

Solicitation 1708-179

Electronic Payment Processing

Bid Designation: Public



Williamson County, Texas

Bid 1708-179

Electronic Payment Processing

Bid Number 1708-179
Bid Title Electronic Payment Processing

Bid Start Date In Held
Bid End Date Sep 6, 2017 2:00:00 PM CDT
Question & Answer End Date Aug 30, 2017 5:00:00 PM CDT

Bid Contact Brenda Fuller
512-943-1607
brendafuller@wilco.org

Contract Duration 1 year
Contract Renewal 3 annual renewals
Prices Good for 30 days
Pre-Bid Conference Aug 24, 2017 2:00:00 PM CDT (Online)
Attendance is optional

Bid Comments **Electronic Payment Processing**

Item Response Form

Item 1708-179-01-01 - Please attach all documents to this line
Quantity 1 each
Prices are not requested for this item.

Delivery Location **Williamson County, Texas**
No Location Specified

Qty 1

Description

Please attach all documents to this line.



Williamson County – Request for Proposal (RFP)

SECTION 1 - DEFINITIONS

Addendum/Addenda – means any written or graphic instruments issued by the County prior to the consideration of Proposals which modify or interpret the Proposal Documents by additions, deletions, clarifications, or corrections.

Agreement/Ensuing Agreement(s) – means the Successful Respondent may be required by the County to sign an additional Agreement containing terms necessary to ensure compliance with the RFP and the Respondent's Proposal. Such Ensuing Agreement(s) shall contain the Proposal specifications, terms and conditions that are derived from the RFP.

Contract – means this RFP and the Proposal of the Successful Respondent shall become a Contract between the Successful Respondent and the County once the Successful Respondent's Proposal is properly accepted by the Williamson County Commissioners Court (sometimes referred to herein as the Commissioner's Court").

Commissioner's Court – means the Williamson County Commissioners Court.

County – means Williamson County, a political subdivision of the State of Texas.

Executive Summary – means the document submitted by Respondent that represents a concise summary of the contents of the Proposal. It does not include any information concerning costs.

Proposal Documents – means the Legal Notice, RFP including attachments, and any Addenda issued by the County prior to the consideration of any Proposals.

Proposal – means the complete, properly signed document, and ALL required forms and documentation listed in the proposal package which have been submitted in accordance with this RFP package. A Proposal submitted in accordance with this RFP is irrevocable during the specified time period for evaluation and acceptance of Proposals, unless a waiver is obtained from the Williamson County Purchasing Agent.

Respondent – means a person or entity who submits a Proposal in response to this RFP.

Request for Proposals (RFP) – means this document, together with the attachments thereto and any future Addenda issued by the County.

Successful Respondent– means the responsible Respondent who, in the County's sole opinion, submits the Proposal which is in the best interest of the County, taking into account factors identified

herein, and to whom the County intends to award the Contract.

SECTION 2 - RESPONSE FORMAT AND SUBMISSION

2.1 INTRODUCTION

Each Proposal submitted in response to this RFP should clearly reference the numbered sections of this RFP that require a response. Failure to arrange the Proposal as requested may result in the disqualification of the Proposal.

Though there is not a page limit for Proposals, to save natural resources including paper, and to allow the County staff to efficiently evaluate all submitted Proposals, the County requests that Proposals be orderly, concise, but comprehensive in providing the requested information. Conciseness and clarity of content are emphasized and encouraged. If mailed or delivered in person, please limit additional, non requested information.

Please provide your Proposal response using:

- A. 8 ½" x 11" pages, inclusive of any cover letter or supporting materials.
- B. The least amount of plastic/laminate or other non-recyclable binding materials.
- C. Single-sided printing.

Vague and general Proposals will be considered non-responsive, and may, at the County's sole discretion, result in disqualification. Proposals must be legible and complete. Failure to provide the required information may result in the disqualification of the Proposal. All pages of the Proposal should be numbered and the Proposal should contain an organized, paginated table of contents corresponding to the sections and pages of the Proposal.

2.2 ORGANIZATION OF PROPOSAL CONTENTS AND TABLE OF CONTENTS

Each Proposal should be submitted with a table of contents that clearly identifies and denotes the location of all enclosures of the Proposal. The table of contents should follow the RFP's structure as much as is practical.

Each Proposal should be organized in the manner described below:

- A. Transmittal Letter. Please see Section 2.3, Transmittal Letter, for more information.
- B. Table of Contents.
- C. Executive Summary. Please see Section 2.4, Executive Summary.
- D. Proposal Response to Criteria. (Please see the sections in this RFP package that list the Specifications & Cost Proposal, Experience and Qualifications, References, and Implementation Strategy to respond to our criteria in a clear and concise manner)
- E. Price Sheet.
- F. References: Identification of three (3) references within the last four (4) years, for which the Respondent is providing, or has provided, the goods and/or services (public sector) of the type requested in this RFP. Include the name, position/title, and telephone number of a contact person at each entity.
- G. Conflict of Interest Questionnaire.

H. Proposal Affidavit (Signature Page).

- I. Attach your entities sample Contract, if applicable, for the County's review and consideration. This should include any additional terms or conditions. The County is not required to use the sample Contract submitted.

2.3 TRANSMITTAL LETTER

The Respondent should submit a Transmittal Letter that provides the following information:

- A. Name and address of individual or business entity submitting the Proposal.
- B. Respondent's type of business entity (i.e., Corporation, General Partnership, Limited Partnership, LLC, etc.). See Section 3.5, Signature of Respondent, for more information.
- C. Place of incorporation or organization, if applicable.
- D. Name and location of major offices and other facilities that relate to the Respondent performance under the terms of this RFP.
- E. Name, physical address, email address, business and fax number of the Respondent's principal contact person regarding all contractual matters relating to this RFP.
- F. The Respondent's Federal Employer Identification Number.
- G. A commitment by the Respondent to provide the services required by the County;
- H. A statement that the Proposal is valid for the time specified on page three (3), under the section named *Prices Good for*, of this Proposal packet. Any Proposal containing a term of less than the required amount, may at the County's sole discretion, be rejected as non-responsive.
- I. If the Proposal being submitted will have an effect on air quality for the County (as it relates to any state, federal, or voluntary air quality standard), then the Respondent is encouraged to provide information in narrative indicating the anticipated air quality impact. See Section 4.40, Air Quality for more information.

The Transmittal Letter should be signed by a person legally authorized to bind the Respondent to its representations in the Transmittal Letter and the Proposal. In the case of a joint Proposal, each party must sign the Transmittal Letter.

2.4 EXECUTIVE SUMMARY

The Respondent should provide an Executive Summary of its Proposal that asserts that the Respondent is providing in its response all of the requirements of this RFP. The Executive Summary should not include any information concerning the cost of the Proposal, but instead must represent a full and concise summary of the contents of the Proposal. It is recommended the Executive Summary include the following information:

- A. Identify any goods and/or services that are provided beyond those specifically requested. If the Respondent is providing services and/or goods that do not meet the specific requirements of this RFP, but in the opinion of the Respondent are equivalent or superior to those specifically requested, any such differences should be noted in the Executive Summary. However, the Respondent must realize that failure to provide the goods and/or services specifically required, at the County's sole discretion, may result in disqualification of the Proposal.

- B. Indicate why the Respondent believes that it is the most qualified Respondent to provide the services described in this RFP. The Successful Respondent must demonstrate extensive experience and understanding of the intent of this project. The Respondent should describe in detail the current and historical experience the Respondent and its subcontractors have that would be relevant to completing the project. References must contain the name of key personnel and telephone numbers for each contact, as described in Section 3.14, References.
- C. Briefly state why the Respondent believes its proposed goods and/or services best meet the County's needs and RFP requirements, and the Respondent also should concisely describe any additional features, aspects, or advantages of its goods and/or services in any relevant area not covered elsewhere in its Proposal.

2.5 CONFLICT OF INTEREST

No public official shall have interest in a contract, in accordance with Vernon's Texas Codes Annotated, Local Government Code, Title 5, Subtitle C, Chapter 171, as amended.

As of January 1, 2006, all Respondents are responsible for complying with Local Government Code, Title 5, Subtitle C, Chapter 176. Additional information may be obtained from the County's website at the following link:

<http://www.wilco.org/CountyDepartments/Purchasing/ConflictofInterestDisclosure/tabid/689/language/en-US/Default.aspx>

Each Respondent must disclose any existing or potential conflict of interest relative to the performance of the requirements of this RFP. **Examples of potential conflicts of interest may include an existing business or personal relationship between the Respondent, its principal, or any affiliate or subcontractor with the County or any other entity or person involved in any way with the project that is subject to this RFP.** Similarly, any personal or business relationship between the Respondent, the principals, or any affiliate or subcontractor with any employee, or official of the County or its suppliers must be disclosed. Any such relationship that might be perceived or represented as a conflict must be disclosed. Failure to disclose any such relationship or reveal personal relationships with the County employees or officials may be cause for termination.

The County will decide if an actual or perceived conflict should result in Proposal disqualification.

By submitting a Proposal in response to this RFP, all Respondents affirm they have not given, nor intend to give, at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a the County public servant or any employee, official or representative of same, in connection with this procurement.

Each Respondent must provide a Conflict of Interest Statement with their Proposal Package. Package may be deemed incomplete without this form.

2.6 CERTIFICATE OF INTERESTED PARTIES – FORM 1295

As of January 1, 2016, all Respondents are responsible for complying with the Texas Government Code, Section 2252.908. The law states that the County may not enter into certain contracts with a Respondent unless the Respondent submits a disclosure of interested parties to the County at the time the Respondent submits the signed contract. The law applies only to a contract of the County on or after January 1, 2016 that either:

- A. Requires an action or vote by the Commissioners Court before the contract may be signed (all contracts that fall under the jurisdiction of the Commissioners Court approval, such as contracts resulting from an Initiation for Bid (IFB), RFP, Request for Qualifications (RFQ), etc., excluding,

but not limited to, certain Juvenile Service contracts, contracts funded with Sheriff's seized monies, etc.); or

- B. Has a value of at least \$1,000,000.

By January 1, 2016, the Texas Ethics Commission will make available on its website, a new filing application that must be used to file Form 1295. Information regarding how to use the filing application is available on the Texas Ethics Commission website at the following link:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

A Respondent must:

- A. Use the online application to process the required information on Form 1295.
- B. Print a copy of the form which will contain a unique certification number.
- C. An authorized agent of the Respondent must sign the printed copy of the form.
- D. Have the form notarized.
- E. File the completed Form 1295 and certification of filing (scanning and emailing form is sufficient) with Williamson County Purchasing Agent at the time the signed Contract is submitted for approval.

After the Commissioners Court award of the contract, the County shall notify the Texas Ethics Commission, using the Texas Ethics Commission's filing application, of the receipt of the filed Form 1295 and certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The Texas Ethics Commission will post the completed Form 1295 to its website within seven business days after receiving notice from the County.

2.7 PROPOSAL SUBMITTAL DEADLINE

The Proposal is due no later than the submittal date and time set forth in the Public Announcement and General Information listed in this RFP package. Contents of each Proposal shall be submitted in accordance with this RFP.

2.8 ETHICS

The Respondent shall not accept or offer gifts or anything of value, nor enter into any business arrangement with any employee, official or agent of the County.

2.9 DELIVERY OF PROPOSALS

The County uses BidSync to distribute and receive bids and Proposals. It is preferred that Proposals be submitted electronically through BidSync; however, Respondents can submit a hard copy.

Refer to www.bidsync.com for further information on how to submit electronically.

If mailed or delivered in person, Proposal and Proposal Addenda are to be delivered in sealed envelope on or before the submittal deadline, as noted in the Public Announcement and General Information listed in this RFP package, to:

Williamson County Purchasing Department

Attn: **Proposal Name and Number**

901 South Austin Avenue
Georgetown, Texas 78626

Also, all Respondents should list their Name and Address, and the Date of the Proposal opening on the outside of the box or envelope and note "Sealed Proposal Enclosed." Williamson County will not accept any Proposals after the submittal deadline, and shall return such Proposals unopened to the Respondent. The County will not accept any responsibility for Proposals being delivered by third party carriers.

Proposals will be opened publicly; however, in a manner to avoid public disclosure of contents, only names of Respondents will be read aloud: no pricing will be announced at the opening.

SECTION 3 - INSTRUCTIONS AND GENERAL REQUIREMENTS

3.1 INSTRUCTIONS

Read this document carefully, and follow all instructions and requirements. All Respondents are responsible for fulfilling all requirements and specifications. Be sure to have a clear understanding of this RFP.

General requirements apply to all advertised RFPs; however, these may be superseded, in whole or in part, by the proposal specifications, Addenda and modifications issued as a part of this RFP. Be sure your Proposal package is complete.

3.2 AMBIGUITY, CONFLICT, OR OTHER ERRORS IN THIS RFP

If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, the Respondent shall immediately notify the County Purchasing Department of such error in writing and request modification or clarification of the document.

Modifications will be made by issuing Addenda. If the Respondent fails to notify the County prior to the date and time fixed for submission of Proposals of an error or ambiguity in the RFP known to the Respondent, or an error or ambiguity that reasonably should have been known to the Respondent, then the Respondent shall be deemed to have waived the error or ambiguity or its later resolution.

The County may also modify the RFP, no later than forty-eight (48) hours prior to the date and time fixed for submission of Proposals, by issuance of an Addendum. All Addenda will be numbered consecutively, beginning with one (1).

3.3 NOTIFICATION OF MOST CURRENT ADDRESS

All Respondents in receipt of this RFP shall notify the Williamson County Purchasing Department of any address changes, contact person changes, and/or telephone number changes no later than forty-eight (48) hours prior to the date and time fixed for submission of Proposals.

3.4 SIGNATURE OF RESPONDENT

A Transmittal Letter, which shall be considered an integral part of the Proposal as stated in Section 2.3, Transmittal Letter, shall be signed by an individual who is authorized to bind the Respondent contractually.

- A. If the Respondent is a Corporation or Limited Liability Company, the legal name of the Corporation or Limited Liability Company shall be provided together with the signature of the officer or officers authorized to sign on behalf of such entity.
- B. If the Respondent is a General Partnership, the true name of the firm shall be provided with the signature of each partner authorized to sign.
- C. If the Respondent is a Limited Partnership, the name of the Limited Partner's General Partner shall be provided with the signature of the officer authorized to sign on behalf of the General Partner.
- D. If the Respondent is a Sole Proprietor(s) (individual), each Sole Proprietor(s) shall sign.
- E. If signature is by an agent, other than the Sole Proprietor(s) or an officer of a Corporation, Limited

Liability Company, General Partner or a member of a General Partnership, a power of attorney equivalent document must be submitted to the Williamson County Purchasing Department.

3.5 ASSUMED BUSINESS NAME

If the Respondent operates business under an Assumed Business Name, the Respondent must have file with the Williamson County Clerk a current Assumed Name Certificate and provide a file marked copy of same prior to contract award.

3.6 ECONOMY OF PRESENTATION

Proposals should not contain promotional or display materials, except as they may directly answer in whole or in part questions contained in the RFP. Such exhibits shall be clearly marked with the applicable reference number of the question in the RFP. Proposals must address the technical requirements as specified in the RFP. All questions posed by the RFP must be answered concisely and clearly. Proposals that do not address each criterion may be, at the sole discretion of the County, rejected and not considered.

3.7 PROPOSAL OBLIGATION

The contents of the RFP, Proposal, and any clarification thereof submitted by the Successful Respondent shall become part of the contractual obligation and incorporated by reference into the Contract and any Ensuing Agreement(s).

3.8 COMPLIANCE WITH RFP SPECIFICATIONS

It is intended that this RFP describe the requirements and the Proposal format in sufficient detail to secure comparable Proposal. Failure to comply with all provisions of the RFP may, at the sole discretion of the County, result in disqualification.

3.9 EVALUATION

The County reserves the right to use all pertinent information (also learned from sources other than disclosed in the RFP process) that might affect the County's judgment as to the appropriateness of award to the best evaluated Respondent. This information may be appended to the Proposal evaluation process results. Information on a Respondent from reliable sources, and not within the Respondent Proposal, may also be noted and made part of the evaluation file. The County shall have sole discretion for determining the reliability of the source. The County reserves the right to conduct written and/or oral discussions/interviews after the Proposal opening. The purpose of such discussions/interviews is to provide clarification and/or additional information to make an award that is in the best interest of the County.

3.10 WITHDRAWAL OF PROPOSAL

The Respondent may withdraw its Proposal by submitting a written request with the company letterhead and the signature of an authorized individual, as described in Section 3.4, Signature of Respondent, to the Williamson County Purchasing Department any time prior to the submission deadline.

The Respondent may submit a new Proposal prior to the deadline. Alterations of the Proposal in any manner will not be considered if submitted after the deadline. Withdrawal of a Proposal after the deadline will be subject to written approval of the Williamson County Purchasing Agent.

3.11 RESPONSIBILITY

It is expected that a Respondent will be able to affirmatively demonstrate responsibility. A prospective Respondent should be able to meet the following requirements:

- A. Have adequate financial resources, or the ability to obtain such resources as required;
- B. Be able to comply with the required or proposed delivery schedule;
- C. Have a satisfactory record of performance that can be determined thru references provided; and
- D. Be otherwise qualified and eligible to receive an award.

The County may request representation and other information sufficient to determine the Respondent ability to meet these minimum standards listed above.

3.12 PURCHASE ORDERS

If required by the Williamson County Purchasing Department, a purchase order(s) may be generated to the Successful Respondent for goods and/or services. If a purchase order is issued, the purchase order number must appear on all itemized invoices and/or requests for payment.

3.13 SILENCE OF SPECIFICATIONS

The apparent silence of any RFP specifications as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.

3.14 REFERENCES

Respondents shall furnish a list of contracts where similar responsibilities and goods and/or services have been required and/or performed for the past five (5) years, to include names, titles, phone numbers and email addresses of reference contacts, contract numbers and dates of performance.

Also, Respondents shall include a list of any contracts that have been cancelled or terminated within the last five (5) years, along with an explanation of the cancellation and the names, email address and phone number of a reference person with that institution.

The County may contact some or all of the references in order to determine the Respondent performance record on work similar to that described in this RFP. The County reserves the right to contact references other than those provided in the response and to use the information gained from them in the evaluation process.

References should be provided in accordance with this RFP. Proposal may not be deemed complete without the inclusion of requested references.

SECTION 4 - TERMS AND CONDITIONS

4.1 VENUE AND GOVERNING LAW

The Respondent hereby agrees and acknowledges that venue and jurisdiction of any suit, right, or cause of action arising out of or in connection with this RFP, the Contract and any Ensuing Agreement(s), shall lie exclusively in either Williamson County, Texas or in the Austin Division of the Western Federal District of Texas, and the parties hereto expressly consent and submit to such jurisdiction. Furthermore, except to the extent that this RFP, the Contract and any Ensuing Agreement(s) is governed by the laws of the United States, this RFP, the Contract and any Ensuing Agreement(s) shall be governed by and construed in accordance with the laws of the State of Texas, excluding, however, its choice of law rules.

4.2 INCORPORATION BY REFERENCE AND PRECEDENCE

- A. The Contract shall be derived from the RFP and its Addenda (if applicable), and the Respondent Proposal. In the event of a dispute under the Contract, applicable documents will be referred to for the purpose of clarification or for additional detail in the following order of precedence:

1. The RFP and its Addenda (if applicable); and
2. The Respondent's Proposal.

- B. In the event the County requires that an Ensuing Agreement be executed following award and a dispute arises between the terms and conditions of the Ensuing Agreement, the RFP and its Addenda (if applicable), and the Respondent's Proposal, applicable documents will be referred to for the purpose of clarification or for additional detail in the following order of precedence:

1. The terms and conditions of the Ensuing Agreement;
2. The RFP and its Addenda; and
3. The Respondent's Proposal.

4.3 OWNERSHIP OF PROPOSAL

Each Proposal shall become the property of the County upon submittal and will not be returned to Respondents unless received after the submittal deadline.

4.4 DISQUALIFICATION OF RESPONDENT

Upon signing and submittal of the Proposal, a Respondent offering to sell supplies, materials, services, or equipment to the County, certifies that the Respondent has not violated the antitrust laws of the State of Texas codified in Business & Commerce Code, Section 15.01, or the Federal Antitrust Laws, and has not communicated directly or indirectly the offer made to any competitor or any other person engaged such line of business. Any or all Proposals may be rejected if the County believes that collusion exists among the Respondents.

4.5 FUNDING

The County intends to budget and make sufficient funds available and authorize funds for expenditure to finance the costs of the Contract. All Respondents understand and agree that the County's payment of

amounts under the Contract shall be contingent on the County receiving appropriations or other expenditure authority sufficient to allow the County, in the exercise of reasonable administrative discretion, to make payments under this Contract.

4.6 ASSIGNMENT, SUCCESSORS AND ASSIGNS

The Successful Respondent may not assign, sell, or otherwise transfer the Contract or any other rights or interests obtained under the Contract without written permission of the Williamson County the Commissioners Court. The Contract and any Ensuing Agreement(s) shall be binding upon and inure to the benefit of the contracting parties hereto and their respective successors and permitted assigns.

4.7 IMPLIED REQUIREMENTS

Products or services not specifically described or required in the RFP, but are necessary to provide the functional capabilities described by the Respondent, shall be implied and deemed to be included in the Proposal.

4.8 TERMINATION

- A. Termination for Cause:** The County reserves the right to terminate the Contract and/or any Ensuing Agreement(s) for default if the Successful Respondent breaches any of the Proposal specifications, terms and conditions, including warranties of the Respondent, if any, or if the Successful Respondent becomes insolvent or commits acts of bankruptcy. Such right of termination is in addition to and not in lieu of any other remedies the County may have at law or equity or as may otherwise be provided hereunder. Default may be construed as, but not limited to, failure to deliver the proper goods and/or services within the proper amount of time, and/or to properly perform any and all other requirements to the County's satisfaction, and/or to meet all other obligations and requirements.
- B. Termination for Convenience:** The County may terminate the Contract and/or any Ensuing Agreement(s) for convenience and without cause or further liability, upon no less than thirty (30) calendar days written notice to the Successful Respondent. The County reserves the right to extend this period if it is in the best interest of the County. In the event the County exercises its right to terminate without cause, it is understood and agreed that only the amounts due to the Successful Respondent for goods, commodities and/or services provided and expenses incurred to and including the date of termination, will be due and payable. No penalty will be assessed for the County's termination for convenience.

4.9 NON-PERFORMANCE

It is the objective of the County to obtain complete and satisfactory performance of the requirements set forth herein. In addition to any other remedies available at law, in equity or that may be set out herein, failure to perform may result in a deduction of payment equal to the amount of the goods and/or services that were not provided and/or performed to the County's satisfaction.

In the event of such non-performance, the County shall have the right, but shall not be obligated, to complete the services itself or by others and/or purchase the goods from other sources. If the County elects to acquire the goods or perform the services itself or by others, pursuant to the foregoing, the Successful Respondent shall reimburse the County, within ten (10) calendar days of demand, for all costs incurred by the County (including, without limitation, applicable, general, and administrative expenses, and field overhead, and the cost of necessary equipment, materials, and field labor) in correcting the nonperformance which the Successful Respondent fails to meet pursuant to the requirements set out herein. In the event the Successful Respondent refuses to reimburse the County as set out in this provision, the County shall have the right to deduct such reimbursement amounts from any amounts that may be then owing or that may become owing in the future to the Successful Respondent.

4.10 PROPRIETARY INFORMATION AND THE TEXAS PUBLIC INFORMATION ACT

All material submitted to the County shall become public property and subject to the Texas Public Information Act upon receipt. If a Respondent does not desire proprietary information in the Proposal to be disclosed, each page must be clearly identified and marked proprietary at time of submittal or, more preferably, all proprietary information may be placed in a folder or appendix and be clearly identified and marked as being proprietary. Failure to clearly identify and mark information as being proprietary as set forth under this provision will result in all unmarked information being deemed non-proprietary and available to the public. For all information that has not been clearly identified and marked as proprietary by the Respondent, the County may choose to place such information on the County's website and/or a similar public database without obtaining any type of prior consent from the Respondent.

The County will, to the extent allowed by law, endeavor to protect from public disclosure the information that has been identified and marked as proprietary. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General.

To the extent, if any, that any provision in this RFP or in the Respondent's Proposal is in conflict with Texas Government Code, Chapter 552, as amended (the "Public Information Act"), the same shall be of no force or effect. Furthermore, it is expressly understood, and agreed, that the County, and its officers and employees, may request advice, decisions and opinions of the Attorney General of the State of Texas in regard to the application of the Public Information Act to any items or data furnished to the County as to whether or not the same are available to the public. It is further understood that that the County, and its officers and employees, shall have the right to rely on the advice, decisions and opinions of the Attorney General, and that the County, its officers and employees shall have no liability or obligation to any party hereto for the disclosure to the public, or to any person or persons, of any items or data furnished to the County by a party hereto, in reliance of any advice, decision or opinion of the Attorney General of the State of Texas.

4.11 RIGHT TO AUDIT

The Successful Respondent agrees that the County or its duly authorized representatives shall, until the expiration of three (3) years after termination or expiration of the services to be performed, have access to and the right to examine and photocopy any and all books, documents, papers and records of the Successful Respondent, which are directly pertinent to the services to be performed or goods to delivered for the purposes of making audits, examinations, excerpts and transcriptions. The Successful Respondent agrees that the County shall have access during normal working hours to all necessary facilities and shall be provided adequate and appropriate work space in order to conduct audits in compliance with the provisions of this section. The County shall give the Successful Respondent reasonable advance notice of intended audits.

4.12 TESTING AND INSPECTIONS

The County reserves the right to inspect and test equipment, supplies, materials and goods for quality and compliance with this RFP, and ability to meet the needs of the user. Demonstration units must be available for review. Should the goods or services fail to meet requirements and/or be unavailable for evaluation, the County can deem the Respondent to be in breach and terminate the Contract and/or any Ensuing Agreement(s).

4.13 PROPOSAL PREPARATION COSTS

The cost of developing Proposals is the sole responsibility of the Respondents and shall not be charged to the County. There is no expressed or implied obligation for the County to reimburse the Respondents for any expense incurred in preparing a Proposal in response to this RFP and the County will not reimburse the Respondents for such expenses.

4.14 INDEMNIFICATION

The Successful Respondent shall indemnify, defend and save harmless, the County, its officials, employees, agents and agent's employees from, and against, all claims, liability, and expenses including reasonable attorneys' fees, arising from activities of the Respondent, its agents, servants or employees, performed hereunder that result from the negligent act, error, or omission of the Respondent or any of the Respondent's agents, servants or employees, as well as all claims of loss or damage to the Respondent's and the County's property, equipment, and/or supplies.

Furthermore, the County, its officials, employees, agents and agents' employees shall not be liable for damages to the Successful Respondent arising from any act of any third party, including, but not limited to, theft. The Successful Respondent further agrees to indemnify, defend and save harmless, the County from its officials, employee, agents and agents' employees against all claims of whatever nature arising from any accident, injury, or damage whatsoever, caused to any person, or the property of any person, occurring in relation to the Successful Respondent's performance of any services requested hereunder during the term of the Contract and/or any Ensuing Agreement(s).

The Successful Respondent shall timely report all claims, demands, suits, actions, proceedings, liens or judgements to the County and shall, upon the receipt of any claim, demand, suit, action, proceeding, lien or judgement, not later than the fifteenth (15th) day of each month; provide the County with a written report on each such matter, setting forth the status of each matter, the schedule or planned proceedings with respect to each matter and the cooperation or assistance, if any, of the County required by the Successful Respondent in the defense of each matter. The Successful Respondent's duty to defend, indemnify and hold the County harmless shall be absolute. It shall not abate or end by reason of the expiration or termination of the Contract and/or any Ensuing Agreement(s), unless otherwise agreed by the County in writing. The provisions of this section shall survive the termination of the Contract and shall remain in full force and effect with respect to all such matters no matter when they arise.

In the event of any dispute between the parties, as to whether a claim, demand, suit, action, proceeding, lien or judgement, that appears to have been caused by or appears to have arisen out of or in connection with acts or omissions of the County, the Respondent shall nevertheless fully defend such claim, demand, suit or action, proceeding, lien or judgement, until and unless there is a determination by a court of competent jurisdiction that the acts and omissions of the Respondent are not an issue in the matter.

The Successful Respondent's indemnification shall cover, and the Successful Respondent agrees to, indemnify the County, in the event the County is found to have been negligent for having selected the Successful Respondent to perform the work described in this request. The provision by the Successful Respondent of insurance shall not limit the liability of the Successful Respondent under the Contract and/or any Ensuing Agreement(s).

4.15 WAIVER OF SUBROGATION

The Successful Respondent and the Successful Respondent's insurance carrier waive any and all rights whatsoever with regard to subrogation against the County as an indirect party to any suit arising out of personal or property damages resulting from the Respondent's performance under this Contract and any Ensuing Agreement(s).

4.16 RELATIONSHIP OF THE PARTIES

The Successful Respondent shall be an independent contractor and shall assume all of the rights, obligations, liabilities, applicable to it as such independent contractor hereunder and any provisions herein which may appear to give the County the right to direct the Successful Respondent as to details of doing work herein covered, or to exercise a measure of control over the work, shall be deemed to mean that the Successful Respondent shall follow the desires of the County in the results of the work only. The County shall not retain or have the right to control the Successful Respondent's means, methods or

details pertaining to the Successful Respondent's performance of the work. The County and the Successful Respondent hereby agree and declare that the Successful Respondent is an independent contractor and as such meets the qualifications of an "Independent Contractor" under Texas Workers Compensation Act, Texas Labor Code, Section 406.141, that the Successful Respondent is not an employee of the County, and that the Successful Respondent and its employees, agents and subcontractors shall not be entitled to workers compensation coverage or any other type of insurance coverage held by the County.

4.17 SOLE PROVIDER

The Successful Respondent agrees and acknowledges that it shall not be considered a sole provider of the goods and/or services described herein and that the County may contract with other providers of such goods and/or services if the County deems, at its sole discretion, that multiple providers of the same goods and/or services will serve the best interest of the County.

4.18 FORCE MAJEURE

If the party obligated to perform is prevented from performance by an act of war, order of legal authority, act of God, or other unavoidable cause not attributable to the fault or negligence of said party, the other party shall grant such party relief from the performance. The burden of proof for the need of such relief shall rest upon the party obligated to perform. To obtain release based on force majeure, the party obligated to perform shall file a written request with the other party.

4.19 SEVERABILITY

If any provision of this RFP, the Contract or any Ensuing Agreement(s) shall be held invalid or unenforceable by any court of competent jurisdiction, such holding shall not invalidate or render unenforceable any other provision thereof, but rather the entire RFP, Contract or any Ensuing Agreement(s) will be construed as if not containing the particular invalid or unenforceable provision or provisions, and the rights and obligation of the parties shall be construed and enforced in accordance therewith. The parties acknowledge that if any provision of this RFP, the Contract or any Ensuing Agreement(s) is determined to be invalid or unenforceable, it is the desire and intention of each that such provision be reformed and construed in such a manner that it will, to the maximum extent practicable, give effect to the intent of this RFP, the Contract or any Ensuing Agreement(s) and be deemed to be validated and enforceable.

4.20 EQUAL OPPORTUNITY

Neither party shall discriminate against any employee or applicant for employment because of race, color, sex, religion or national origin.

4.21 NOTICE

Any notice to be given shall be in writing and may be distributed by personal delivery, or by registered or certified mail, return receipt requested, addressed to the proper party, at the following address:

The County: Williamson County Purchasing Department
Attn: Purchasing Agent
901 South Austin Avenue
Georgetown, Texas 78626

The Respondent: Address set out in Respondent's Transmittal Letter

Notices given in accordance with this provision shall be effective upon (1) receipt by the party to which notice is given, or (2) on the third (3rd) calendar day following mailing, whichever occurs first.

4.22 SALES AND USE TAX EXEMPTION

The County is a body, corporate and politic, under the laws of the State of Texas and claims exemption from sales and use taxes under Texas Tax Code, Section 151.309, as amended, and the services and/or goods subject hereof are being secured for use by the County.

4.23 COMPLIANCE WITH LAWS

The County and the Successful Respondent shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of the Contract and any Ensuing Agreement(s), including, without limitation, Workers' Compensation laws, salary and wage statutes and regulations, licensing laws and regulations. When required, the Successful Respondent shall furnish the County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.

4.24 INCORPORATION OF EXHIBITS, APPENDICES AND ATTACHMENTS

All of the Exhibits, Appendices and Attachments referred to herein are incorporated by reference as if set forth verbatim herein. Any conflicting terms in the Contract documents will be resolved at the sole discretion of the Commissioners Court.

4.25 NO WAIVER OF IMMUNITIES

Nothing herein shall be deemed to waive, modify or amend any legal defense available at law or in equity to the County, its past or present officers, employees, or agents, nor to create any legal rights or claim on behalf of any third party. The County does not waive, modify, or alter to any extent whatsoever the availability of the defense of governmental immunity under the laws of the State of Texas and of the United States.

4.26 NO WAIVER

The failure or delay of any party to enforce at any time or any period of time any of the provisions of this RFP, the Contract or any Ensuing Agreement(s) shall not constitute a present or future waiver of such provisions nor the right of either party to enforce each and every provision. Furthermore, no term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

4.27 CURRENT REVENUES

The obligations of the parties under the Contract and any Ensuing Agreement(s) do not constitute a general obligation or indebtedness of the County for which the County is obligated to levy, pledge, or collect any of taxation. It is understood and agreed that the County shall have the right to terminate the Contract and any Ensuing Agreement(s) at the end of any the County fiscal year if the governing body of the County does not appropriate sufficient funds as determined by the County's budget for the fiscal year in question. The County may effect such termination by giving written notice of termination to the Successful Respondent at the end of its then-current fiscal year.

4.28 BINDING EFFECT

This Contract and any Ensuing Agreement(s) shall be binding upon and inure to the benefit of the parties and their respective permitted assigns and successors.

4.29 ASSIGNMENT

The Successful Respondent's interest and duties hereunder may not be assigned or delegated to a third party without the express written consent of the County.

4.30 SAFETY

The Successful Respondent is responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with any services to be provided hereunder. The safety program shall comply with all applicable requirements of the current federal Occupational Safety and Health Act and all other applicable federal, state and local laws and regulations.

4.31 GENERAL OBLIGATIONS AND RELIANCE

The Successful Respondent shall perform all services and/or provide all goods, as well as those reasonably inferable and necessary for completion and provision of services and/or goods required hereunder. The Successful Respondent shall keep the County informed of the progress and quality the services. The Successful Respondent agrees and acknowledges that the County is relying on the Successful Respondent's represented expertise and ability to provide the goods and/or services described herein. The Successful Respondent agrees to use its best efforts, skill, judgment, and abilities to perform its obligations in accordance with the highest standards used in the profession and to further the interests of the County in accordance with the County's requirements and procedures. The Successful Respondent's duties, as set forth herein, shall at no time be in any way diminished by reason of any approval by the County, nor shall the Successful Respondent be released from any liability reason of such approval by the County, it being understood that the County at all times is ultimately relying upon the Successful Respondent's skill and knowledge in performing the services and providing any goods required hereunder.

4.32 CONTRACTUAL DEVELOPMENT

The Commissioners Court may award the Contract on the basis of the initial Proposals received, without any further or additional discussions. Therefore, each initial Proposal should contain the Respondent best terms and offer. The contents of the RFP and the selected Proposal will become an integral part of the Contract, but may be modified, at Williamson County's sole discretion, by provisions of an Ensuing Agreement. Therefore, the Respondent must agree to inclusion in an Ensuing Agreement of Proposal specifications, terms and conditions of this RFP. Williamson County may, at its discretion, opt to conduct further discussions with responsible offerors and request the highest ranked firm's Best and Final Offer (BAFO).

4.33 ENTIRE AGREEMENT

The Contract and any Ensuing Agreement(s) shall supersede all prior Agreements, written or oral between the Successful Respondent and the County and shall constitute the entire Agreement and understanding between the parties with respect to the services and/or goods to be provided. Each of the provisions herein shall be binding upon the parties and may not be waived, modified, amended or altered, except by writing signed by the Successful Respondent and the County.

4.34 SURVIVABILITY

All applicable agreements that were entered into between the Successful Respondent and the County, under the terms and conditions of the Contract and/or any Ensuing Agreement(s), shall survive the expiration or termination thereof for ninety (90) days unless a new contract has been awarded.

The County may exercise, by written notice to the Successful Respondent no later than ten (10) calendar days of the Contract expiration, this clause for emergency cases only.

4.35 PAYMENT

The County's payment for goods and services shall be governed by the Texas Government Code, Chapter 2251. An invoice shall be deemed overdue the thirty-first (31st) day after the later of the following:

- A. The date the County receives the goods under the Contract;
- B. The date the performance of the service under the Contract is completed; or
- C. The date the Williamson County Auditor receives an invoice for the goods or services.

Interest charges for any overdue payments shall be paid by the County in accordance with Texas Government Code, Section 2251.025. More specifically, the rate of interest that shall accrue on a late payment is the rate in effect on September 1 of the County's fiscal year in which the payment becomes due. The said rate in effect on September 1 shall be equal to the sum of one (1) percent and the prime rate published in the Wall Street Journal on the first (1st) day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.

In the event that an error appears in an invoice submitted by the Successful Respondent, the County shall notify the Successful Respondent of the error not later than the twenty-first (21st) day after the date the County receives the invoice. If the error is resolved in favor of the Successful Respondent, the Successful Respondent shall be entitled to receive interest on the unpaid balance of the invoice submitted by the Successful Respondent beginning on the date that the payment for the invoice became overdue. If the error is resolved in favor of the County, the Successful Respondent shall submit a corrected invoice that must be paid in accordance within the time set forth above. The unpaid balance accrues interest as provided by the Texas Government Code, Chapter 2251, if the corrected invoice is not paid by the appropriate date.

As a minimum, invoices shall include:

- A. Name, address, and telephone number of the Successful Respondent and similar information in the event the payment is to be made to a different address.
- B. The County Contract, Purchase Order.
- C. Identification of items or service as outlined in the Contract.
- D. Quantity or quantities, applicable unit prices, total prices and total amount.
- E. Any additional payment information which may be called for by the Contract.

Payment inquiries should be directed to the following address:

Williamson County Auditor's Office, Accounts Payable Department
Email: accountspayable@wilco.org
Phone: 512-943-1500

4.36 CONTRACTUAL FORMATION AND ENSUING AGREEMENT

The RFP and the Respondent's Proposal, when properly accepted by the Commissioners Court, shall constitute a Contract equally binding between the Successful Respondent and the County. The Successful Respondent may be required by Williamson County to sign an additional Agreement containing terms necessary to ensure compliance with the RFP and Respondent's Proposal.

4.37 LEGAL LIABILITY INFORMATION

The Successful Respondent shall disclose all legal liability information by listing any pending litigation anticipated litigation that your firm is involved in including, but not limited to, potential or actual legal matters with private parties and any local, state, federal or international governmental entities. The County reserves the right to consider legal liability information in the recommendation of any proposed contract to the Commissioners Court.

4.38 CONFIDENTIALITY

Respondent expressly agrees that it will not use any direct or incidental confidential information that may be obtained while working in a governmental setting for its own benefit, and agrees that it will not access unauthorized areas or confidential information and it will not disclose any information to unauthorized third parties, and will take care to guard the security of the information at all times.

4.39 INCLEMENT WEATHER

In case of inclement weather or any other unforeseen event causing the County to close for business on the date of a Proposal submission deadline, the Proposal closing will automatically be postponed until the next business day the County is open. If inclement weather conditions or any other unforeseen event causes delays in carrier service operations, the County may issue an Addendum to all known Respondents interested in the project to extend the deadline. It will be the responsibility of the Respondent to notify the County of their interest in the project if these conditions are impacting their ability to turn in a submission within the stated deadline. The County reserves the right to make the final judgement call to extend any deadline.

4.40 AIR QUALITY

In determining the overall best Proposal, the County may, to the extent applicable, exercise the option granted to local governments under the Texas Local Government Code, Section 271.907.

This option allows the County to evaluate Proposals and give preference to goods and/or services of Respondent that demonstrates that the Respondent meets or exceeds any and all state or federal environmental standards, including voluntary standards, relating to air quality. If the Proposal being submitted will have an effect on air quality for the County (as it relates to any state, federal, or voluntary air quality standard), then the Respondent is encouraged to provide information in narrative indicating anticipated air quality impact. All Respondents are expected to meet all mandated state and federal air quality standards.

4.41 COOPERATIVE PURCHASING PROGRAM

During the term of the Contract resulting from this RFP, the County would like to afford the same prices, terms and conditions to other political subdivisions or public entities. Another entity's participation in the Contract resulting from this RFP is subject to a properly authorized Purchasing Cooperative Inter-local Agreement (ILA) with the County. Any liability created by purchase orders issued against the Contract shall be the sole responsibility of the governmental agency placing the order.

4.42 CONFIDENTIALITY

The Respondent expressly agrees that it will not use any direct or incidental confidential information that may be obtained while working in a governmental setting for its own benefit, and agrees that it will not access unauthorized areas or confidential information and it will not disclose any information to unauthorized third parties, and will take care to guard the security of the information at all times.

Proposal References

List the last three (3) companies or governmental agencies, where the same or similar goods and/or services as contained in this RFP package, were recently provided by Respondent.

Reference 1

Client Name:

Location:

Contact Name:

Title:

Phone:

E-mail

Contract Date To:

Contract Date From:

Contract Value: \$

Scope of Work:

Reference 2

Client Name:

Location:

Contact Name:

Title:

Phone:

E-mail

Contract Date To:

Contract Date From:

Contract Value: \$

Scope of Work:

Reference 3

Client Name:

Location:

Contact Name:

Title:

Phone:

E-mail

Contract Date To:

Contract Date From:

Contract Value: \$

Scope of Work:

5

6

CONFLICT OF INTEREST QUESTIONNAIRE For vendor or other person doing business with local governmental entity		Form CIQ
<p>This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person doing business with the governmental entity.</p> <p>By law this questionnaire must be filed with the records administrator of the local government not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.</p> <p>A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.</p>		OFFICE USE ONLY Date Received <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
1	Name of person doing business with local governmental entity. <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
2	<p style="text-align: center;">Check this box if you are filing an update to a previously filed questionnaire.</p> <div style="display: flex; align-items: center;"> <input type="checkbox"/> <div style="margin-left: 10px;"> <p>(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than September 1 of the year for which an activity described in Section 176.006(a), Local Government Code, is pending and not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)</p> </div> </div>	
3	<p>Describe each affiliation or business relationship with an employee or contractor of the local governmental entity who makes recommendations to a local government officer of the local governmental entity with respect to expenditure of money.</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div> <div style="text-align: right; position: relative; height: 100px;"> <div style="position: absolute; top: 0; right: 0; width: 20px; height: 20px; text-align: center;">5</div> <div style="position: absolute; bottom: 0; right: 0; width: 20px; height: 20px; text-align: center;">6</div> </div>	
4	<p>Describe each affiliation or business relationship with a person who is a local government officer and who appoints or employs a local government officer of the local governmental entity that is the subject of this questionnaire.</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div> <div style="text-align: right; position: relative; height: 100px;"> <div style="position: absolute; top: 0; right: 0; width: 20px; height: 20px; text-align: center;">5</div> <div style="position: absolute; bottom: 0; right: 0; width: 20px; height: 20px; text-align: center;">6</div> </div>	

CONFLICT OF INTEREST QUESTIONNAIRE For vendor or other person doing business with local governmental entity		Form CIQ Page 2
5	<p>Name of local government officer with whom filer has affiliation or business relationship. (Complete this section only if the answer to A, B, or C is YES.)</p> <p>This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or other relationship. Attach additional pages to this Form CIQ as necessary.</p> <p>A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>B. Is the filer of the questionnaire receiving or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local governmental entity? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>C. Is the filer of this questionnaire affiliated with a corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. Describe each affiliation or business relationship.</p> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>	
	<p>6. Describe any other affiliation or business relationship that might cause conflict of interest:</p> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>	
7	<div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 60%; border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="width: 35%; border-bottom: 1px solid black; margin-bottom: 5px;"></div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Signature of person doing business with the governmental entity Date </div>	
	<p style="color: red;">Signature not required if completing in BIDSYNC electronically.</p>	

PROPOSAL AFFIDAVIT

This form must be completed, signed, notarized and returned with Proposal package

The undersigned certifies that the RFP and the Respondent's Proposal have been carefully reviewed and are submitted as correct and final. Respondent further certifies and agrees to furnish any and/or all goods and/or services upon which prices are extended at the price Proposal, and upon the conditions contained in the RFP.

I hereby certify that the foregoing Proposal has not been prepared in collusion with any other Respondent or other person or persons engaged in the same line of business prior to the official opening of this Proposal. Further, I certify that the Respondent is not now, nor has been for the past six (6) months, directly or indirectly concerned in any pool or agreement or combination, to control the price of services/commodities Proposal on, or to influence any person or persons to submit a Proposal or not to submit a Proposal thereon."

Name of Respondent:	<div style="border: 1px solid black; height: 20px;"></div>
Address of Respondent:	<div style="border: 1px solid black; height: 20px;"></div>
Email:	<div style="border: 1px solid black; height: 20px;"></div>
Telephone:	<div style="border: 1px solid black; height: 20px;"></div>
Printed Name of Person Submitting Affidavit:	<div style="border: 1px solid black; height: 20px;"></div>
Signature of Person Submitting Affidavit:	<div style="border: 1px solid black; height: 20px;"></div>

Cooperative Purchasing Program

Check one of the following options below. A non-affirmative Proposal will in no way have a negative impact on the County's evaluation of the Proposal.

<input type="checkbox"/>	I will offer the quoted prices to all authorized entities during the term of the County's Contract.
<input type="checkbox"/>	I will not offer the quoted prices to all authorized entities.

If no box is checked, the Respondent agrees to make best efforts in good faith to offer the quoted prices to all authorized entities.

BEFORE ME, the undersigned authority, a Notary Public, personally appeared
(Name of Signer), who after being by me duly sworn, did depose and say: "I, ,
(Name of Signer) am a duly authorized officer of/agent for *(Name of Respondent)*
 and have been duly authorized to execute the foregoing on behalf of the said
(Name of Respondent).

SUBSCRIBED AND SWORN to before me by the above-named
 on this the day of , 20.

Notary Public in and for
 The State of
 The County of

SIGNATURE AND NOTARY NOT REQUIRED IF COMPLETING IN BIDSYNCH ELECTRONICALLY.

Request for Proposals
Electronic Payment Processing

SPECIFICATIONS

I. **Background**

- A. Williamson County is seeking proposals from interested firms for Electronic Payment Processing. The selected vendor(s) will provide the County with a comprehensive program of payment processing services that serve the County's current and anticipated needs. The County is interested in receiving responses from qualified firms who can provide analysis, technology, and services to efficiently process and reconcile a variety of electronic payments, such as credit cards, debit cards and e-checks. Williamson County Government offices and facilities collect various taxes, fees, court costs, bids and sales payments, and fines. The County intends to coordinate with selected vendor(s) to provide payment processes to support collection of these fees. The selected vendor(s) are expected to work with individual departments and Williamson County Technology Services ("WCTS") staff to meet the needs of the customer.
- B. For the purposes of this RFP, the Respondent should provide electronic payment processing through the following methods:
 - 1. Credit and Debit chip-ready readers;
 - 2. Telephone payments (automated and call center);
 - 3. Internet payments/online;
 - 4. Business and personal checks (e-checks); and
 - 5. Mobile/wireless payments
- C. Williamson County currently only supports and will continue to only support the transaction surcharge model for electronic payments in which the payer is charged for the base transaction and any minimum or percentage-based transaction fees.

II. **Overview**

- A. Williamson County is an urban county located in the central part of Texas. Georgetown serves as the county seat, serving a population of approximately 540,000 residents.
- B. The County provides those services allowed by the Constitution and Statutes of the State of Texas. Services include, but are not limited to, law enforcement, judicial proceedings, probation monitoring services, juvenile services, recording services related to judicial proceedings, public health and welfare, maintaining

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road and bridges, principally within the unincorporated areas of the County, and other related governmental functions.

- C. Two vendors currently provide the majority of electronic payment processing services; some as stand-alone solutions and others integrated with operational systems. The major vendor contract is expiring, and several departments have expressed a desire to evaluate additional/alternate payment-processing options.
- D. Appendix A of this RFP is a table that lists the significant users of merchant services within the county, their approximate transaction volume, and their approximate transaction values. Appendix B sets forth the functions of each office that require merchant services, the current system through which credit cards are processed, the need for hardware, current integration capabilities between the processing system and the gateway, and current availability of real-time reporting.

III. Statement of Work

A. Objectives

- 1. Ensure that Williamson County and customer-facing service is maintained at a high standard and meets Williamson County's needs and expectations.
- 2. Ensure that service and reliability are maintained to the Williamson County standard in the following areas:
 - a. Industry-leading network uptime;
 - b. Contingency plans for unavoidable outages;
 - c. Fast notice of outages;
 - d. Fast resolution of issues;
 - e. Maintains Service Level Agreement (SLA) at all times.
- 3. Ensure that Williamson County reporting needs are met.
- 4. Ensure that payment-processing solutions are scalable to meet current and future County needs.
- 5. Ensure Williamson County is responsible for charging the convenience fees for a vendor. The convenience fee funds are to be deposited directly to the vendors designated bank account. They are NOT to go directly to a Williamson County bank account.
- 6. Provide the necessary training to enable the County staff to support the solution effectively.
- 7. Ensure that all collected and processed funds of Williamson County be safeguarded, insured and bonded from loss until tendered to Williamson

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County for deposit with the County depository as required by Texas law.

8. Ensure that the vendor maintains no less than minimum Payment Card Industry Data Security Standard (PCI DSS) compliance at all times.

B. Scope

1. The scope of this procurement is to provide optional payment-processing services to requesting Williamson County organizations.
2. Provide each organization requesting electronic payment processing services with a scalable solution appropriate to their needs, such as online payment processing services, the installation of equipment and software, development of reports, and training. Include:
 - a. Payment processing services;
 - b. Reporting capabilities and online account management;
 - c. Technical and cardholder support;
 - d. Transaction security for Williamson County and residents;
 - e. Hardware and software;
 - f. Training; and
 - g. Implementation services to be carried out in collaboration with the county's project management team, to include, but not be limited to:
 - i. Evaluation of department needs;
 - ii. Proposed solution Statement of Work;
 - iii. Technical requirements;
 - iv. System integrations, as applicable (web services preferred);
 - v. Implementation planning, risk management, project management; and
 - vi. Training and documentation.
3. This RFP is intended to provide an option(s) for each department's use. No business is guaranteed, and the county reserves the right to engage multiple vendors depending on departmental needs. Some departments are under separate contracts that are outside the scope of this RFP.
4. Williamson County appreciates the Respondent's expertise and capabilities and does not intend to write a detailed specification to address every feature and component of Electronic Payment Processing services. The intent of this RFP is to allow vendors to provide the best

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Electronic Payment Processing

solution given the requirements set forth by the County. This approach enables the County to take advantage of the most beneficial system available while allowing fair evaluation of all responses and remaining within standard purchasing procedures established by the County.

C. Requirements

The Respondent's proposal must indicate Respondent's ability to meet the following requirements. Please confirm your ability to provide each of the features listed in the items below. If any of these features are not available, please describe why the feature is not available and what alternative solution you will offer.

1. Respondents must provide each participating Williamson County organization with an electronic payment processing solution appropriate to that organization's needs, including:
 - a. Support to Williamson County staff to address operational and technical issues;
 - b. Assistance to residents experiencing issues when utilizing electronic payment processing services;
 - c. Reporting and online account management;
 - d. Transaction security for Williamson County and residents; a payment- processing provider must take responsibility for PCI DSS compliance; and
 - e. Risks associated with the collection of electronic payments.
2. Process:
 - a. Williamson County shall retain the role of Merchant on all transactions.
 - b. Vendors shall provide the ability to accept the following payment brands or types: MasterCard, Visa, Discover, and American Express credit cards; debit cards; and e-checks. Explain the process of collections from the point of the merchant card/payment transaction through funds deposit in the County bank account. Include information on typical payment/deposit timeframes for each payment type and channel.
 - c. The vendor shall provide electronic payment processing through the following methods:
 - i. Credit and Debit chip-ready card readers;
 - ii. Telephone payments (Interactive Voice Response (IVR) and

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call center) in both English and Spanish; and

- iii. Internet payments with the ability to use any browser (please describe any exceptions in detail).
- d. Customer payments shall be accepted via the website 24 hours a day, 7 days a week, 365 days per year.
- e. A printable confirmation page shall be provided for each authorized transaction.
- f. If a transaction is declined for any reason, the vendor shall not "hold" the customers funds. Requires immediate release of funds to the customer's card.
- g. Debit or Credit denials shall be all or none so that charges and surcharges are uniformly accepted or denied.
- h. The vendor shall provide a staffed call center (24/7/365) to address County customer payment problems and questions. Describe the customer support services available.
- i. The vendor shall deposit payments collected to each department/organization's corresponding deposit account (or accounts, if the department/organization manages multiple lines of business). Describe the settlement process and schedules.
- j. Vendor shall provide ability for each county office/department to match credit card transactions to correct cost center (i.e. Bureau Code).
- k. The County shall not incur any deposit-related transfer fees.
- l. Payments shall be accompanied by a full reconciliation report detailing all transactions that took place within the payment period.
- m. The vendor shall be responsible for the administration and processing costs associated with this service and associated payments.
- n. The vendor shall have a documented process to support the County in the evaluation and management of fraud claims, chargebacks, and refunds. Describe the process to provide a full or partial customer refund. Identify any fees incurred with the refund process (initial charge and refund process). Describe how credit card chargebacks or other debit adjustments (including returned e-checks) are netted from daily proceeds. Describe the chargeback

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process in detail. Include strategies for fraud and chargeback reduction.

- o. The vendor shall ensure transactions comply with PCI DSS requirements.
- p. Settlement shall be via Automated Clearing House (ACH), providing appropriate identifying information.
- q. Vendor solution shall provide a same day void option. If a transaction is voided, the vendor shall immediately release funds, as appropriate.
- r. The vendor shall provide a local account manager with decision-making authority.
- s. The vendor shall provide appropriate urgency, response and resolution to account lockups.
- t. Compliance:
 - i. The vendor shall maintain PCI DSS compliance at all times. Provide evidence of PCI DSS compliance, including the process used to ensure that implementations remain in compliance, and evidence of compliance for any subcontractors, third party processors and any other involved parties;
 - ii. The vendor shall agree that the County shall, until the expiration of twelve (12) months after final payment under this agreement, have access to and the right to examine at reasonable times any directly pertinent books, documents, papers and records (hard copy, as well as computer generated data) of the contractor involving those transactions relating to electronic payment processing for the County at no additional cost to the County. Vendor shall agree that the County shall have access during normal working hours to all necessary facilities, staff, and work space in order to conduct audits. The County shall provide the vendor with reasonable advance notice of intended audits. The vendor shall provide records requested within 10 business days or a mutually agreed upon timeline;
 - iii. Vendor shall comply with federal, state and applicable Williamson County policy regulations regarding payment

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processing and information security including, but not limited to, PCI DSS standards; and

- iv. Williamson County shall retain absolute data access and ownership including return of any data not directly associated with the electronic payment transaction, upon engagement termination.

D. Gateways

Williamson County uses various gateways to integrate with our different functional software applications. (Property Tax, Motor Vehicle, Pet Adoption, Tickets, Reservation, etc.).

1. Describe in detail how your firm can process transactions from various gateways? Provide a list of all payment gateways supported and address all fees for setup, monthly recurring charges and per transactions cost;
2. Describe the process to add additional third-party gateways;
3. Describe in detail how your services are integrated to/with third party software, websites and gateways; and
4. Identify your payment gateway provider(s) and the number of years you have had a relationship with them.

E. Payment Card Industry Data Security Standards

1. Describe your PCI-DSS compliance status and program.
2. How do you maintain your compliance with the PCI standards?
3. Is your organization and all of your contractors, subcontractors and third-party processors, in compliance with all applicable PCI DSS standards? Have you been certified as compliant by a qualified third-party assessor? Please name the assessor.

F. Ecommerce/Experience/Financial History

- a. The Respondent shall have implemented and maintained at least three (3) other accounts of similar scope. Provide details.
- b. The Respondent shall submit the past two (2) fiscal years' financial statements prepared in accordance with generally accepted accounting principles with audited financial statements certified by an outside CPA attached.

NOTE: FINANCIAL STATEMENTS MUST BE AUDITED BY AN

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OUTSIDE FIRM

- c. At a minimum, the proposer shall submit the following:
 - i. Balance Sheet
 - ii. Income Statement
 - iii. Cash Flow Statement
 - iv. All footnotes to the above
- d. The Respondent shall describe technical expertise and capability to process Williamson County's transaction volumes, amounts and information accurately and on time without interruption. The description provided should include enough detail to allow Williamson County to determine whether your firm has the specified experience and other qualifications.
- e. The Respondent shall provide current bond rating applicable at time of submission.

G. Preferred Features

Respondents should provide a description of their ability to provide the following features and services:

- 1. Provide a copy of your standard Service Level Agreement ("SLA") and describe your process for providing solutions for service which does not meet SLA standards.
- 2. The ability to provide United States based software support in accordance with the agreed SLA. This includes the use of a help desk and method of tracking reported issues that is visible to the County.
- 3. Working with County representatives, other County departments or personnel to conduct meetings, as needed, including planning sessions, key employee group briefings, and individual and group briefings.
- 4. Scheduling any maintenance windows affecting Williamson County data or functionality within a pre-determined scheduled downtime.
- 5. Ability to notify the designated Williamson County Department Representative(s) prior to implementation of any upgrades or changes in the system.
- 6. Provision of procedure and training manuals for all system processes, including revised procedure and training manuals at the time of all upgrades

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and system changes implemented.

7. The ability to accept e-checks from credit card companies. Specifically, please describe any limitations in accepting such payments.
8. Reports:
 - a. Describe ability to provide reports that export to Microsoft Excel.
 - b. Describe ability to provide reports that are available 24/7 with no vendor dependencies from the processor to modify, review or manually produce
 - c. Describe ability to provide System Access and reporting managed by individual profile or role-based access.
 - d. Describe all reports available and the software used to receive and view reports. Provide an overview of reporting cycles, procedures, and capabilities, including the process and time required to access historical reports and data. Provide a sample of each detail and summary report available. Detail report retention policy. Detail training for reports.
 - e. Describe how settlement amounts will be listed on a bank statement. Describe how the activity for all County Agencies will be listed.
 - f. Describe ability to provide real-time transaction information include the following information:
 - i. Operator identification number;
 - ii. Last four digits of card or account number;
 - iii. Date and time of transactions;
 - iv. Unique trace or reference number;
 - v. Payment type and payment brand, (for example, MasterCard, VISA, Check, etc.);
 - vi. Accepted/declined status;
 - vii. Sale/return code;
 - viii. Authorization/approval code;
 - ix. Dollar amount of transaction;
 - x. Payment Channel/Origination;
 - xi. Location (i.e. the Tax Office has multiple locations).

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- g. Describe ability to provide access to a website or report that shows batch and summary detail for all receipts received in every line of business. This enables us to look up whether and when specific transactions settled to the bank. This is imperative knowledge that aids us in processing refunds, reporting errors, and identifying chargeback transactions.
 - h. Describe ability to provide accounting balancing reports including daily settlement reports by line of business and by location, detailing:
 - i. Daily card types (and e-checks) used at each location;
 - ii. Transaction amounts per payment type;
 - iii. Receipts per payment type; and
 - iv. Refunds per payment type.
9. Please describe your ability to provide the following additional desired features:
- a. Other payment types offered (PayPal, etc.) and indicate any limitations for acceptance of these payment types (dollar amount, number of transactions, and payment channel, etc.);
 - b. Incorporate the use of payment kiosks. Describe available kiosk solutions;
 - c. Vendor solution should include batch settlement options (i.e. next day funding);
 - d. Spanish-language online payments;
 - e. E-check payments.

H. Unique Williamson County Emergency Services Requirements

- 1. Williamson County's Emergency Services Department has additional requirements within this section that shall be met by a Respondent interested in providing Electronic Payment Services to the Emergency Services Department. While inability to meet these requirements will not deem a vendor ineligible for RFP submission, Williamson County highly values a comprehensive program that meets all County department's requirements.
- 2. In addition to the standard required payment types, the vendor solution for the Emergency Services Department shall have the ability to process chip

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and unchipped Flexible Spending Account (FSA) payment cards and Health Savings Account (HSA) payment cards. Please describe your ability to process these types of payment cards.

I. Ability to Interface with Software Gateways

The respondent shall state its ability to interface with systems listed in **Appendix B**.

The county may purchase a software in the future that requires building an interface. Please describe your ability, policies, and planning process regarding interfacing with other software in the future

IV. Proposal Evaluation and Selection Process

A. Introduction

The Proposal evaluation and selection process is detailed in this section, as are other factors, and the format in which the Price Proposal of each Proposal must be submitted.

B. Price Proposal

The Respondent must address the pricing scenarios provided in **Appendix C** in its submission of a Price Proposal in response to this RFP. The Price Proposal must be included in each copy of the Proposal. Any reworked version of the Appendix that is intended to be a substitute and that is provided by a Respondent may be determined as non-responsive, and may, at Williamson County's sole discretion, result in the Respondent's disqualification.

C. References

The Respondent shall provide references from three (3) similar electronic payment processing services customers.

D. Proposal Evaluation and Selection

1. Evaluation

All Proposals received by the designated date and time will be evaluated based on the Respondent's Proposal. Other information may be taken into consideration when that information potentially provides an additional benefit to Williamson County, and further helps Williamson County in receiving the services listed in the RFP.

2. Evaluation Committee and Selection Process

All Proposals will be evaluated by a Williamson County Evaluation Committee. The Evaluation Committee may be composed of Williamson County staff that may have expertise, knowledge or experience with the services and/or goods being procured hereunder. Those Respondents meeting all requirements and deemed most qualified may receive further

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evaluation via telephone or in-person interviews with members of the Evaluation Committee. The Williamson County Evaluation Committee will recommend a Respondent determined best and most responsible Respondent meeting minimum specifications and qualifications.

Respondents are advised that the Evaluation Committee, at its option, may recommend an award strictly on the basis of the initial RFP responses, or in addition, may have interviews with firms to determine its final recommendation. The Evaluation Committee will present its recommendation to the Williamson County Commissioners Court for approval and award of contract. At such time, the Commissioners Court will award the contract to the overall best Respondent as determined by the Court. Williamson County reserves the right to award a contract for any or all areas of this RFP.

It is the responsibility of the Respondent to provide sufficient information/data in a convincing manner to the Evaluation Committee to assure all the terms, conditions and expectations for satisfactory performance of the services requested herein will be met.

All contact during the evaluation phase shall be through the Williamson County Purchasing Department only. Successful Respondent shall neither contact nor lobby evaluators during the evaluation process. Attempts by Successful Respondent to contact and/or influence members of the Evaluation Committee may result in disqualification of Proposal.

E. Evaluation Criteria

Evaluation Matrix	Maximum Score Points
Respondent's Demonstrated Ability to Meet Requirements - Based on responses to Sections III (C), (D), (E), (G), (H) and (I)	40
Pricing - Based on the pricing proposal requested in Appendix C	35
Product Quality, Support, Maintenance, and Warranty	15
References, Reputation, Experience and Bond Rating - Based on responses to Section III(F) and references from Appendix (D)	10
TOTAL	100

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APPENDIX A
SIGNIFICANT USERS

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APPENDIX B
CURRENT SYSTEMS

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APPENDIX C
PRICE PROPOSAL

1. Provide the following pricing for credit cards, debit cards, and e-checks :
 - a. The minimum transaction charge being proposed;
 - b. The blended fee percentage charge being proposed; and
 - c. Any other elements to Respondent's pricing.
2. Specifically outline Respondent's charges for the following transactions:
 - a. A \$200.00 Mastercard credit card charge using a chip card inserted in a chip card reader in person at the county office;
 - b. A \$2.00 Mastercard credit card charge using a chip card inserted in a chip card reader in person at the county office
 - c. A \$200.00 debit card charge using a chip card inserted in a chip card reader in person at the county office;
 - d. A \$2.00 debit card charge using a chip card inserted in a chip card reader in person at the county office
 - e. A \$200.00 Mastercard credit card charge keyed in by the customer through an online portal;
 - f. A \$2.00 Mastercard credit card charge keyed in by the customer through an online portal

APPENDIX A - MERCHANT SERVICES TRANSACTION VOLUME

(All numbers should be considered approximate)

	2016 Qrt 2		2016 Qrt 3		2016 Qrt 4		2017 Qrt 1		Running 4 Quarters		Average Monthly	
CERTIFIED PAYMENTS												
Department	Total Count	Total Amount	Total Count	Total Amount	Total Count	Total Amount	Total Count	Total Amount	Total Count	Total Amount	Total Count	Total Amount
Animal Shelter	839	\$ 42,239.41	918	\$ 41,016.15	988	\$ 54,818.13	898	\$ 40,207.30	3,643	\$ 178,280.99	304	\$ 14,856.75
County Attorney	0	\$ -	24	\$ 3,563.08	202	\$ 29,093.14	202	\$ 46,319.68	428	\$ 78,975.90	36	\$ 6,581.33
County Clerk	3,238	\$ 196,757.98	2,023	\$ 137,552.50	874	\$ 112,374.71	1,088	\$ 15,793.32	7,223	\$ 462,478.51	602	\$ 38,539.88
Constable 1	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -
Constable 2	13	\$ 1,700.00	11	\$ 6,569.84	13	\$ 1,037.37	9	\$ 5,500.00	46	\$ 14,807.21	4	\$ 1,233.93
Constable 3	15	\$ 6,123.41	13	\$ 1,070.00	8	\$ 880.00	13	\$ 3,007.70	49	\$ 11,081.11	4	\$ 923.43
Constable 4	4	\$ 280.00	3	\$ 210.00	2	\$ 5,931.33	11	\$ 4,606.63	20	\$ 11,027.96	2	\$ 919.00
District Clerk	1,235	\$ 63,745.83	1,330	\$ 75,427.72	1,190	\$ 64,630.18	1,431	\$ 82,247.50	5,186	\$ 286,051.23	432	\$ 23,837.60
EMS	414	\$ 54,191.64	424	\$ 54,868.69	460	\$ 75,286.98	517	\$ 91,438.20	1,815	\$ 275,785.51	151	\$ 22,982.13
Expo Center	0	\$ -	0	\$ -	12	\$ 5,606.32	51	\$ 13,627.67	63	\$ 19,233.99	5	\$ 1,602.83
Justice of the Peace 1	242	\$ 42,885.17	235	\$ 40,018.35	209	\$ 35,245.28	193	\$ 35,671.41	879	\$ 153,820.21	73	\$ 12,818.35
Justice of the Peace 2	537	\$ 60,313.15	444	\$ 49,831.07	362	\$ 45,356.08	441	\$ 55,388.36	1,784	\$ 210,888.66	149	\$ 17,574.06
Justice of the Peace 3	2,149	\$ 385,259.17	1,903	\$ 326,733.30	2,225	\$ 351,753.75	2,833	\$ 443,574.22	9,110	\$ 1,507,320.44	759	\$ 125,610.04
Justice of the Peace 4	814	\$ 168,118.69	993	\$ 185,769.46	848	\$ 158,740.64	1,107	\$ 240,273.62	3,762	\$ 752,902.41	314	\$ 62,741.87
Juvenile Services	150	\$ 12,347.98	130	\$ 9,493.39	108	\$ 6,851.17	133	\$ 10,383.43	521	\$ 39,075.97	43	\$ 3,256.33
Parks & Rec	338	\$ 20,999.67	504	\$ 16,212.50	114	\$ 7,873.32	190	\$ 13,963.00	1,146	\$ 59,048.49	96	\$ 4,920.71
PR Bonds	11	\$ 875.00	83	\$ 2,220.00	405	\$ 5,090.00	583	\$ 6,518.00	1,082	\$ 14,703.00	90	\$ 1,225.25
Road & Bridge	31	\$ 3,665.00	26	\$ 3,091.79	32	\$ 3,655.00	43	\$ 3,860.00	132	\$ 14,271.79	11	\$ 1,189.32
Sheriff Office	290	\$ 5,938.25	282	\$ 6,370.25	233	\$ 4,684.80	310	\$ 5,851.25	1,115	\$ 22,844.55	93	\$ 1,903.71
Tax Office-Motor Vehicle	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -
Certified Payments Totals	10,320	\$ 1,065,440.35	9,346	\$ 960,018.09	8,285	\$ 968,908.20	10,053	\$ 1,118,231.29	38,004	\$ 4,112,597.93	3,167	\$ 342,716.49
Chase Paymentech (Tyler Technologies)												
	Estimated 2016 Qrt 2		Estimated 2016 Qrt 3		2016 Qrt 4		Estimated 2017 Qrt 1					
JP1	272	\$ 10,161.00	272	\$ 10,161.00	272	\$ 10,161.00	272	\$ 10,161.00	1,088	\$ 40,644.00	91	\$ 3,387.00
JP2	375	\$ 13,888.75	375	\$ 13,888.75	375	\$ 13,888.75	375	\$ 13,888.75	1,500	\$ 55,555.00	125	\$ 4,629.58
JP3	209	\$ 7,632.25	209	\$ 7,632.25	209	\$ 7,632.25	209	\$ 7,632.25	836	\$ 30,529.00	70	\$ 2,544.08
County Clerk	2,957	\$ 193,862.00	2,957	\$ 193,862.00	2,957	\$ 193,862.00	2,957	\$ 193,862.00	11,828	\$ 775,448.00	986	\$ 64,620.67
District Clerk	5,121	\$ 186,092.00	5,121	\$ 186,092.00	5,121	\$ 186,092.00	5,780	\$ 266,196.75	21,143	\$ 824,472.75	1,762	\$ 68,706.06
Chase Paymentech Totals	8,934	\$ 411,636.00	8,934	\$ 411,636.00	8,934	\$ 411,636.00	9,593	\$ 491,740.75	36,395	\$ 1,726,648.75	3,033	\$ 143,887.40
Bridge Pay (AMS)												
County Clerk	0	\$ -	901	\$ 24,559.00	1,411	\$ 41,714.00	1,861	\$ 53,913.50	4,173	\$ 120,186.50	348	\$ 10,015.54
ALL DEPARTMENT TOTALS	19,254	\$ 1,477,076.35	19,181	\$ 1,396,213.09	18,630	\$ 1,422,258.20	21,507	\$ 1,663,885.54	78,572	\$ 5,959,433.18	6,548	\$ 496,619.43

**APPENDIX B
CURRENT SYSTEMS**

	Functions	System	Hardware	Integration	Real-time
JP1	<ul style="list-style-type: none"> • Criminal Case Fees • Civil Case Fees • E-File (Chase) • Warrant 	Odyssey*		<ul style="list-style-type: none"> • Yes (online) No (window) • Yes (online) No(window) • Yes • Yes (online) No (window) 	<ul style="list-style-type: none"> • Yes (online) Yes (window) • Yes (online) Yes (window) • Yes • Yes (online) Yes (window)
JP2	<ul style="list-style-type: none"> • Criminal Case Fees • Civil Case Fees • E-File (Chase) • Warrant 	Odyssey*		<ul style="list-style-type: none"> • Yes (online) No (window) • Yes (online) No(window) • Yes • Yes (online) No (window) 	<ul style="list-style-type: none"> • Yes (online) Yes (window) • Yes (online) Yes (window) • Yes • Yes (online) Yes (window)
JP3	<ul style="list-style-type: none"> • Criminal Case Fees • Civil Case Fees • E-File (Chase) • Warrant 	Odyssey*		<ul style="list-style-type: none"> • Yes (online) No (window) • Yes (online) No(window) • Yes • Yes (online) No (window) 	<ul style="list-style-type: none"> • Yes (online) Yes (window) • Yes (online) Yes (window) • Yes • Yes (online) Yes (window)
JP4	<ul style="list-style-type: none"> • Criminal Case Fees • Warrant 	EDOC*		<ul style="list-style-type: none"> • No (online) No (window) • No (online) No(window) 	<ul style="list-style-type: none"> • No (online) Yes (window) • No (online) Yes(window)
Constable 1	Warrant	Odyssey*		No	No
Constable 2	Warrant	QuickBooks*		No	No
Constable 3	Warrant	RMS*		No	No
Constable 4	Warrant	Odyssey*		No	No
2017 Portal Functions are available, however, will require approval by Elected Official.	<ul style="list-style-type: none"> • Document Access • Fee Based Document Access • Hearing Scheduling • eNotices Email Mgmt 	Odyssey Portal*		Yes	Yes
County Attorney	<ul style="list-style-type: none"> • Bond forfeiture • Hot Checks • PTI • Discovery • Criminal Restorations 	Odyssey*		No, all have different Bureau numbers	
County Clerk	Official Public Records	BridgePay network gateway*	Yes	Yes	Yes
County Clerk	<ul style="list-style-type: none"> • Criminal Case Fees (M) • Civil Case Fees(state) • E-File (Chase) • Warrant (M) 	Odyssey*		<ul style="list-style-type: none"> • No (online) No (window) • No (online) No(window) • Yes • No (online) No (window) 	<ul style="list-style-type: none"> • No (online) Yes (window) • No (online) Yes (window) • Yes • No (online) Yes (window)
District Clerk	<ul style="list-style-type: none"> • Criminal Case Fees • Civil Case Fees • E-File (Chase) • Warrant 	Odyssey*		<ul style="list-style-type: none"> • No (online) No (window) • No (online) No(window) • Yes • No (online) No (window) 	<ul style="list-style-type: none"> • No (online) Yes (window) • No (online) Yes (window) • Yes • No (online) Yes (window)
Tax	Property Tax Motor Vehicle	Orion RTL Texas Department of Motor Vehicles RTS system		No	No
Animal	Pet adoption	Pet Point*		No	No
EMS	Patients	DM Medical Billings		No	
EMS	Medical Records			Mail payment	
GIS	Maps			No	
Room Reservation	Public to rent rooms	Web/Phone Calls Drive- in Payment		No	No
Parks/Expo	Assets Reservation	Max Galaxy*	Yes-Verifone VXR50	No	Need real time. Offered Element's Gateway Solution With choice of processing platforms: Global East, Paymentech, Tsys (Vital), Vantiv
Splash Hamilton HDK	Splash Pad		Yes		

*These systems currently do not allow third party payment integration back to the application

Question and Answers for Bid #1708-179 - Electronic Payment Processing

Overall Bid Questions

There are no questions associated with this bid.