, 2018**

**Conditions of Issuing:**

1. SecurityMetrics, Inc. has issued this certificate to indicate that the aforementioned company has been assessed against the requirements of the Payment Card Industry Data Security Standards' (PCI DSS) validation methods and were found to be compliant to PCI DSS version 3.2 on the date of issue only, no other guarantees are given.
2. This certificate should not be used as an official verification of compliance. Those needing to verify compliance should review the Attestation of Compliance (AOC) and/or the ROC. Official inquiries should be directed to the organization being reviewed.
3. The certificate offers no guarantee or warranty to any third party that the company is invulnerable to attack or breaches in its security, and SecurityMetrics accordingly accepts no liability to any third party in the event of loss or damage of any description caused by any failure in or breach of customer security.

Brian Budge - Security Analyst, CISSP, OSA

12/10/2018

Date

SECURITYMETRICS

**5.3.1. CURRENT PCI-DSS SELF-ASSESSMENT QUESTIONNAIRE CERTIFICATE**

**SecurityMETRICS®**

**Certificate of PCI DSS Merchant Compliance**

Payment Card Industry Data Security Standards Validation

Based on the information provided by the merchant listed below involving its security policies, procedures, and regulations, SecurityMetrics has found the merchant to be compliant with the Payment Card Industry Data Security Standards (PCI DSS), endorsed by Visa, MasterCard, American Express, Discover, and JCB card brands.

**Hammer Enterprises/Easy Access/Texas Logic**


Last Passing Scan Date: 09 Nov 2018

Self Assessment Questionnaire (SAQ D-SP 3.2.1) Compliant Date: 06 Dec 2018

SecurityMetrics recognizes the merchant for its efforts to reduce credit card theft and fraud. By achieving PCI certification, this merchant is maintaining rigorous data security standards to ensure that its customer's credit card information remains safe and secure. In order to maintain PCI DSS compliance the merchant's self-assessment questionnaire must be passed every 12 months and any scans, if applicable, must be passed every 3 months.

www.securitymetrics.com  
www.pcisecuritystandards.org

Ian Taylor  
Director of Security Fulfillment



## 5.4. QUALIFICATIONS WITH RFP

### 5.4.1. SOLUTION ABSTRACT

Hidalgo County has requested a vendor to provide a service for the settlement of all fines, fees and Property Tax payments as described in Section 1.2, "Current Client Site Overview" of this RFP response. This service must be provided vis-à-vis the employment of Credit Cards and / or Electronic Check (an electronic check that is originated from the Internet) methods of electronic payment. To accomplish this request in its totality EAI would like to continue to offer our **Application Service Provider (ASP)** hosted solution, eNetPay™. As an ASP EAI will assume the role of a hosting provider that will manage and distribute its Application Software-based Services and solutions to Hidalgo County through a wide area network (*in this case the network will be the Internet backbone*) from a central data center located in McAllen Texas. It is important to note that eNetPay™ is a native application solution that is designed from the ground up specifically for the medium of the Internet. This is an important factor when evaluating a solution such as eNetPay™. Many applications that are utilized in the medium of the Internet are merely legacy applications that have been retrofitted to operate in the realm of the Internet. As a result, they have not constructed their solution based on industry standards for the Internet as well as the rapidly changing national security standards {i.e., **Payment Card Industry – Data Security Standard (PCI-DSS)**} that must be natively designed and constructed with this in mind. Consequently, performance, functional-expandability and security can be seriously constrained or in some instances or woefully missing. This extension of service would continue to allow Credit Card holders to actually pay for such things as County Taxes directly over the Internet or in the extreme, provide a mechanism by which tax payers that currently have to keep a separate escrow account for the on-going payment of fees, could now find this function consolidated in the single funds management of a credit card account. An example of this could be the repetitive Court fees that are paid by attorneys on a daily basis, for which they maintain a separate escrow account. This could all be replaced or augmented with a simple to manage cost effective credit card account that would only demand funds as required versus the ongoing replenishment of an escrow account. In a prior assessment discussion with the County Clerk Office Manager, it was conceded that this functional characteristic along with the proposed Electronic Check solution (and its companion "**Resolution Collection Service/Assistance**" – the bad check collection service for any insufficient funds Electronic Checks received through an Internet originated check) alone could significantly impact the productivity of this division of the District Clerk's Office as well as create a very cost-effective alternative for their client users.

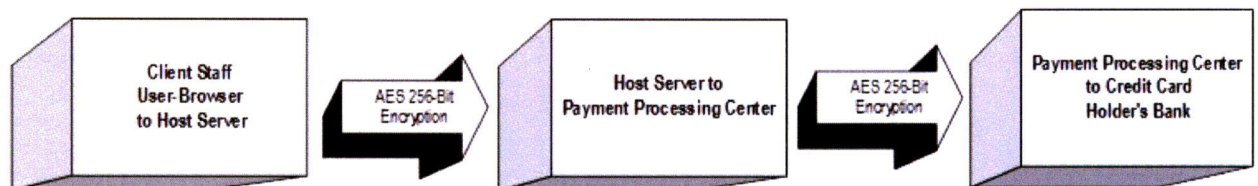
As an exclusive solution provider to the Public Sector for over 39 years, EAI is well positioned to truly appreciate the current needs of the various departments throughout the County because EAI is also an original author of application software that can actually be used to manage many of these departments; i.e., property tax office, Justice of the Peace Courts, probation departments, and the like. As a result of this "first-hand" experience that we have throughout public sector enterprises of the United States, EAI is in a far better position to understand the current and long-term needs of these departments and as a consequence, will in many instances provide enhancements (*well in advance of a client request*) that are related to the work-flows of these departments. For example, in Counties such as Travis County EAI was one of the early pioneers of developing bar code and QR code enhancements for County property tax bills so that collection staff effectiveness could be materially improved. For this reason, EAI is in the position of truly understanding the underlying needs of this enterprise-wide request for the County. Consequently, the eNetPay™ gateway solution should be construed as a

very comprehensive Service System that is designed to address the apparent and the not so apparent elements of this request.

## 5.5. REASONS FOR SELECTING EASY ACCESS OVER OTHERS

The following will provide some major highlights of the proposed solution when comparing eNetPay™ to other products.

1. **SECURITY:** The all-encompassing eNetPay™ gateway solution provides a secure mechanism that is constructed for credit card / Internet Check payment processing through a unified electronic payment-processing center. This System will operate with a clustered Host Server that is accessed from the backbone of the Internet. In so doing, this System has been designed to provide the highest level of encryption and authentication at **all** levels, that being AES 256-bit encryption. In other words, AES 256-bit encryption permeates the entire process at all levels of a transaction. The flow chart below will clearly demonstrate this very important aspect of the System.



It should be further noted that although AES 256-bit encryption is the highest *current* level of encryption, eNetPay™ is designed structurally from its foundation to optimize at all levels, technology's on-going highest level of future encryption development. Moreover, eNetPay™ is a credit card processing solution that has repeatedly received the coveted security certification known as PCI-DSS (**Payment Card Industry – Data Security Standard**). This highly secure computing environmental certification is singularly the top certification for security that a credit card processor can receive.

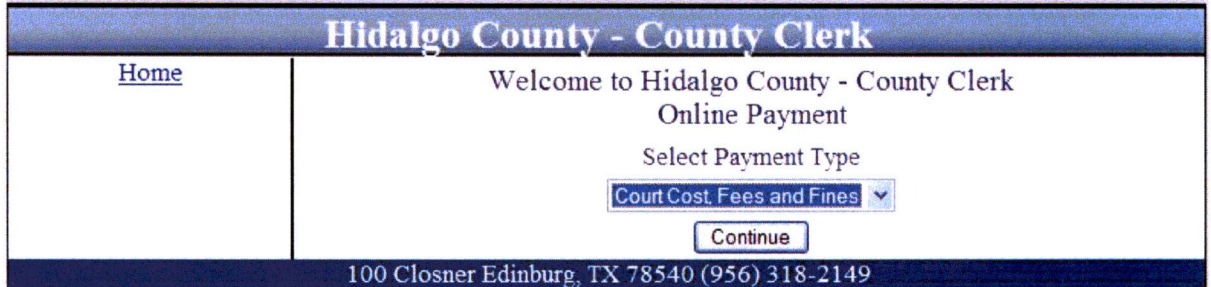
2. **USER-DEFINED TABLES:** The eNetPay™ gateway incorporates the function of User-Defined Tables (through a *Real-time Administrator Module*) for identifying all current and future chargeable tasks (description), i.e., processing credit card payments for such services as fees for various types of petitions, Property Tax Payments, Motor Vehicle Registration, fees for special license plates & etc. Moreover, these individual user-defined tasks can be individually assigned authority by specific users.
3. **USER-DEFINED INTERNAL AUDIT REFERENCE NUMBERS:** The eNetPay™ gateway is a software services solution that has the flexibility of having a user defined Reference Identifier, i.e., a Court Case Number, a Court Bill of Cost or Receipt number & etc. Additionally, for the purpose of security and auditing parity, eNetPay™ also generates a *unique Internal Tracking Number* that is in addition to the user defined Reference Identifier. Together, these two identifiers provide an incomparable level of audit security parity.
4. **USER-DEFINED EMPLOYEE / OPERATOR IDENTIFICATION:** eNetPay™ is a software services solution that has the flexibility of utilizing the County's existing employee identification number (please see section 4.2, 'Current Client Site Overview', of this RFP response). This is a

very important aspect as it relates to the use of current security and personnel job function tracking requirements.

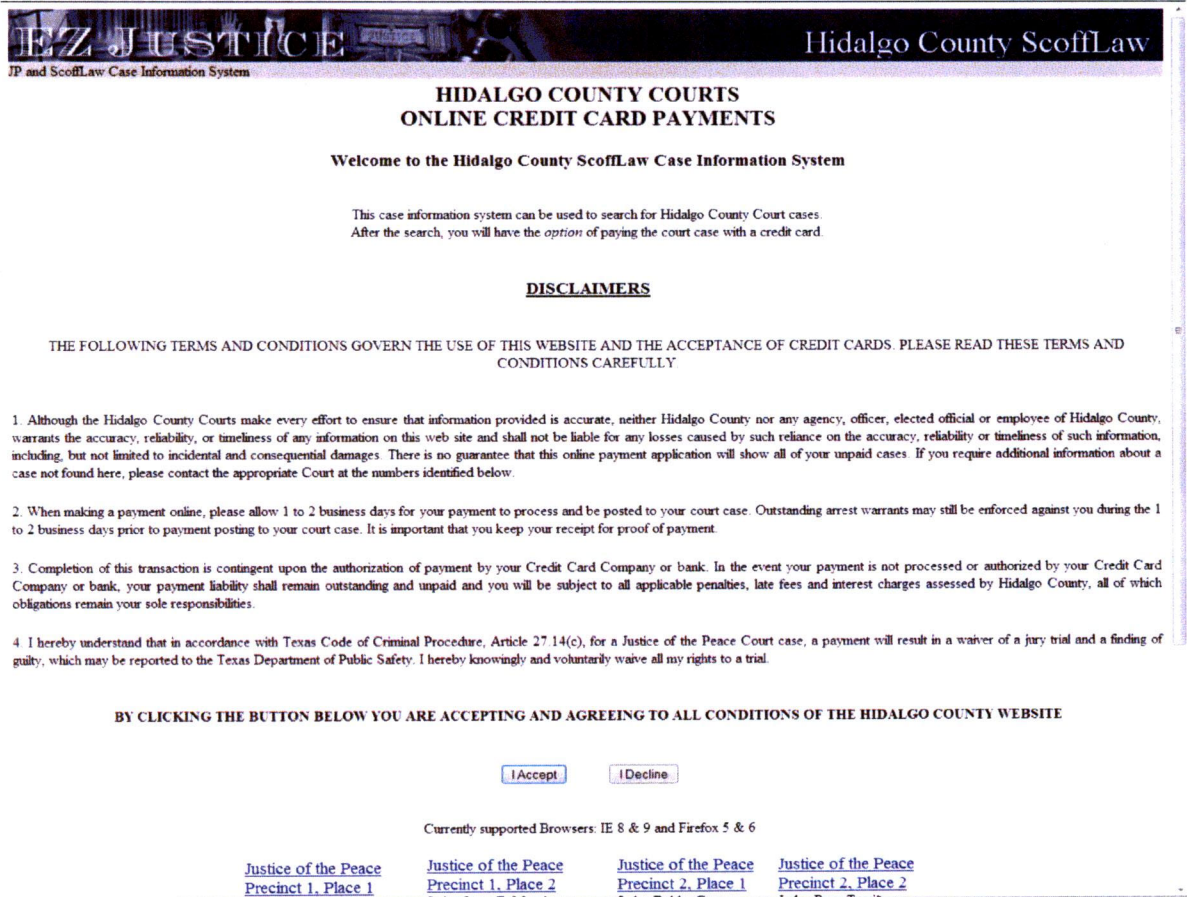
5. **CREATION OF CUSTOM WEBSITES SPECIFIC TO COLLECTION OF SERVICE FEES AND FINES**

Where applicable, EAI will continue to provide all necessary custom payment websites for either a specific department or project. For example, the images below illustrate the current custom websites that were created for the **County Clerk’s Office** and the previously implemented Justice of the Peace collection website known as “**Scofflaw**”.

**Hidalgo County Clerk’s On-line Payment site**



**Scofflaw Look-Up and Payment website**



6. **DIRECT “REAL-TIME” INTERFACE TO COUNTY’S PROPERTY TAX COLLECTION SYSTEM (ACT):** The current installation of eNetPay™ has an existing direct interface with the County’s property tax software vendor (ACT) so that credit card payments, be they from the custom

public web site (provided by Easy Access Inc) or from the Counter, are programmatically “**real-time**” entered into the County’s property tax collection system – thereby dramatically reducing staff time intervention for purposes of posting a payment and issuing a receipt (the dual entry of web access and / or “in-person / counter modality” is available for all departments in the County).

**Note:** All eNetPay™ transactions [whether it be in the Tax Office, Clerks Office, Probation Department, District Attorney or Justice of the Peace payment processing] will generate a real-time “online receipt” like the one shown below:

### Sample “On-line” Payment Receipt

Tax Collector/Collector	
Duplicate - Receipt	
Location: 5	Employee: 92
Transaction Information	
Transaction Type: License Registration	
ID: 751167	
Year: 2004	
Amount Due: \$53.30	
Convenience Fee: \$3.00	
Total Amount Due: \$56.30	
Payment Information	
Payment Method: Credit Card	
Card Type: VISA	
Card Holder Name: JOE EAL	
Reference #: 2675	
Transaction #: 6EMF1751167	
Authorization #: 1875	
Processed Date: 03/17/2003	
Processed Time: 09:55:55 AM	
<a href="#">Home</a>	

7. **ON-LINE, ON-DEMAND REAL-TIME REPORTS:** The eNetPay™ gateway is a all-inclusive software services solution that incorporates the use of comprehensive audit reports as well as ad-hoc reports. Based upon the fields that are currently utilized by eNetPay™, the designated Administrator can generate reports in a myriad of various permutational forms. For example, the Administrator can generate reports by:

- Daily transactions by unique *Task* (i.e., Property Tax payment, motor vehicle fee, court fines & etc.)
- On-demand duplicate
- All transactions by a specific *Date*
- All transactions by *Week, Month*, or real time on a *Daily interim* basis
- All transactions by *Location*
- All transactions by *Unique Employee Identifier*
- All transactions by *specific department*

- Querying a specific *Credit Card Processing Center Authorization Code*
  - By any *combination* or permutation of the above *Report Forms*
  - Next-day Settlement reports by department for all transactions funded via department-designated bank accounts. These settlement reports are unique to Hidalgo County because they can be distinguished between Countywide Counter payments and On-line Property tax payments that are **directly interfaced** with the County's existing Property Tax Collection vendor, ACT. Additionally, this aspect of eNetPay™ will also provide the ancillary service of "Live" credit card [or eCommerce] resolution assistance.
8. **Resolution Collection Service:** the proposed eNetPay™ gateway solution also provides for collection assistance by "Live" EAI staff as it relates to Internet generated bad checks or credit card charge backs. This additional service is metaphorically, well "*worth its weight in gold*" because it provides for up to 21 days of "Resolution / Collection Service" before a prospective charge back to the County's depository institution will be reflected. Beyond the obvious positive effects to cash flow, this service also provides **relief** to these kinds of work demands that would usually be relegated to County staff, thereby allowing the County staff to perform their *primary tasks* in a more efficient manner.
9. **User-Managed Administrative Security Module By Multiple Locations:** The eNetPay™ gateway is a software services solution that is designed to operate in multiple locations, yet managed from a user-managed Administrator module. For example, the Administrator can enable specific personnel with the authority to perform only certain tasks by a designated location. Additionally, security can be assigned to specific individuals for performing non-standard transactions, i.e., cancellation of a transaction. In doing so the Administrator should be comforted by the knowledge that the System maintains a comprehensive internal log of **ALL** transactions.
10. **Turnkey Solution:** The eNetPay™ gateway is a turnkey browser-based software Services solution that through its Credit Card hosted Services offering, is flexible enough to work with any financial institution or depository of the County's choosing, including its current depository, *Lone Star National Bank*. Moreover, when contrasting other contending solutions to eNetPay™ the first observation that the reviewer(s) will see is that it is not necessary to use a separate merchant I.D. number for each client for actual Credit Card processing and funds apportionment of to a client's specific financial institution. This flexibility is further complimented by the ease of performing a **transaction reversal** before the credit card account is debited. In order to avert the initial debiting of a credit card account, the eNetPay™ solution is flexibly designed to allow a "same-day" **reversal**, which would be necessary for intercepting a transaction before posting to a credit card holder's account. Due to the elevated security nature of this type of "same-day" transaction the **reversal** can only be implemented by previously designated/authorized County staff. However, should the cardholder request the reversal beyond the day of the transaction, but before the statement is generated, it is likely that the debit transaction and an offsetting credit transaction will appear on the cardholder's statement). Consequently, as the reviewer will observe, EAI has constructed its central processing center via a very comprehensive model of services. As a result, EAI as a fully hosting Services provider is uniquely positioned to effectively marshal and concentrate the resources some of the largest single Credit Card Processors in the world (i.e., PayPal, TYSYS, Braintree and First Data) for all accounts processed, which in turn provides a substantial **economy-of-scale**, which ultimately

provides all of EAI's end-credit-card-users with a convenience fee value that is singularly unique.

11. **Redundant Backup Solution:** eNetPay™ is a Hidalgo County – locally hosted software services solution that provides triple redundant backup services (*vis-a-vis, the ASP Host Server that is comprised with: RAID-5, Tape Subsystem and Clustered backup Server*) regarding data backup. Additionally, our proposed solution can provide CD / DVD copies of a limited amount of data for those County Offices that choose to subscribe to the service.
12. **Proposed Offering includes Technical & Statutory Support:** The eNetPay™ gateway services solution like all Application Software in the Public Sector is continually reviewed because of local needs to adapt to changing requirements be they technical or statutorily mandated. For that reason, updated user documentation is provided in a real-time environment through the Administrator's access to the System. Consequently, as new enhancements are added to the System, the User-Client can immediately avail themselves of these new enhancements.
13. **Ability to Commit to All Services Required – examples: Tax Office & “Operation Clean Slate / Scofflaw”:** Easy Access is and has always been quick to commit resources for the County whenever the situation arouse. For example, when the Tax Assessor - Collector (in his previous capacity as the Chief of Operations) wanted to enhance staff effectiveness and efficiency by producing a programmed interface directly to the Tax Office's application software vendor (ACT) Tax Collection System we on the day of the request, met with all parties concerned. This was immediately followed by the development of a custom design document that met and exceeded all County expectations. Within days, the custom **Application Program Interface (API)** was created. The rapid creation of the custom API was then followed by an in-depth quality assurance process that included heavy stress and load testing, which was immediately thereafter brought live for Hidalgo County citizens and has for many years now been an integral component of the Tax Office's resources that provides a means by which employees can be more effectively deployed to the tasks of property tax collections..

A similar occurrence followed the implementation of the Tax Office API when the previous County IT Director, and his Information Systems Administrator, called to explain their idea for “Operation Clean Slate” (which later became the County's **Scofflaw** website). Since the development of this website was of such a high priority to the County, it then became a high priority to Easy Access. A meeting of County and EAI technical leadership quickly ensued and like the Tax Office request was immediately acted on and brought live by the date requested by the Commissioners Court. The proposed offering includes not only the current custom designed API with the County's existing “Universe” database solution (which is used to support the County's legacy system for tracking delinquent fines and fees) but also the on-going migration to the County's Odyssey criminal justice System from Tyler Technology. This current highly specialized function of performing *secure* searches (citizen searches are by name and date of birth) and payments against the County's legacy system database is performed via our eJUSTICE™ subsystem. This subsystem securely manages the “**Scofflaw**” citizen access and payments as it relates to the County's need to collect delinquent fines and fees. Moreover, as previously mentioned a plan was implemented for the on-going migration of the eJUSTICE™ collection subsystem solution to the County's Odyssey criminal justice System from Tyler Technology. At present, there are still some testing by the County that must be completed before eJustice is fully interfaced with the Odyssey System. Therefore, when the County is ready to completely “go-live” with its final implementation of the Odyssey System [including the implementation for all of the JP

Courts], eJUSTICE™ stands ready to support the crucial multi-departmental demand as well as the electronic payment demands that must also be available to all of the Court Systems in the County as each pursues their individual migration to the Odyssey System.

Finally, the cost of the overall offering for this engagement (which also includes these custom rapid response services to the County) is **ZERO** (*the costs of these services are deferred through the Convenience Fee charge for each transaction – please see section 7, “Fee Schedule”, of this RFP response*). Moreover, our physical close proximity to Hidalgo County Offices (*our National Corporate and Service offices are in McAllen – next to the Museum*) and years of experience in working with Hidalgo County should more than anything else, illustrate our desire to fully and rapidly support the County in all current and future endeavors.

**14. Optional use of the eNetPay™ HID (Human Interactive Devices)** – The eNetPay solution provides for the as needed use of an optional special magnetic strip swipe readers and / or the optional use of complementary electronic signature pads. The HID is a unique device that when incorporated into a client site installation can make a significant impact on individual staff performance. This device was designed by EAI as an electronic tool that can complement the full functionality of eNetPay™ by creating a rapid means by which to quickly input credit card cardholder information.

#### **5.5.1. HOST SERVER UTILIZED FOR ASP**

**Configuration:** The Host Server utilized for the ASP environment possesses the following major characteristics

- N-Tier System Server Design
- Computing Tiers are separated between the HTTP Server and the Database Server
- Server configuration based on the highly stringent PCI – DSS (Payment Card Industry – Data Security Standard) specifications
- ISCA (International Computing Security Association) Certified Internet Security Appliance
- Well established Backup procedures for current and archived database

#### **5.5.2. REQUIRED MINIMUM PC WORKSTATION SPECIFICATIONS**

Since the System has been designed to be a “Browser” based solution, the existing County inventory of PCs show up as being capable of being able to be utilized for the necessary terminal Workstations. These workstations need only to be capable [at a minimum] of supporting Microsoft’s Internet Explorer 11.0™ or any other industry standard server that supports AES 256-bit encryption and has connectivity to the Internet.

#### **5.5.3. REQUIRED MINIMUM COMMUNICATIONS SPECIFICATIONS**

As mentioned above, Workstation communications with the Host Server will require client-side connectivity with the Internet. Workstation connectivity can either be by simple analogue connectivity or if available, the County’s broadband distributive network can be utilized.

#### 5.5.4. REQUIRED MINIMUM PRINTER REQUIREMENTS

Because the proposed System has operated within the County District Clerk's, County Clerk, Tax Assessor-Collector's, Adult Probation, Justice of the Peace offices and District Attorney's Office (Check Fraud Division), the existing network of PCs that the County possesses will also be able to continue to utilize the existing network of printers. Consequently, there will not be a requirement for additional printer hardware.

#### 5.5.5. REMOTE REQUIREMENTS – VALUE ADD

Because the System is Internet "Browser" based if remote locations are ever activated the only requirements will be that the PC(s) Workstations utilized be minimally configured to reflect the specifications identified in subsection 5.5.2 above and have connectivity to both a printer and the Internet. And as previously mentioned the Internet connection can be either a simple analogue asynchronous mode of connectivity (*i.e., approximately 47kbps to 52kbps data transmit/receive rate*) or the existing County broadband network access. Moreover, for users such as such as JP Court Precinct 4 Place 2, where remote access has previously been a necessity, the proposed solution will also operate in a wireless environment. Consequently, access to the System can be through a conventional desktop or through a wireless laptop.

#### 5.5.6. HARDWARE MAINTENANCE

There is **no hardware maintenance** required because there will not be a need for additional hardware to be acquired.

#### 5.5.7. EASE OF SUPPORT SYSTEM & RESPONSE TIME

##### 5.5.7.1. APPLICATION SOFTWARE SUPPORT

All Support, both in terms of the "Help Desk", live training and any Application Software upgrades would be provided within the realm of our services, as an ASP provider to all of the County Office's that choose to utilize this service. As a result, there is **no cost** to the County regarding Application Software Support.

##### 5.5.7.2. CONTACT FOR MAINTENANCE OR SERVICE

All contact for maintenance, service desk support (both to the County staff & the Credit Card holders) and training will be to a "live" respondent service center by a local telephone number. Additionally, all local support for purposes of both *electronic support* as well as *local on-site support* will be through real-time "Live" staff respondents. As a result, service response will be *instantaneous* and therefore far less than the usually anticipated minimum industry standard of 4-hours.

#### 5.5.8. CREDIT CARD PROCESSING SUPPLIES

Our proposal also includes all necessary credit card supplies at **no cost** to the County. These supplies would only be utilized should any of the County subscribing Office(s) experience a power or communications outage.

### 5.5.9. AN OVERVIEW OR UNDERSTANDING OF THE IMPLEMENTATION METHODOLOGY

Because there will be no pre-existing data to convert nor major hardware to install Implementation will be confined to primarily training any additional Offices that are currently not enrolled in this service or any new personnel that may be engaged to manage the Scofflaw System as it relates to various types of absconders. The training will be essentially for both staff clerks and management personnel and will be performed in a “live” on-site training environment by a “live” trainer for both currently employed staff as well as any new staff in the future. This training will deal with both the daily functionality of the operator Application Software service as well as the management of Security. All of this training will be provided at **no cost** to the County.

### 5.5.10. TRAIN THE HIDALGO COUNTY PROJECT TEAM

EAI has found that the best method to ensure positive attitudes of user personnel is through extensive training. EAI feels that the success of the system is highly dependent on the attitude of the personnel using the system and the environment in which they are trained. The objective of this step is to accurately identify and **meet** with the appropriate Hidalgo County Departmental staff regarding training needs for the proposed Credit Card / Electronic Check Processing System. Moreover, this solution provides an extensive degree of leeway with regard to participant training. For example, the proposed training by EAI will not only provide “Live” training, but this training can be either **on-site** or by remote access. Moreover, this training can be performed and made available for all **present** and **future** HC staff. Furthermore, this training can be provided to staff training classes that can range in size from **1 participant** to as many as **20 participants**. Finally, the training will be provided by an individual (Mr. Tony Worley) that is not only a professional trainer for this System, but is also an individual that has over 10 years of “hands-on experience” and was one of original System developers of the eNetPay™ System. As a consequence, Mr. Worley can provide a unique dynamic to all training with the proposed System because he also possesses diverse level of experience with EAI’s Property Tax Management Systems, Scofflaw and Criminal Justice Systems. Therefore, he can as a *subject matter specialist*, relate the distinctive attributes of the proposed solution as it will be utilized by **each** of the individual participating County departments.

#### **Key tasks to be completed during training:**

- \* Develop and Communicate Training Plan
- \* Prepare Training Instructors
- \* Perform BASIC Training
- \* Perform Application Specific Training
- \* Perform Technical Training
- \* Debrief Instructor
- \* Plan Advanced Training

### 5.5.11. ADDITIONAL TRAINING RESOURCES

It is very important that training not only emphasize the mechanics of the System operations, but also the basic goals of the System services and the way in which the core System will enhance the ability of the various

applicable Hidalgo County Departmental personnel to better perform their daily Credit Card processing functions. EAI would approach and define training by identifying a key person or audience from each applicable department for receiving core training. This training methodology is known as "Training the Trainer". All EAI training courses are held on-site unless specified and pre-arranged otherwise. Because of the close physical proximity to EAI's offices (across from the McAllen Museum), if the County would like to hold training in our offices (so as not to disrupt daily functional activities), that could be provided as well.

#### 5.5.12. **GO LIVE!**

*(Note: Since all of the County departments identified in the RFP are already operating with the eNetPay™ system and or Scofflaw system, this stage of implementation would only be applicable to a new departments or JP Courts that may be added in the future.)* The objective of this task is to begin using the eNetPay™ system in the day-to-day operations / audit reporting for all of the applicable Hidalgo County departmental business activities as they relate to the employment of Credit Card payments and Electronic Check receipts.

Going live is a process, not a milestone. Going live is the process of making sure that all preparations are complete and working through any new concerns that arise. EAI is very supportive of all the applicable Hidalgo County Departmental Offices at this time. At no other time are new entrant departments to the System more vulnerable, than when their staff **first** begins using the eNetPay™ system for the day-to-day operations. The process begins with sample data entry, and ends with the performance of all reporting processes.

#### 5.5.13. **KEY TASKS TO BE PERFORMED DURING GO LIVE!:**

- \* Review Contingency Plan
- \* Prepare Production Environment
- \* Work with Test data
- \* Begin Live Processing
- \* Evaluate and Close Project

## 6. PERSONNEL AND STAFFING

### 6.1. WILLIAM C. HAMER

1976 - Present

**Majority Owner and President of:**

HAMER ENTERPRISES:

A National computer hardware and software solutions specialist, consultant and trainer, predominantly for state and local governments in the areas of judicial and correction applications, real estate and personal property appraisal, voter registration, tax billing and collections applications.

**Majority Owner and CEO of:**

EASY ACCESS INC

Computer software developer and solution specialist for voter registration, real estate appraisal and tax billing & collection for state and local governments

**President and Majority Owner of:**

TEXAS LOGIC INC:

Computer software developer and solution specialists for state and local governments predominantly with judicial and correction applications

**President and Majority Owner of:**

DATA REPORT SERVICE:

An accounting practice with data processing services

**President and Majority Owner of:**

CASCO INC:

Remarketing firm for computer supplies and special forms

**President and Majority Owner of:**

B.J. INVESTMENTS:

Computer hardware and software leasing firm

**President and Majority Owner of:**

ADAP COMMERCIAL DIVISION INC:

On-line data Processing Service Bureau for Municipalities and commercial entities

**1982 - 1992****Co-Owner of:****SUCCESSFUL ATTITUDES INC:**

A regional publication firm providing a monthly magazine dedicated to the promotion of South Texas and the Rio Grande Valley

**Co-Owner of:****MYTHMAKERS:**

A commercial advertising production agency

**1970 - 1975**

Worked in Public Accounting for the local CPA firm of Johnson, Smith & Company

**EDUCATION:**

B.B.A. in Accounting from the University of Texas Pan American University

**Other Technical Training**

1. IBM - OS/400
2. Windows 9x, 2000
3. MS Projects
4. Ethernet – TCP/IP
5. IBM – COBOL Debugger
6. Complete MS Office Suite
7. Microsoft Access
8. Seagate – Crystal Reports
9. Web product development – Websphere

**Profile:**

William C. Hamer has over 40 years of professional experience with the development and management of large enterprise environments. William Hamer's experience has been especially exemplary in the realm of Product Development, Project Management and Implementation. Throughout William Hamer's career, whether it be the implementation of a large County Assessor's Office to that of a small school district tax collection office, all have provoked his native interest in developing and managing programmatic solutions that will complement a public sector office environment. To this extent, much of the library of application software solutions that are offered by his companies have either been directly authored or co-authored by Mr. Hamer himself. As a result, Quality Assurance is tightly adhered to because of his integral knowledge of all the solutions provided in his companies. As a result, Mr. Hamer's top-down personal attention to application software development and implementation provides a very fertile ground for success for all of his clients.

**Project Responsibilities:** Provide high-level policy guidance regarding corporate policy for all Project installations.

## 6.2. M. G. (MIKE) BRAUN JR.

**June, 1995 to Present**

**Special Project Director of:**

EASY ACCESS INC:

Computer software developer and solution specialist for voter registration, real estate appraisal and tax billing & collection for state and local governments

HAMER ENTERPRISES:

A National computer hardware and software solutions specialist, consultant and trainer, predominantly for state and local governments in the areas of judicial and correction applications, real estate and personal property appraisal, voter registration, tax billing and collections applications.

**February 1995 - June 1996**

**Assistant Administrator for:**

McAllen Medical Center

A large South Texas Hospital (496 beds, including a remote rehabilitation facility). Responsibilities included team development of a new integrated computer network to replace existing departmental fragmented networks. Business development, third party contract negotiations, international patient services (both Mexican and Japanese) and Managed Care contract development. Also responsible for responding to all Federal Contract Requests for Proposals (RFP's).

**July 1974 - February 1995**

**Retail Furniture Executive Management for:**

J Edelstein Furniture:

A large South Texas retail furniture business – Chief Operations Officer

**May 1971 to July 1974**

U.S. Navy:

Aviation - Fighter Pilot, Surface Warfare Officer - Weapons Systems and Ships Engineering Systems, (South East Asia Campaign - Viet Nam war), software development - Surface Warfare Inventory System (in conjunction with the civilian contractor, Bunker Ramo). 1990, recalled to active reserves (South West Asia Campaign – “Iraqi” war), Reserve Liaison Officer (Weapons Systems).

## EDUCATION

### 1966-67

Lee College

### 1969-71

Rice University - Certificate of Naval Science - Naval Ships Engineering Systems

### 1967-71

University of Houston - B.S. Political Science

### 2006-Present

University of Texas – RGV:

Completed a dual Master's degree program –

- (a) **M**asters of **P**ublic **A**dministration (MPA)
- (b) **M**asters of **G**lobal **S**ecurity **S**tudies and **L**eadership (GSSL) (International Intelligence) – this advanced discipline included an ODNI (**O**ffice of the **D**irector of **N**ational Intelligence) sponsored Internship with the FBI as Global Security Intelligence Analyst which also included training as a Cyber-Security Analyst

Completed both programs as a top honors graduate with a 4.0 in both programs of study

Graduate Instructor University of Texas RGV – MPA Program

## Security Clearance level

Top Secret / SCI (**S**ecured **C**ompartmentalized **I**nformation) – Full Scope Poly

## ACCOMPLISHMENTS

- \* Chairman of Rio Grande Valley Muscular Dystrophy Telethon (1975-76)
- \* Chairman of McAllen Special Olympics (1976-77)
- \* President McAllen South Rotary Club (1979-80)
- \* Treasure McAllen International Museum (1980-82)
- \* President McAllen Housing Services (1983-84)
- \* Secretary McAllen Affordable Housing (1984-93)
- \* Board of Trustees for Rio Grande Cancer Center - (1984-86)
- \* Board of Governors McAllen General Hospital - Finance Chairman (1978-80)
- \* Board of Governors Methodist Hospital, McAllen - Chairman of Finance (1980-85)

- \* Board of Governors McAllen Medical Center - Vice President (1985-94)
- \* South Texas Community College – Information Technology Curriculum Advisory Board (1999-Current)
- \* State of Texas - Higher Education Information Technology Curriculum Advisory Committee
- \* Certified IBM Series “i” (currently branded as IBM System “i”) “Expert” (Certifications; 2006, 2009, 2013, & 2014 certification)

## HONORS

- \* Rice University Commendation in Academics and Leading Midshipman N.R.O.T.C. (1971)
- \* McAllen Jaycees - Commendation of the Year (August 1974)
- \* Diploma De Honor Almerito - Rotary Clubs of Monterrey, N.L. Mexico (1979)
- \* McAllen Jaycees - Outstanding Young Man of McAllen (1981)
- \* McAllen Chamber of Commerce - Man of the Year Award (1982)
- \* United States Jaycees Outstanding Young Men of America (1983)
- \* Iron Man Award – U.S. Naval Reserve (1991)
- \* Phi-Kappa-Phi: National Academic Honors Society, inducted on April 11, 2008: graduated with a 4.0 Grade Point Average (*while maintaining a 45 to 55 hour per week work schedule*) in both the Masters of Public Administration (MPA) program as well as the Masters of Arts in Interdisciplinary Studies: Global Security Studies and Leadership (GSSL)
- \* Phi-Alpha-Alpha: National Academic Honors Society for Public Affairs and Administration, inducted on May 5, 2009: graduated with a 4.0 Grade Point Average (*while maintaining a 45 to 55 hour per week work schedule*)

## Other Technical Training

1. IBM - OS/400
2. Windows 9x, 2000
3. MS Projects
4. Ethernet – TCP/IP
5. IBM – Autocoder Language
6. Complete MS Office Suite
7. GERS Retail Systems (UNIX)
8. Medical Manager (UNIX)
9. IBM “i” System Certified Technical Expert (*also includes common certification for both IBM i and AIX*)

## Profile:

Mike Braun has over 37 years of professional experience with the development and management of large enterprise environments. Mike’s experience has been especially

exemplary in the realm of Project Management and Implementation. Throughout Mike's career, whether it be the implementation of a large health care facility's contractual services group (*back end business office to medical records*), a large regional retail furniture inventory and financials system implementation or a County Assessor's Unsecured solution such as San Diego County, Mike has always been able to utilize his diverse experiences in orchestrating a successful project implementation. In the realm of the public sector, these projects have included such projects as the previously mentioned San Diego County Unsecured Assessor's System and the recently installed Voter Registration System for Monroe County in Rochester N.Y as well as being the team member that created the schema that was eventually used by IBM in building the State of Texas's current State-wide Voter Registration System.

In his capacity as Special Projects Director for Easy Access, Mike has built upon his prior skills of management, System design/development and implementer by assisting in the project management and implementation of California Easy Access property tax solutions. Moreover, because of Mike's extended experience with IBM's System "i" as well as the attendant management and maintenance of these systems he has been able to provide value added assistance regarding the nuances of hardware configuration. Additionally, because of Mike's implementation experience he has also provided insightful assistance regarding technical documentation of some of the various software applications created by Easy Access for users.

**Project Responsibilities:** Provide overall Project Management guidelines and methodology engagement for all Projects nationally.

### 6.3. REY BANDA

**1997 - Present**

**Chief Technical Officer for:**

EASY ACCESS INC:

A National computer hardware and software solutions specialist, consultant and training firm, predominantly for state and local governments in the areas of judicial and correction applications and real estate appraisal, tax billing and collections applications.

**1982- Present**

Hamer Enterprises

**EDUCATION:**

**1982**

Texas State Technical Institute

Industrial Data Technology

## Other Technical Training

1. CASE Tools and 4GL – Genexus
2. Seagull – JWalk, Wireless-to-Host and GUI/400
3. Human Computer Interaction – GUI, Workstation layout
4. Citrix
5. Database Management systems
6. Web product development – WebSphere, HTML, HTTP, FTP & E-Mail management
7. Networking – TCP/IP, Ethernet, Router, Security, Firewall implementation, network configuration analysis
8. Windows – various versions through Windows 2012
9. IBM - OS/400, IBM i
10. Complete Microsoft Office Suite
11. Seagate – Crystal Reports
12. IBM - Query/400, Web Query

### Profile:

Rey has over 36 years of professional experience in various areas of computer-automated systems as well as the complementary network solutions, network hardware components, Server-host hardware and the attendant peripheral components.

Rey's experience extends to complete network design, specification and Implementation and includes the associated skill sets necessary for designing and implementing an interactive Internet web site. Complimenting this experience is Rey's efforts in developing the necessary prerequisites for the deployment of client defined Internet web sites for our property tax management solutions as well as our Voter Registration / Election Night Reporting solutions and our eNetPay ASP Services solution. In addition to his networking skills, Rey has also performed the tasks of testing and benchmarking the performance of our GUI front-end presentation screens for the various solutions that Easy Access and Hamer Enterprises provide. Most notables of these recent projects have been Rey's individual configuration - design of a web server that would handle the rigorous concurrent demands associated with an Election Night Reporting Web environment. Additionally, Rey has been instrumental in the design and implementation of some of our criminal justice web solutions such as our eCMS (browser based - Adult Probation System) and eJustice (browser based - **Justice of the Peace / Scofflaw** module), which is currently being used by Hidalgo County to manage its comprehensive Scofflaw demands.

**Project Responsibilities:** Provide national eNetPay™ Project network supervision. This will also include high level transactional resolution functions for both County users and credit card holders as it relates to the direct supervision of daily ACH (**Automatic Clearing House**) transactions. Additionally, Rey will continue to provide direct support and development of any on-going requirements that might be associated with the County's Scofflaw demands.

## 6.4. TONY WORLEY

### 2002 - Present

#### National Sales Executive for:

EASY ACCESS INC:

A National computer hardware and software solutions specialist, consultant and training firm, predominantly for state and local governments in the areas of judicial and correction applications and real estate appraisal, tax billing and collections applications.

### 2000 - 2002

#### Founder/CEO of:

WORLEY COMPUTER CONSULTING

### 1998 - 2000

#### Instructor for:

SOUTH TEXAS COLLEGE

#### EDUCATION:

Arts Degree from Indiana VT College

#### Profile:

Tony brings multiple skill sets to Easy Access, his tasks range from presenting software at tradeshow or conferences to signing up clients at council meetings and commissioner's courts. He has also worked with Adobe teams creating interactive PDF's with accessibility features. Tony provides training to clients utilizing the eNetPay™ and eJUSTICE™ Systems.

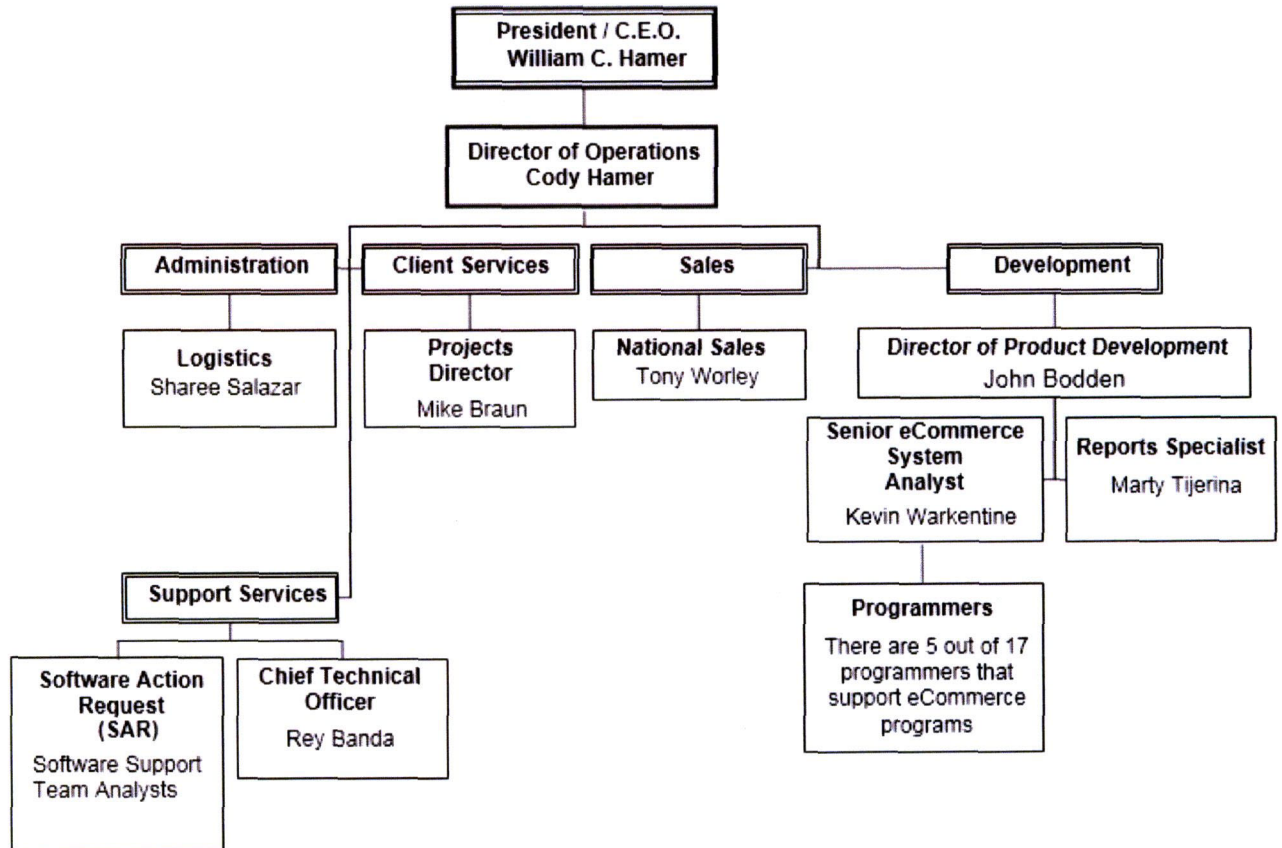
**Project Responsibilities:** Provide local eNetPay™ Project management and Implementation (which includes all training for all users). This will also include high-level transactional resolution functions for both County users and credit card holders. Tony is supported by two (2) other individuals:

1. John Bodden – Lead System's Developer and Analyst for all Hamer Enterprises' solutions services
2. Lyn Flanagan – Bank / Depository Supervisor

### 6.5. ORGANIZATIONAL CHART

The following overall organizational chart reflects only the names of those individuals that would be directly involved either in the Project Implementation or the on-going support/ training / supervisory management of eNetPay™ for Hidalgo County.

High-Level Organization Chart as it relates to eCommerce Service Solutions



<This area was intentionally left blank>

## 7. FEE SCHEDULE

### 7.1. CREDIT CARD FEES

This proposed credit card processing service (*including support for the application software Services*) will be provided to the County at **No Charge**. Re-imbursement for these services will be through a *Convenience Fee*\* that will be charged by EAI to the Credit Card holder. The proposed fee will be \$2.50 per \$100\* (please see the sample chart below).

Beginning Dollar Range	Ending Dollar Range	Fee
\$ 0.01	\$ 100.00	\$ 2.50
\$ 100.01	\$ 200.00	\$ 5.00
\$ 200.01	\$ 300.00	\$ 7.50
\$ 300.01	\$ 400.00	\$ 10.00
\$ 400.01	\$ 500.00	\$ 12.50
\$ 500.01	\$ 600.00	\$ 15.00
\$ 600.01	\$ 700.00	\$ 17.50
\$ 700.01	\$ 800.00	\$ 20.00
\$ 800.01	\$ 900.00	\$ 22.50
\$ 900.01	\$ 1,000.00	\$ 25.00
\$ 1,000.01	AND UP	The above sample chart illustrates the \$2.50 per \$100 flat fee that will continue in the same manner for any credit card charges covered under this proposal.

\*EAI's current convenience fee schedule is subject to change at EAI's discretion. This is due in fact because any Service of this type is wholly dependent on the underlying cost of interbanking facilities, which are predicated on the indirect cost of banking, i.e., interbank communications facilities, credit card processors, the change in Federal Funds rates and etc. Given the recent changes in Federal Funds from the U.S. Central Bank, these costs could prove to be volatile, ever changing and therefore out of EAI's control. Should there be a significant fluctuation in these interbanking costs then those increases would have to be passed on to the end user credit card holders. For this reason, EAI takes all steps necessary to try to keep this convenience fee rates as low as possible so that end-user credit-card holders will in fact find this Service to be not only **advantageous** but **economical to use as well**. Please note that even in some past temporary fluctuations, EAI has not changed its rates since the inception of its service to Hidalgo County and will do all within its power to continue to do so.

## 7.2. ELECTRONIC NACHA TRANSACTION FEES

The proposed solution will also provide an Electronic Check component to this overall proposed eNetPay™ solution. This service will be a flat fee of \$2.50 / transaction and will be processed via a NACHA (National Automated Clearing House Association) file through the County's current depository. With NACHA files all electronic checks would be deposited directly to the County's depository. In order for any collections of "Returned items" to be handled by EAI, the County's depository would need to provide an electronic file to EAI of all "Returned Items". EAI would then institute its best efforts to collect and redeposit any "Returned Items". If however, after a time, that would not exceed 21 days of attempted 'Resolution' by EAI, that EAI could not resolve an insufficient item, then EAI will contact the County so that it could affect the appropriate next steps. Under all circumstances, EAI will commit to work closely with the County during the entire collection period.

Beginning Dollar Range	Ending Dollar Range	Fee
\$ 0.01	\$ And Up	\$ 2.50 / Transaction

<This area was left Intentionally Blank>

## 8. ADDENDUM

# 8.1. HIDALGO COUNTY FORM: REQUEST FOR PROPOSAL SHEET (CREDIT CARD PAYMENT SYSTEM)

## 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	1 <sup>ST</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	Total
HARDWARE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$0.00
SOFTWARE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$0.00
KIOSK	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$0.00

In the event of a typographical error, unit price prevails. Currently Easy Access Inc (EAI) is providing a stand-alone custom Kiosk for the Motor Vehicle Department (in the Tax Office) in order to facilitate the use of EAI's eScofflaw so that staff intervention can be significantly reduced. Moreover, the maintenance for this Kiosk is \$0.00 to the County and will remain so for as long as EAI is the electronic payment processor provider for the County.

## 8.2. HIDALGO COUNTY FORM: RFP EVALUATION FORM

### Evaluation Criteria

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

Provider: Easy Access Inc.

Evaluator: \_\_\_\_\_

Date: \_\_\_\_\_

### **8.3. HIDALGO COUNTY FORM: INSURANCE REQUIREMENT ACKNOWLEDGMENT**

<Please see this County form on the following page>

# Insurance Requirement Acknowledgment

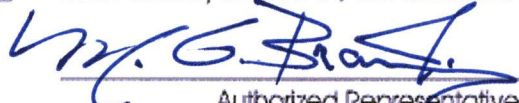
I, M. G. Braun Jr, authorized representative for Easy Access Inc.  
Company/Vendor

hereby acknowledge receipt of the County's required insurance limits. Said requirements:

- will be acquired within 10 working days after notification from Purchasing Department of award of project by the Hidalgo County Commissioners' Court;
- will acquire additional amounts required to meet the County's requirements within 10 working days after notification from Purchasing Department of award of project by the Hidalgo County Commissioners' Court; currently carry the following

Professional Liability (Errors & Omissions): \$ Please see enclosed Insurance Certificate  
 Please see enclosed  
 Automobile Liability: \$ Insurance Certificate General Liability: \$ Please see enclosed Insurance Certificate

have already been met, see attached copy of insurance certificate.

  
 \_\_\_\_\_  
 Authorized Representative  
 M. G. Braun Jr., Easy Access Inc

02/07/19  
 \_\_\_\_\_  
 Date

### Notice to Proposer:

A certificate of insurance for the required insurance limits shall be provided to the Purchasing Department's Contract Managers in order to qualify for award and to execute a contract between your Company and the County

Failure to provide Certificates of Insurance to the Purchasing Department's Contract Managers will cause the award to be rescinded and re-awarded to next qualified vendor. Certificates of Insurance will be monitored and verified on a **quarterly basis** to ensure coverage policy is in place. It is the Company's obligation to maintain the appropriate insurance coverage throughout the term of the contract.

\_\_\_\_\_  
**THIS FORM MUST ACCOMPANY YOUR PACKET**  
 \_\_\_\_\_

# 8.4. CERTIFICATE OF INSURANCE INSERT



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
02/05/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER THE KLEMENT AGENCY P.O. BOX 820 PROSPER TX 75078	CONTACT NAME: GREG KLEMENT
	PHONE (A/C No. Ext): (972) 562-7455 FAX (A/C No.): (972) 562-7129
	E-MAIL ADDRESS: GREG@KLEMENTAGENCY.COM
INSURED EASY ACCESS, INC 4200 A N BICENTENNIAL MCALLEN TX 78504-	INSURER(S) AFFORDING COVERAGE
	INSURER A: THE HARTFORD INSURANCE COMPANY
	INSURER B: TEXAS MUTUAL INSURANCE COMPANY
	INSURER C: BEAZLEY INSURANCE COMPANY
	INSURER D:
	INSURER E:

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL INRD	SUBR WAD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIED PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X	X	46SBAUN2556-03	06/25/2018	06/25/2019	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	X	X	46SBAUN2556-03	06/25/2018	06/25/2019	COMBINED SINGLE LIMIT (EA accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$			46SBAUN2556-03	06/25/2018	06/25/2019	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS BELOW		X	SBP0001168510-18	05/16/2018	05/16/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	PROFESSIONAL ERRORS AND OMISSIONS INCLUDING CYBER COVERAGE			V1A84E190401	01/15/2019	01/15/2020	PER CLAIM LIMIT 1,000,000 AGGREGATE LIMIT 2,000,000 CYBER LIMIT 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
EASY ACCESS INC INTERNET PROCESSING PROFESSIONAL SERVICES AGREEMENT FOR CREDIT CARD PAYMENT SERVICES FOR HIDALGO COUNTY

CERTIFICATE HOLDER	CANCELLATION
HIDALGO COUNTY ATTN: PURCHASING DEPARTMENT 2812 SOUTH HWY BUS 281 EDINBURG TX 78539-	AI 116511  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 

ACORD 25 (2014/01) Fax: (956)318-2629 © 1988-2014 ACORD CORPORATION. All rights reserved. The ACORD name and logo are registered marks of ACORD

## 8.5. HIDALGO COUNTY FORM: PROJECT REQUIREMENTS ACKNOWLEDGMENT

<Please see this County form on the following page>

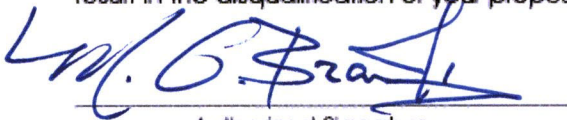
### PROJECT REQUIREMENTS ACKNOWLEDGMENT

This is to certify that I, M. G. Braun Jr. for Easy Access Inc, possess all of the APPLICABLE:

- 1. Licenses: N/A Easy Access is the original author of the proposed software services solution
- 2. Bonds: N/A
- 3. Certificates: N/A
- 4. Permits: N/A
- 5. Other: N/A

necessary to carry out the required project. Furthermore, I am providing copies of the required documentation so that, if my company is awarded this project, I may be eligible to enter into a contract with Hidalgo County and proceed to complete the project in a timely manner.

\* Any licenses, bonds, certificates, permits, etc. which are required must be presented as part of the packet in order to expedite the evaluation process. Failure to provide said documentation will result in the disqualification of your proposal/qualification.

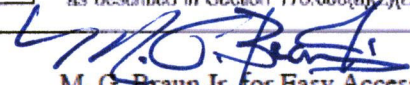


02/07/19  
Date

Authorized Signature  
M. G. Braun Jr. for Easy Access Inc  
 Easy Access Inc.  
 \_\_\_\_\_  
 Company  
4200 North Bicentennial Dr., Ste A  
 Address  
McAllen, TX 78504  
 City, State, Zip

## 8.6. HIDALGO COUNTY FORM: CONFLICT OF INTEREST QUESTIONNAIRE

<Please see this County form on the following page>

<b>CONFLICT OF INTEREST QUESTIONNAIRE</b>		<b>FORM CIQ</b>
<b>For vendor doing business with local governmental entity</b>		
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session. This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	<b>OFFICE USE ONLY</b>	
<p><b>1</b> Name of vendor who has a business relationship with local governmental entity.</p> <p style="text-align: center;"><b>William C. Hamer</b></p>	<p>Date Received</p>	
<p><b>2</b> <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)</p>		
<p><b>3</b> Name of local government officer about whom the information is being disclosed.</p> <p style="text-align: center;"><b>Paul Villarreal, Tax Assessor Collector</b></p> <p style="text-align: center;">Name of Officer</p>		
<p><b>4</b> Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.</p> <p style="margin-left: 40px;">A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="margin-left: 80px;"><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p> <p style="margin-left: 40px;">B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p style="margin-left: 80px;"><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>		
<p><b>5</b> Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.</p> <p>The parent Company, Hamer Enterprises, has from time to time provided the Property Tax Bill Printing services for the Tax Office. Easy Access is currently providing ACH electronic payment processing for the Tax Office.</p>		
<p><b>6</b> <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).</p>		
<p><b>7</b>  <b>M. G. Braun Jr. for Easy Access Inc</b> Signature of vendor doing business with the governmental entity</p>		<p><b>02/07/19</b> Date</p>

## CONFLICT OF INTEREST QUESTIONNAIRE

### For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

**Local Government Code § 176.001(1-a):** "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

**Local Government Code § 176.003(a)(2)(A) and (B):**

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

\*\*\*

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed;
- or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

**Local Government Code § 176.006(a) and (a-1)**

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

## 8.7. HIDALGO COUNTY FORM: VENDOR/BIDDER APPLICATION (RFP EXHIBIT “E”)

<Please see this County form on the following page>

**HISTORICALLY UNDERUTILIZED BUSINESS (HUB) DECLARATION**

The primary objective of the Hidalgo County HUB Program is to ensure Historically Underutilized Businesses receive a fair and equal opportunity for participation in the County's procurement process. This fact holds true for Services (Professional & Non-Professional), Commodities, and Construction contracts and any subcontracts thereto. The program strongly encourages Prime Contractors to provide subcontracting opportunities to Certified Hub Contractors/Vendors. Our goal for HUB contractor/vendor participation, as well as HUB subcontractor participation is 30%. To be considered as a "Certified HUB Contractor/Vendor" the contractor/vendor must have been certified by, and hold a current and valid certification with any of the three agencies listed below.

Have you been Certified as a HUB or an MBB/WBE source?:  Yes  No

If yes, by whom?:  Texas Building & Procurement Commission  Other \_\_\_\_\_

Indicate Certification No(s): \_\_\_\_\_ or Are Certificate(s) Attached?:  Yes  No

**LIST OF CERTIFIED HUB SUBCONTRACTORS**  
(Attach additional pages if necessary)

What percentage of the Bid, RFP, or RFQ is to be subcontracted with Certified HUB sources?: \_\_\_\_\_ %  
(List HUB Subcontractor information below).

HUB Subcontractor Name: \_\_\_\_\_ HUB Status: \_\_\_\_\_  
Certifying Agency (Check all applicable):  Texas Building & Procurement Commission  other  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_  
Subcontract Amount: \$ \_\_\_\_\_ Description of Work to be Performed: \_\_\_\_\_

HUB Subcontractor Name: \_\_\_\_\_ HUB Status: \_\_\_\_\_  
Certifying Agency (Check all applicable):  Texas Building & Procurement Commission  other  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_  
Subcontract Amount: \$ \_\_\_\_\_ Description of Work to be Performed: \_\_\_\_\_

HUB Subcontractor Name: \_\_\_\_\_ HUB Status: \_\_\_\_\_  
Certifying Agency (Check all applicable):  Texas Building & Procurement Commission  other  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_ Phone No.: ( ) \_\_\_\_\_  
Subcontract Amount: \$ \_\_\_\_\_ Description of Work to be Performed: \_\_\_\_\_

**(THIS PAGE MUST BE SUBMITTED WITH PROPOSAL)**

## 8.8. BIDDER'S W-9 FORM (RFP EXHIBIT "E")

<Please see this County form on the following page>

Form **W-9**  
(Rev. October 2018)  
Department of the Treasury  
Internal Revenue Service

### Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.  
**Easy Access Inc**

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

Individual/sole proprietor or single-member LLC

C Corporation

S Corporation

Partnership

Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ \_\_\_\_\_

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶ \_\_\_\_\_

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) \_\_\_\_\_

Exemption from FATCA reporting code (if any) \_\_\_\_\_

(Apply to accounts established outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.  
**4200 N. Bicentennial Dr., Ste A**

6 City, state, and ZIP code  
**McAllen, TX 78504**

7 List account number(s) here (optional)

Requester's name and address (optional)

**Part I**

#### Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number


or

Employer identification number

7	4	-	2	4	8	1	6	6	2
---	---	---	---	---	---	---	---	---	---

**Part II**

#### Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

**Sign Here**

Signature of U.S. person ▶ \_\_\_\_\_ Date ▶ \_\_\_\_\_

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

#### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
  - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
  - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
  - Form 1099-S (proceeds from real estate transactions)
  - Form 1099-K (merchant card and third party network transactions)
  - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
  - Form 1099-C (canceled debt)
  - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.
- If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

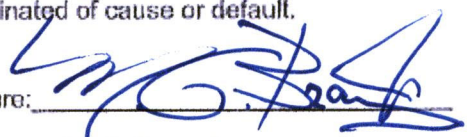
## 8.9. HIDALGO COUNTY FORM: CERTIFICATION REGARDING DEBARMENT (RFP EXHIBIT F)

<Please see this County form on the following page>

**Certification  
Regarding Debarment, Suspension Ineligibility**

As is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 76, Government-wide Debarment and Suspension, in the applicant certifies, to the best of his or her knowledge and belief, that both it and its principals:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
- b. Have not within a three-year period preceding this bid/proposal and/or application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction, violation of federal or state antitrust statutes or commission of embezzlement, theft, theory, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity with commission of any of the offenses enumerated herein; and
- d. Have not within a three-year period preceding this bid/proposal and/or application had one or more public transactions terminated of cause or default.

Signature:   
 Print Name: M. G. Braun Jr.  
 Title: Projects Director - Easy Access Inc  
 Telephone Number: 956-682-3466  
 Date: 02/07/2019

If the proposer is unable to certify to all of the statements in this Certification, such proposer should attach an explanation to this proposal.

**8.10. HIDALGO COUNTY FORM: PROPOSER’S AFFIDAVIT:  
NON-COLLUSION, NON-CONFLICT OF INTEREST, AND  
LOBBYING (RFP EXHIBIT “J”)**

<Please see this County form on the following page>

# Exhibit "J"

## PROPOSER'S AFFIDAVIT

### PROPOSER'S AFFIDAVIT OF NON-COLLUSION NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING

STATE OF TEXAS  
COUNTY OF HIDALGO

Affiant, M. G. Braun Jr., being first duly sworn, deposes that:

- (1) Affiant does hereby state neither the proposer nor any of the proposer's officers, partners, owners, agents, representatives, employees, or parties in interest, has in any way colluded, conspired, agreed, directly or indirectly with any person, firm, corporation, or another proposer, or potential proposer, to provide any money or other valuable consideration for assistance in procuring or attempting to procure a contract or fix the prices in the attached proposed or the proposal of any other proposer, and further states that no such money or another reward will be hereinafter paid.
- (2) Affiant further states they have neither recommended nor suggested to Hidalgo County or any of its officials or employees, any of the terms or provisions set forth in their Request for Proposal and subsequent agreement, except at a meeting open to all interested proposers, of which proper notice was given.
- (3) Affiant, further states their officers, employees, or agents have not, and will not attempt to lobby, directly or indirectly, the Hidalgo County Commissioner's Court between proposal submission date and award by the Hidalgo County Commissioner's Court.
- (4) Affiant further states no officer, or stockholder of the proposer is a member of the staff, or related to any employee of Hidalgo County except as noted herein below:

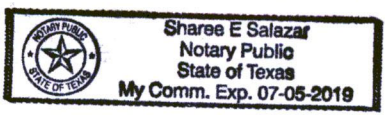
\_\_\_\_\_  
 Signature/Title: M. G. Braun Jr.  
M. G. Braun Jr., Projects Director, Easy Access Inc.

Subscribed and sworn to before me this 19 day of FEB, 2019.

Sharee E Salazar

Notary Public # 12866767-3

My commission expires: JULY 5, 2019



## **EXHIBIT "A"**

### **Requirements/Scope of Services/ Terms and Conditions**

SERVICE CONTRACT PAGE 5 OF 7

**<This would be followed by designated sections of the current Request For Proposal>**

**EXHIBIT B**  
**SELECTION CRITERIA**  
**REQUEST FOR PROPOSALS**  
**HIDALGO COUNTY**  
**“CREDIT CARD PAYMENT SYSTEM”**  
**RFP NO: 2013-196-12-27-MEG**

EXHIBIT “B” PAGE 1 OF 3

<This would be followed by Evaluation Criteria section of the RFP>

# EXHIBIT "C"

## Insurance Requirements

Hidalgo County

**"CREDIT CARD PAYMENT SYSTEM"**

RFP NO: 2013-196-12-27-MEG

<This would be followed by the Insurance Requirements and Project Requirement Acknowledgment sections of the RFP>

# EXHIBIT "D"

CIQ Conflict of Interest

Hidalgo County

**"CREDIT CARD PAYMENT SYSTEM"**

RFP NO: 2013-196-12-27-MEG

<This would be followed by the (CIQ) Conflict of Interest section of the RFP>

# EXHIBIT "E"

Proposer's Affidavit

Hidalgo County

**"CREDIT CARD PAYMENT SYSTEM"**

RFP NO: 2013-196-12-27-MEG

<This would be followed by the Proposer's Affidavit section of the RFP>

Vendor Application & W-9  
Hidalgo County  
**“CREDIT CARD PAYMENT SYSTEM”**  
RFP NO: 2013-196-12-27-MEG

**<This would be followed by the Vendor Application & the W-9 section of the RFP>**

Debarment  
Hidalgo County  
**“CREDIT CARD PAYMENT SYSTEM”**  
RFP NO: 2013-196-12-27-MEG

**<This would be followed by the Debarment section of the RFP>**

Draft Contract Document  
Hidalgo County  
**“CREDIT CARD PAYMENT SYSTEM”**  
RFP NO: 2013-196-12-27-MEG

**<This would be followed by the Draft Contract Document section of the RFP>**

# EXHIBIT "A"

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

Hidalgo County

**"CREDIT CARD PAYMENT SYSTEM"**

RFP NO: 2013-196-12-27-MEG

1

**<This would be followed by the Specifications, Scope of Services, Requirements, & General Terms and Conditions section of the RFP>**

## **EXHIBIT "B"**

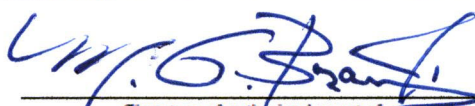
### **VENDOR'S PROPOSAL/FEE SCHEDULE**

SERVICE CONTRACT PAGE 6 OF 7

**<This would be followed by the actual Vendor's (Easy Access Inc) and Fee Schedule of the RFP>**

## 8.12. STATE OF TEXAS: CERTIFICATE OF INTERESTED PARTIES

<Please see this County form on the following page>

<b>CERTIFICATE OF INTERESTED PARTIES</b>		<b>FORM 1295</b>																																														
		1 of 1																																														
Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.		<b>OFFICE USE ONLY</b>																																														
<b>1 Name of business entity filing form, and the city, state and country of the business entity's place of business.</b> Easy Access Inc. McAllen, TX United States		<b>CERTIFICATION OF FILING</b>  Certificate Number: 2019-449091  Date Filed: 02/05/2019  Date Acknowledged:																																														
<b>2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.</b> Hidalgo County																																																
<b>3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.</b> RFP: 2019-008-02-20-MEG Credit Card Payment System (Hosted Services)																																																
<b>4</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width: 70%;">Name of Interested Party</th> <th rowspan="2" style="width: 20%;">City, State, Country (place of business)</th> <th colspan="2" style="width: 10%;">Nature of interest (check applicable)</th> </tr> <tr> <th style="width: 5%;">Controlling</th> <th style="width: 5%;">Intermediary</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)		Controlling	Intermediary																																									
Name of Interested Party	City, State, Country (place of business)			Nature of interest (check applicable)																																												
		Controlling	Intermediary																																													
<b>5 Check only if there is NO Interested Party.</b> <input checked="" type="checkbox"/>																																																
<b>6 UNSWORN DECLARATION</b> My name is <u>M. G. (Mike) Braun Jr.</u> and my date of birth is <u>09/30/47</u> My address is <u>907 Hill Country Rd.</u> <u>Edinburg</u> <u>TX.</u> <u>78539</u> <u>USA</u> <small>(street) (city) (state) (zip code) (country)</small> I declare under penalty of perjury that the foregoing is true and correct. Executed in <u>Hidalgo</u> County, State of <u>Texas</u> , on the <u>07</u> day of <u>Feb.</u> , 20 <u>19</u> <small>(month) (year)</small> <div style="text-align: center; margin-top: 10px;">                       _____                      Signature of authorized agent of contracting business entity                      M. G. (Mike) Braun Jr. (Declarant) for Easy Access Inc.                 </div>																																																

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY  
 CERTIFICATION OF FILING**

Certificate Number:  
 2019-449091

Date Filed:  
 02/05/2019

Date Acknowledged:  
 02/20/2019

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

Easy Access Inc.  
 McAllen, TX United States

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

Hidalgo County

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

RFP: 2019-008-02-20-MEG  
 Credit Card Payment System (Hosted Services)

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

**5 Check only if there is NO Interested Party.**

**6 UNSWORN DECLARATION**

My name is \_\_\_\_\_, and my date of birth is \_\_\_\_\_.

My address is \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in \_\_\_\_\_ County, State of \_\_\_\_\_, on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.  
(month) (year)

\_\_\_\_\_  
 Signature of authorized agent of contracting business entity  
 (Declarant)

## 8.13. SAMS.GOV REGISTRATION ACKNOWLEDGEMENT

Per the “**Legal Notice**” section, subsection 17 (“**BID OR PERFORMANCE BOND AND DEBARMENT CERTIFICATION; PAYMENT UNDER CONTRACT**”), of the RFP. We have been attempting to comply with the last bullet paragraph that requires “*All participants...to furnish a certification or acknowledgment stating that the contractor or vendor is free from suspension or debarment*” via registration in the “**SAMs System for Award Management@www.sam.gov**”. In order to be able to perform a registration the SAMs System requires that the vendor provide the following three (3) items (***please see screen shot below and on the following page***):

1. DUNS Number (Dun & Bradstreet)
2. Taxpayer Identification Number (TIN)
3. Bank routing number and the Bank Account Type

**SAM**  
SYSTEMS FOR AWARD MANAGEMENT

Mike Braun    Log Out

▲ ALERT - June 11, 2018: Entities registering in SAM must submit a [priorized letter](#) appointing their authorized Entity Administrator. Read our [updated FAQs](#) to learn more about changes to the notarized letter review process and other system improvements.

▲ ALERT - There may be a delay in data updates between the Small Business Administration (SBA) and SAM. If you notice any issues with your entity's SBA status or visible on the SBA Supplemental page, please contact the Federal Service Desk.

▲ ALERT - Direct hyperlinks to the Federal Acquisition Regulation (FAR) are not working due to Acquisition.gov maintenance. SAM.gov will restore all hyperlinks as soon as the FAR is restored on Acquisition.gov.

**Register Entity**    **Overview**

Registration Overview

Overview

Registration Overview

Purpose of Registration

Core Data

Assertions

Representations and Certifications

Points of Contact

Submit Registration

[BACK TO USER DASHBOARD](#)

### BEFORE YOU START

You will need the following information:

- **U.S. REGISTRANTS:**
  - Your DUNS Number, Legal Business Name, and Physical Address from your Dun & Bradstreet (D&B) record.
    - If you don't have one, you can [request a DUNS Number for free](#) from D&B
  - Your Taxpayer Identification Number (TIN) and Taxpayer Name associated with your TIN. Review your tax documents from the IRS (such as a 1099 or W-2 form) to find your Taxpayer Name.
  - Your bank's routing number, your bank account number, and your bank account type, i.e. checking or savings, to set up Electronic Funds Transfer (EFT).
- **INTERNATIONAL REGISTRANTS:**
  - Your NATO Commercial And Government Entity (NCAGE) Code from the NATO Support and Procurement Agency (NSPA).
    - If you don't have one, you can [request an NCAGE Code online for free](#) from NSPA
  - Your DUNS Number, Legal Business Name, and Physical Address from your Dun & Bradstreet (D&B) record. Make sure your DUNS information and NCAGE information match.
    - If you don't have one, you can [request a DUNS Number for free](#) from D&B

[CANCEL](#)    [CONTINUE](#)

the government.

Entity Administrators and/or Entity Registration Representatives are responsible for ensuring the accuracy of an entity registration in SAM. An entity registration must be renewed every 365 days in order to remain active and will expire if it is not updated in a timely manner. An expired registration may affect the ability to do business with the Federal government.

[START REGISTRATION](#)

**GSA**  
IBM - P-ansgno08-1600

Search Records    Disclaimers    FAPIS.gov  
Data Access    Accessibility    GSA.gov/L&E  
Check Status    Privacy Policy    GSA.gov  
About    USA.gov



Mike Braun Log Out

- ALERT - June 11, 2018: Entities registering in SAM must submit a [notarized letter](#) appointing their authorized Entity Administrator. Read our [updated FAQs](#) to learn more about changes to the notarized letter review process and other system improvements.
- ALERT - There may be a delay in data updates between the Small Business Administration (SBA) and SAM. If you notice any issues with your entity's SBA status or trouble on the SBA Supplemental page, please contact the Federal Service Desk.
- ALERT - Direct hyperlinks to the Federal Acquisition Regulation (FAR) are not working due to Acquisition.gov maintenance. SAM.gov will restore all hyperlinks as soon as the FAR is restored on Acquisition.gov.

### Register Entity

- Overview
- Purpose of Registration
- Core Data
  - DUNS Information**
  - Verify DUNS Information
  - Business Information
  - CAGE or NCAGE Code
  - Ownership Details
  - Predecessor Details
  - General Information
  - Financial Information
  - Executive Compensation Questions
  - Proceedings Questions
  - SAM Search Authorization
  - Review Core Data
- Assertions
- Representations and Certifications
- Points of Contact
- Submit Registration
- BACK TO USER DASHBOARD

### Core Data

#### DUNS Information

**Page Description**

Please enter the information associated with the unique identifier of the entity you want to register, i.e. the information for the DUNS Number you were assigned by Dun & Bradstreet (D&B).

Mandatory fields are marked with an asterisk or star symbol. Complete all mandatory fields before continuing to the next page.

#### Unique Identifier:

DUNS Number: \*

If you don't already have one, you can [request a DUNS Number for FREE](#) from Dun & Bradstreet (D&B). For help, U.S. entities can contact D&B at 1-800-525-6271 or [govt@dnb.com](mailto:govt@dnb.com). International entities can email [SAMhelp@dnb.com](mailto:SAMhelp@dnb.com).

#### Entity Name:

D&B Legal Business Name: \*

#### DUNS Physical Address:

Please enter the physical address associated with this DUNS number. Your SAM registration will not be activated if you used a mailing address to get your DUNS number.

Address Line 1: \*

Address Line 2: \*

City: \*

State/Province: \*

Please select a value

ZIP/Postal Code: \*

Country: \*

UNITED STATES

CANCEL

PREVIOUS

NEXT



IBM-P-20190208-1620  
WWW5

- Search Records
- Data Access
- Check Status
- About
- Help
- Disclaimers
- Accessibility
- Privacy Policy
- FAPIS.gov
- GSA.gov/IAE
- GSA.gov
- USA.gov

Of the 3 items required for registration on the SAMs System, the only item that Easy Access Inc. (EAI) did not have, in order to satisfy this SAMs registration requirement was the DUNS Number. When EAI executives attempted to try to secure a DUNS Number, we encountered an "Internal System Error" page (***please see the following page***). As of this final writing, we are still encountering this "Internal System Error" page.



# Government iUpdate

Get a D-U-N-S® Number | FAQs

Home > Internal System Error

Internal System Error



We apologize for the inconvenience. We are currently experiencing a system error while processing your request. Please retry your request at a later time.  
Reference Error Code: CUPDEV101

Continue

Additionally, when EAI attempted to contact Dun & Bradstreet, we were directed to a page that indicated that Dun & Bradstreet can “take up to 30 business days” in order to create a “D-U-N-S Number” (**please see the screen shot below**). Therefore, given the date of the RFP release (2/4/19) it is reasonable to assume that if a vendor did not have a “D-U-N-S Number” that a vendor might not be able to effectuate a SAMs certification before the closing date of February 20, 2019. Consequently, as of this final response writing EAI is still continuing to attempt to satisfy the SAMs System requirements so that we can provide the County with the “certification or acknowledgment stating that the contractor or vendor is free from suspension or debarment” via registration in the “SAMs System for Award [Management@www.sam.gov](mailto:Management@www.sam.gov)”.. Given these above noted extenuating circumstances that are beyond the control of EAI, then EAI would agree to stipulate the following. In the event that EAI is again selected as the vendor of choice for this RFP engagement, then EAI would readily agree to accept that new engagement with the proviso that it would supply the required “Certification or acknowledgment” from SAMs System.

D-U-N-S Number  
+  
CreditSignal  
Free

D-U-N-S Number and CreditSignal

Register your company for a free D-U-N-S Number and begin the process of building your business credit. This process can take up to 30 business days. We will email you when your D-U-N-S Number has been created.

# 8.14. RFP SUBMITTAL CHECKLIST



**HIDALGO COUNTY**  
(Including all funding sources, programs, and entities)  
**REQUEST FOR PROPOSAL**

**PROJECT NAME**

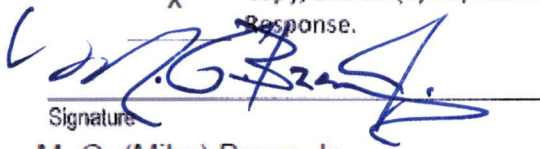
**RFP No.: 2019-008-02-20-MEG**

## RFP SUBMITTAL CHECKLIST

All forms listed below must be submitted in the RFP response. If forms are not submitted, your response may be considered non-responsive.

Indicate with a check mark (✓) the Forms completed and included in this response:

- Page 11 of Legal Notice
- Exhibit "C" – Insurance Requirement Acknowledgement forms (pages 3 and 4)
- Exhibit "D" - CIQ Form -Copy of County Clerk File Recording fee receipt (if applicable)
- Exhibit "E" – Vendor/Bidder Application - W-9 Form – HUB/DBE
- Exhibit "F" – Certification Regarding Debarment
- Exhibit "H" – Required Contract Clauses for Contracts Under Federal Award 2 – CFR 200, Appendix II & FEMA (if applicable)
- Exhibit "J" – Proposer’s Affidavit
- SAMS.gov Registration Acknowledgement Please see Section 8.13 of this RFP response for our justification to this response.  
One (1) Original (original must be one (1) sided and clearly marked as original), one (1) Copy, and six (6) CD/USB in PDF format containing a complete copy of Response.

  
 \_\_\_\_\_  
 Signature  
 M. G. (Mike) Braun Jr.

2/19/19  
 \_\_\_\_\_  
 Date

## 9. CLIENT REFERENCES

The following references are an amalgam of some of our electronic payment processing clients with various type of application software. From this list the reviewers can see not only a local and regional representation of clients, but also a representation of the diverse expertise that Easy Access [and its parent company, Hamer Enterprises] has amassed in the overall Public Sector arena. The listing below is only a small fraction of the clients references available, additional client references are available upon request

### 9.1.1. REPRESENTATIVE SAMPLING – ELECTRONIC PAYMENT PROCESSING REFERENCES

#### 9.1.1.1. HIDALGO COUNTY

100 N. Closner  
Edinburg, TX, 78539  
956.318-2157

Contacts: Paul Villarreal - Tax Collector, Arnold Patrick -CSCD Director, Janie Gonzalez - County Clerk's Office, Noe Lopez - County District Clerk, Lisa Silva County District Attorney (Check Fraud Division Manager), and the various Justice of the Peace Court Managers

#### 9.1.1.2. CITY OF McALLEN TAX OFFICE

311 N. 15<sup>th</sup> St.  
McAllen, TX, 78501  
Rebecca Grimes – Tax Collector 956-681-1330

#### 9.1.1.3. CAMERON COUNTY

964 East Harrison.  
Brownsville, TX, 78520  
Contacts: County Clerk-Collections: Joe Rivera 956-550-1425, Magistrate Court 956-554-6703, Tony Yzaruirre Jr. - Tax Collector 956-544-800

#### 9.1.1.4. BELL COUNTY

101 E. Central Ave.  
Belton, TX, 76513  
Contacts: Sharon Long - Tax Collector 254-933-5316, Charles Jones – Treasurer 254-933-5251, Todd Jermstad – CSCD Director 254-933-5335

#### 9.1.1.5. TRAVIS COUNTY – TAX OFFICE AND COUNTY CLERK

5501 Airport Blvd.  
Austin, TX, 78751-1410  
Contacts: Bruce Elfant – Tax Collector 512-854-9473  
Susan Bell – Chief Deputy Clerk – County Clerk's Office 512-854-9587

#### 9.1.1.6. JIM WELLS COUNTY APPRAISAL DISTRICT

1600 E. Main St., Ste. 100  
Alice, TX, 78332  
Contact: Sidney Vela – Chief Appraiser 361-668-9656

**9.1.1.7. MONROE COUNTY TREASURER'S OFFICE**  
50 West Main St., 6<sup>th</sup> Flr.  
Rochester, NY, 14614  
Contact: Kevin Tubiolo – Sr. Delinquent Tax Collector  
585-753-1168

<This area was left intentionally blank>