



**COUNTY OF FLUVANNA, VIRGINIA**  
**Request for Proposals (RFP) #2017-08**  
**ONLINE PAYMENT SYSTEM**

**ADDENDUM # 1:**

Reference – Request for Proposal: RFP #2017-08  
Title of Request for Proposal: ONLINE PAYMENT SYSTEM  
Issue Date: March 17, 2017  
Bid Due Date and Time: April 7, 2017 at 2pm

The above RFP #2017-06 is hereby amended and modified as follows:

1. The following are clarifications from questions received that supplement RFP #2017-08  
ONLINE PAYMENT SYSTEM:

- a. How often does the application need to communicate with MUNIS to receive payable data? Is this communication batch oriented or real-time transaction based?
  - i. **Daily; Real Time.**
- b. Is MUNIS the only external system with which the proposed system will need to communicate with? If not, how many other external systems will need to be considered?
  - i. **At this time, no other system needs to be considered.**
- c. Does the proposed system need to handle file upload as part of any payment process?
  - i. **Not at this time, however we would like to have that option for the future.**
- d. Will refunds require the customer to login again and “ask” for the refund, or will refunds be processed automatically. Will this require storing all credit card information about each transaction?
  - i. **Refunds will need to be processed automatically. Storing all Credit card information will not be required.**
- e. Can it be assumed that all data needed to properly categorize charges and payments will be contained in the information downloaded from the state, and that the proposed system will not be required to store any other needed data elements “off-line”
  - i. **Yes.**
- f. How many years of payment data will need to be retained?
  - i. **At a minimum, the Library of Virginia requires payment records to be kept for 3 years past the end of the fiscal year it occurs in.**
- g. What is the target award date?
  - i. **Ideally No later than May 4.**
- h. Will the proposal due date be extended?
  - i. **There are no plans to extend the date at this time**
- i. Will Fluvanna County consider extending the go live date?
  - i. **We would be willing to extend go live within a reasonable amount of time and will depend on the responses we receive.**

- j. Has the County received confirmation that Tyler Technologies (MUNIS) work with the awarded credit card services vendor (provide integration specifications and methodologies) as outlined in this RFP?
  - i. We will work with the chosen vendor to ensure proper integration when the time comes.
- k. Is there any integration specification information that can be shared in advance of an award?
  - i. Not at this time.
- l. The RFP scope seems to emphasize online payments. Does the County seek in-person credit card and PIN debit card services as a part of this RFP as well?
  - i. Yes, we would also be interested in proposals that include on site collection as well.
- m. If the County scope includes in-person payment, approximately how many POS card processing terminals are needed? Across how many locations?
  - i. An exact count is not available at this time, however estimated 5-7 locations and up to 12 terminals to start.
- n. Can the County share the name of its current credit card vendor?
  - i. Currently only Taxes can be paid online via Official Payments Corporation.
- o. If applicable, can the City provide the average annual or monthly transaction volumes and average authorization amount for current electronic transactions (credit card, PIN debit and/or eCheck)?
  - i. Only Taxes are currently available to be paid online therefore transactions are sporadic. During Tax Collection it has been as much as \$100,000 per day.
- p. If applicable, what is the approximate number of credit card chargebacks per month/year related to the City's current card payment processing?
  - i. Only Taxes are currently available to be paid online therefore transactions are sporadic.
- q. Please provide the County history total payment (regardless of cash, check, or electronic) annually or monthly, in terms of total transactions and average payment amount (or total revenue for same period)?
  - i. About \$831,000 per year.
- r. Does the County currently accept eCheck? If so, what portion of the County's current transaction volume accounts for eCheck?
  - i. Only Taxes are currently available to be paid online therefore transactions are sporadic.
- s. Does Fluvanna expect the incumbent to bid on this RFP?
  - i. Unknown.
- t. If there is an incumbent, why is this project being put out to bid at this time?
  - i. We, as a public entity, are required by the VPPA to promote competition at any time. As we look to expand our options, also look for best value programs.
- u. May the cost of the system be offset by convenience fees charged to the public?
  - i. Please see Article III(A)(xi) of RFP for Clarification.
- v. If so, are those fees regulated in some manner?
  - i. Please see Article III(A)(xi) of RFP for Clarification.

- w. Has a budget for this project been established?
  - i. Budget will be based on proposals we receive.

**Note: A signed acknowledgment of this addendum must be received at the location indicated on the RFP either prior to the bid due date and hour or attached to your bid. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed. All inquiries, clarifications and additional information must be delivered in writing (via email) no later than December 2, 2016 by 11:00am and the responses will be provided in subsequent addendums.**

Very truly yours,

Cyndi Toler, Purchasing Officer  
Fluvanna County, Virginia  
132 Main Street  
Palmyra, VA 22963  
(434) 591-1930

Name of Firm: \_\_\_\_\_

BY: \_\_\_\_\_

Signature of duly authorized representative

Title: \_\_\_\_\_

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