



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT
525 N. Main, Suite 823 ~ Wichita, KS 67203
Phone: 316 660-7255 Fax: 316 383-7055
<http://sedgwickcounty.org/finance/purchasing.asp>

ADDENDUM 1
#13-0095
Merchant Services

October 31, 2013

In order to ensure vendors have access to complete information prior to submitting a response, Sedgwick County issues a written addendum regarding all questions and requests for clarification received. The following questions have been received to date regarding the above mentioned solicitation.

1. Does the County charge a convenience fee for eChecks? If so, what is the current rate? **Currently, Sedgwick County does not charge a convenience fee for eChecks.**
2. What is the payment gateway solution the County utilizes for internet transactions today; please provide the company name and product name? **Currently, Sedgwick County uses an API that points directly to our vendor Point and Pay's payment gateway to complete transactions.**
3. What interface functionality is being used with the County's payment gateway, virtual terminal, hosted order page or Application programming interface? **Sedgwick County uses an API that points directly to our vendor Point & Pay's payment gateway. Any virtual terminal would be with Point & Pay only. We do not currently use a hosted order page.**
4. Are transactions submitted through the payment gateway in real-time or via a batch process? **Real-time**
5. What additional functionality does the County require in the full gateway solution that is being considered? **Currently, Sedgwick County works with our vendor Point & Pay to process payments. We would like to see a solution that improves upon our existing solution(s) while simplifying payment processes in a secure, PCI-DSS compliant manner.**
6. Who manages the county's current convenience fee acceptance model? **The County currently manages the convenience fee acceptance model.**
7. Is the County's current convenience fee model a one transaction model or a two transaction model and if it is a two transaction model who receives funding for the second transaction the County or the vendor? **It is a two transaction model and the County receives the funding for both.**
8. Who is the County's current Merchant Acquirer and when does your contract expire? **Point and Pay. The contract expires January 1, 2014.**
9. Is the County utilizing any third-party POS systems, payment interfaces, applications, middleware, software, or payment gateways today? If so, please identify each company name, product name, and version, including service packs, and how it is used in conjunction with each method of payment, e.g., acceptance face-to-face, phone, Web, IVR, recurring, etc, by agency or location? **Currently, Sedgwick County works with our vendor Point & Pay to process payments from Sedgwick County's API to Point & Pay's payment gateway. We would like to see a solution that improves upon our existing solution(s) while simplifying payment processes in a secure, PCI-DSS compliant manner.**

10. Is the County looking for a fully hosted consumer enrollment, bill presentment web product or interface only capabilities? **Currently, Sedgwick County works with our vendor Point & Pay to process payments. We would like to see a solution that improves upon our existing solution(s) while simplifying payment processes in a secure, PCI-DSS compliant manner.**
11. What percentage of the eCheck transactions are business checks? **This information is not tracked. But it is believed that very few eChecks are business checks.**
12. Please confirm that only the four departments accepting payments via the web accept eCheck payments? **The four departments that accept cards and echecks are Treasurer, Park, County Court and Lake Afton. The Register of Deeds accepts only echecks from four vendors.**
13. Does any verification or validation take place today on the County's eCheck transaction's acceptance? **We do not have any validation but we would like to know if the account number is good or if the routing number is correct.**
14. What is the percentage of return the County experiences on the eCheck transactions they accept today? **2013, 14865 eChecks 179 returned about 1%**
15. What is the largest dollar amount of an eCheck transaction that the County has accepted? **2013, \$191,911.13 2012 \$363,763.76**
16. Is it the County's intention to continue to use their current payment gateway or to replace it? **The County is considering all options.**
17. Does the County currently own or lease the Vx510 terminals and the one Wireless terminal mentioned in the RFP? If owned why does the County want to replace them? **Please see page 5 of the proposal, all machines will need to be replaced.**
18. Does the County currently use Pin Pads for Debit transactions? **We currently do not. We would welcome a solution that supports pin pads if so presented.**
19. How does the County use the Wireless terminal and what is the Model? **Lake Afton uses a wireless terminal to go around the Lake collecting park fees. The machine is a Hypercom M4230.**
20. Please clarify question C7 in the RFP under section name Internet Transactions. Is the Liability referring to the Payment or the Payment Data? **Both, if there was a problem with the transaction at which point would the issue be on the County end and when would it be on the Vendors end.**
21. Please clarify question E7 in the RFP and provide more detail on the document imaging for retrievals needed by the County. **Will there be images available, such a copy of the sales transaction or request, if an online chargeback solution is presented?**
22. A request was made to provide the table in the RFP in Word format. Please see the following pages for that request or please email Kara Kingsley, kkingsle@sedgwick.gov, for a copy.

All addendums will be posted to the Sedgwick County Purchasing webpage, <http://sedgwickcounty.org/finance/purchasing.asp> no later than the date and time posted on the request for proposal document. **Vendors are responsible for checking the website and acknowledging any addendum on the proposal response form.**

Kara Kingsley
Purchasing Agent