



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>

REQUEST FOR PROPOSAL
#13-0095
Merchant Services

October 17, 2013

PURPOSE

Sedgwick County, Kansas (hereinafter referred to as “Sedgwick County” or “County”) will be accepting proposals to provide all services necessary to continue to process bank card payments, to include credit cards, PIN-based debit and signature based debit along with internet payments, including e-checks. It is anticipated that an official contract and/or purchase order will be issued after Board of County Commission approval of the recommended proposal. It should be noted that the County cannot guarantee the purchase of the services/products described herein.

SUBMITTALS

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. Should you elect to participate, submit one (1) original, and eight (8) signed copies of the entire document with any supplementary materials to:

Kara Kingsley
Sedgwick County Purchasing Department
525 N. Main, Suite 823
Wichita, KS 67203

SUBMITTALS are due **NO LATER THAN 1:45 PM TUESDAY, NOVEMBER 12, 2013**. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, proposal number, and proposal due date. The County will not accept responses with insufficient postage or collect on delivery. Late or incomplete responses will not be accepted and will not receive consideration for final award. The time stamp clock in the Purchasing Department will determine the time of receipt.

Proposal responses will be acknowledged and read into record at bid opening which will occur at 2:00 PM CST, on the due date. No information other than the respondents' names will be disclosed at bid opening.

QUESTIONS and CLARIFICATIONS

All requests for clarifications of the RFP process and document content should be directed to Kara Kingsley at e-mail kkingle@sedgwick.gov AND Sara Jantz at email sjantz@sedgwick.gov. All questions must be submitted in writing no later than 3:00 PM CST, Tuesday, October 29, 2013. Answers will be provided in written form as an addendum and will be posted on the County website at www.sedgwickcounty.org/purchasing no later than 5:00 PM CST, Thursday, October 31, 2013.

Vendors are responsible for checking the web site AND acknowledging any addendums in their response.

Kara Kingsley
Purchasing Agent

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I. About this Document

This document is a Request for Proposal. It differs from a Request for Bid/Quotation in that the County is **seeking a solution, not a bid/quotation**, meeting firm specifications for the lowest price. As such, **the lowest price proposed will not guarantee an award** recommendation. As defined in Charter Resolution No. 65, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality testing, references, availability or capability may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Those criteria that will be used and considered in evaluation for award are set forth in this document. The County will thoroughly review all proposals received. The County will also utilize its best judgment when determining whether to schedule a pre-proposal conference before proposals are accepted, or meeting with vendors after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed equipment/service which best meets its required needs, quality levels, and budget constraints.**

The nature of this work is for a public entity and will require the expenditure of public funds and/or use of public facilities, therefore the successful proposer will understand that portions (potentially all) of their proposal may become public record at any time after receipt of proposals. Proposal responses, purchase orders and final contracts are subject to public disclosure after award. All confidential or proprietary information should be clearly denoted in proposal responses. Responders should understand this information will be considered prior to release; however, no guarantee is made that information will be withheld from public view.

II. County Background

Sedgwick County, located in south-central Kansas, is the most populous of Kansas' 105 counties with a population estimated at more than 504,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the County is a Commission/Manager entity, employs nearly 2,800 persons, and provides a full range of municipal services; e.g., public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

Sedgwick County's information systems operate on Windows 2003 or newer platform. The County internally builds, supports, and maintains databases and interfaces that are in a Windows environment using standard products like SQL, .Net, etc. Sedgwick County's current revenue collection processes utilize SAP financial software and Aumentum cashiering systems, depending on individual department configuration. Sedgwick County's current electronic revenue provider is Point and Pay utilizing a traditional payment model.

Sedgwick County accepts Point of Sale (POS) credit cards at various departments in the County. The County collected approximately \$5,500,000 in 2012 for 20 departments from approximately 12,400 POS credit card payments. The County accepts internet credit card payments for property taxes, park reservations, county court tickets and Register of Deed files, utilizing the County's website as the payment entry point. In 2012, Sedgwick County accepted about \$24,000,000 annually for four (4) departments from approximately 18,500 internet credit card transactions, with an additional \$25,000,000 annually from approximately 12,000 e-check payments. This contract will serve tax (real estate only, not motor vehicle) and non-tax departments as well as those accepting federally designated health care reimbursement monies (flexible spending accounts).

The County assesses a convenience fee of 2% for credit transactions and \$3.95 for debit transactions for all property tax transactions for POS and online transactions. No other department has a convenience fee and there is no plan for them to have one.

To ensure that the specified services meet the requirements of the County, the actual transaction numbers, average and total amounts for 2012 are listed in Appendix A.

III. Scope of Services

In accordance with the specifications outlined herein, it is the intent of this invitation to receive a proposal for providing a program that will allow various County locations to collect revenues via specified electronic transactions, including services necessary and appropriate to complete the work as shown in the individual sections of these specifications.

The objectives of this project are to:

1. Provide convenient e-government services for our customers.
2. Establish enhanced revenue processing and reconciliation efficiencies.
3. Ensure consistency across the County.

IV. Service Requirements and Response Questionnaire

A. Merchant Card Service and Processing

A.1 Explain your organization's role; are you an acquirer, processor, other?

A.2 Do you rely on third parties to process your merchant credit card transactions? If so, explain and provide number of years you have been doing business with them and describe your relationship with your third party processor.

A.3 Identify your payment gateway provider and the number of years you have had a relationship with them.

A.4 Describe the authorization process. Are there alternative authorization methods?

A.5 What are the procedures to reverse an incorrect authorization?

A.6 Describe the monitoring and notification process if a transmission fails.

A.7 Describe how you support BIN (Bank Information Number) file management to differentiate between debit and credit card transactions.

A.8 Can you provide next day settlement? If not, what settlement schedules do you offer?

A.9 What is the latest time (CST) that sales transactions can be transmitted to meet these settlement times?

A.10 How is settlement made by your organization? Is settlement made by direct account credit, ACH or fedwire?

A.11 Can gross settlement be credited to the back account daily? Can discounts and interchange fees be settled the subsequent month with a separate invoice?

A.12 Please describe how settlement amounts will be listed on the bank statement. Will they appear as one lump sum (meaning one amount for Visa, MasterCard, and Discover Card)?

A.13 Are there limitations on the number of (i) transactions contained in a batch? (ii) Transactions processed daily? (iii) Files transmitted each day daily?

A.14 What settlement details are passed as ACH addenda transactions?

A.15 Will Saturday and Sunday activity be combined into Monday activity?

A.16 How long is payment data stored on your system? How can we access account history?

A.17 Do you accept rebate/gift/tax refund credit or debit cards?

A.18 What process do you use to ensure that transactions qualify for the lowest interchange category?

B. Point of Sale Transactions

Currently, Sedgwick County has 20 departments included in this RFP that accept credit and debit cards at the counter. The County has 75 Vx510 machines and one wireless machine. These machines will need to be replaced. The County is considering either virtual terminals or standard terminals. Sedgwick County maintains VoIP (voice over internet protocol) lines only.

B.1 Describe any browser-based and/or terminal-based systems you are recommending. Describe the interface requirements and compatibility issues.

B.2 What hardware and software requirements will you have for the acceptance of cards? Pin/pinless?

B.3 Does your organization provide the equipment on a lease or purchase basis? Do you offer an equipment maintenance plan? If so, what is the turnaround time and costs involved?

B.4 What supplies will be provided with a purchase or maintenance agreement?

B.5 Can you provide an online portal for processing transactions at merchant POS or through County website? Describe how this would function.

B.6 Is there any additional installation required for virtual processing? Describe fully.

B.7 Describe telephone authorization or other options in the case of communication failures.

B.8 Is there a difference in settlement process workflows for terminal-based and virtual systems?

B.9 What flexibility does the County have regarding how transactions are listed on customer card statements? Can the County set the description for those charges that will appear on customers' bills? (The County needs clear definition as to the charge source to eliminate excessive charge-backs)

B.10 Differentiate between pin and pinless transactions handling?

B.11 The County will need a wireless machine to be used out in the field. What type of machine do you propose?

B.12 Five County departments accept healthcare reimbursement account debit cards. How will this be

accomplished?

B.13 How would the convenience fee be processed for property tax transactions?

C. Internet Transactions

The County has four departments that accept credit, debit and e-checks through the internet. There is also one department that accepts only e-checks. Currently, the County utilizes a payment gateway solution. The County is also considering a full gateway solution.

C.1 Describe the hardware necessary for acceptance of credit and debit cards.

C.2 Describe in detail the various gateways supported by your organization.

C.3 Describe the process and any additional equipment for acceptance of e-checks.

C.4 Describe data transfer methods available (API, XML, comma delimited, etc).

C.5 Describe how payment information collected by the County's website will be securely transmitted to your payment solution or vice versa.

C.6 What will the payer receive as confirmation of the transaction?

C.7 When does the liability for the payment shift from the County to the vendor's payment solution.

C.8 Does your payment solution validate bank routing numbers and/or bank account numbers? If so, describe the process.

C.9 Does your payment solution include controls to reduce routing and account number errors by the remitter, prior to payment submission?

C.10 After a payer completes a payment how will the County be notified that a transaction has occurred? Is this a batch or real time process or both?

C.11 How would the convenience fee be processed for property tax transactions?

C.12 Are saving account transactions allowed?

C.13 What is the timing and process for refunds of e-checks?

D. Interactive Voice Recognition (IVR) Processing

The County currently does not utilize IVR processing but is interested in using this service for tax payments.

D.1 Describe the hardware necessary for acceptance of credit and debit cards as well as e-checks.

D.2 Describe the authorization and capture process with IVR.

D.3 How would the convenience fee be processed for property tax transactions?

E. Duplicate Transactions, Chargebacks and Refunds

E.1 Describe how your merchant credit card processing system identifies and eliminates duplicate transactions.

E.2 What are the procedures to correct duplicate transactions?

E.3 Describe the dispute process for both cardholders and merchants.

E.4 Describe the chargeback cycle. Do you have a standard rule-based logic to facilitate dispute resolution processing?

E.5 Are credit card chargebacks or other debit adjustments netted from daily proceeds, or are they debited separately? Please describe your chargeback process in detail.

E.6 Describe the ticket retrieval request and chargeback processes. Is the management of transaction records handled totally online? Is it a secure portal?

E.7 Do you support document imaging on a retrieval request?

E.8 What is the average elapsed time from receipt of a retrieval request to merchant receipt?

E.9 What is the average elapsed time on chargeback processing?

E.10 On average, what percentage of chargebacks is solved without merchant intervention?

E.11 Do you have a designated department to manage chargebacks?

F. Customer Service, Training and Quality

F.1 List the names, titles, and location and provide brief biographies of the representatives and the senior management team members who would be directly involved in and responsible for the County's agreement.

F.2 Describe the relationship management team structure that will service the County account and outline their functional responsibilities.

F.3 Explain the process for adding new locations and closing existing locations.

F.4 What are the hours of operation for customer service in the Central Time Zone? How is it provided?

F.5 What is the expected turnaround time on general issue resolution? Is there any formal procedure for internal escalation of issues for resolution?

F.6 How often do your primary representative(s) plan to meet with the County to assure smooth functioning, lowest discount/interchange rate reviews, and changes?

F.7 Do you foresee any statutory, regulatory or card association rule modifications that will change merchant credit card processing?

F.8 Do you periodically provide cost of acceptance analyses for clients to ensure the best application and advantage?

F.9 Describe the promotional support you provide.

F.10 What type of training do you provide at the beginning of the relationship and ongoing?

F.11 Outline the schedule for implementation to include all merchant accounts and any necessary equipment changes.

G. Security and PCI-DSS

G.1 Outline the security measures in place for the protection of data transmitted for processing.

G.2 Describe the security measures used to prevent unauthorized user access to the system or data. If applicable, please indicate if there has ever been a compromise to any credit card system or application through security breach. If yes, explain the process your company took to notify customers, the steps taken to protect the customers' data and the safeguards put in place to prevent it in the future.

G.3 Describe your PCI-DSS compliance status program?

G.4 How do you maintain your compliance with the PCI standards?

G.5 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?

G.6 What is your role in supporting merchant PCI compliance and how do you help merchants maintain compliance?

G.7 Do you have alternative or backup processing centers and redundancy in place?

G.8 Are all major fraud control verifications available (AVS, SSL, CVV and 3-D for Visa and CVC for MasterCard)?

H. Reporting

H.1 List the reports available and the process used to receive and view reports.

H.2 Describe the reporting by merchant and countywide.

H.3 Does the system provide for drill-down and roll-up reporting?

H.4 What report frequency and real time access is provided for reporting?

H.5 Do reports include both transaction and payment information?

H.6 How long are reports maintained online or archived for access?

H.7 Is merchant reporting via POS terminals available?

H.8 Can your system combine various association transactions in one statement?

H.9 How are multiple merchants reported?

H.10 Provide sample of reports, including monthly invoices that will be available to the County.

V. Proposal Requirements

A. Insurance Requirements

Worker’s Compensation:	
Applicable State Statutory Employer’s Liability	
Employer’s Liability Insurance:	\$100,000.00
Contractor’s Liability Insurance:	
Form of insurance shall be by a Commercial General Liability and include Automobile comprehensive/liability	
Bodily Injury:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Property Damage:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Personal Injury:	
Each Person Aggregate	\$500,000.00
General Aggregate	\$500,000.00
Automobile Liability-Owned, Non-owned and Hired	
Bodily Injury Each Person	\$500,000.00
Bodily Injury Each Occurrence	\$500,000.00
Errors and Omissions	To be agreed upon

Liability insurance coverage indicated above must be considered as primary and not as excess insurance. Contractor shall furnish a certificate evidencing such coverage, with County listed as an additional insured, except for professional liability, worker’s compensation and employer’s liability. Certificate shall be provided with bid/proposal submittals. Certificate shall remain in force during the duration of the project/services and will not be canceled, reduced, modified, limited, or restricted until thirty (30) days after County receives written notice of such change. All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas. It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements. Contractor shall obtain the above referenced certificate(s) of insurance, and in accordance with this Agreement, provide copies of such certificates to County.

Firms responding to solicitation must carry Errors and Omissions Insurance substantial enough to meet the requirements and scope of work outlined herein, which will be incorporated into a contract term. Verification of level of coverage must be included in solicitation response. The County may request supplemental coverage inclusion information during the solicitation review or contractual period.

B. Indemnification

To the fullest extent of the law, the Provider, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the providers performance of the agreement or any other agreements of the provider entered into by reason thereof. The provider shall indemnify and defend Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the provider, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney's fees. This indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The provider agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

C. Contract Period and Payment Terms

The contract period with the successful bidder shall begin following Board of County Commission approval of the recommended proposal, and continue for a period of three years. The County may, at its own option, extend the contract for two (2) 1-year periods for the terms and prices proposed or as negotiated. The County reserves the right to accept or reject in part or in total, and/or to provide the format of a contract agreement that is acceptable to the County.

The County requires an annual contract review and possible renegotiated rates if business volume has changed significantly; if the electronic business environment has changed substantially; or if the County has additional needs which need to be addressed in the electronic payments process.

Payment for services will be made in the form of the successful firm providing a monthly invoice for each account and then being authorized to make a deduction from a merchant account(s) so designated by the County.

D. Selection Criteria

The selection process will be based on the responses to this Request for Proposal and may include interviews to verify the ability of proposers to provide services/products in response to this document. A review committee will select the proposals that appear most beneficial. Proposers may be asked to provide a presentation to the review committee during the evaluation period. Representatives of affected County divisions will judge each firm's response as determined by meeting the following criteria:

1. Meet all Request for Proposal conditions and miscellaneous instructions as outlined herein, and the clarity, completeness and comprehensiveness of the proposal.
2. Provide references (which may be contacted) and/or past/current customers of the proposed solution verifying service levels and capability of the proposer to provide a thorough solution.
3. Meet all Request for Proposal requirements and preferences (including level of insurance coverage) as outlined herein, or provide explanation if a requirement cannot be met.
4. Propose the services described herein with the most advantageous and prudent methodology and costs to the County.
5. Have proven ability to provide high quality workmanship within the specifications, requirements, miscellaneous instructions and conditions as outlined in this and future related documents.

No negotiations, decisions, or actions shall be initiated by any firm as a result of any verbal discussion with any County employee prior to the opening of responses to this document.

E. Minimum Firm Qualifications

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the services and/or products specified, to be considered for award. Specific responses to each must be provided in the accompanying Response Form. It is expected that the successful firm will exceed these qualifications. Vendors will:

1. Provide a bank reference statement and/or a copy of the most recent, audited financial statement.

2. If applicable, discuss any current ongoing litigation, either federal or state, which may cause conflicts or affect the ability of the proposer to provide services.
3. Be certified/licensed for the types of services specified, and proposed and provide copies of all applicable certifications or licenses.
4. Must have knowledge of and comply with all applicable federal, state and local laws, statutes, ordinances, rules and regulations.
5. Have experience in providing proposed solution similar to those described in this document.
6. Include a list of all software, hardware and applicable licensing associated with the proposed Electronic Revenue Collections Solution.

F. Tentative Timeline

The following dates are provided for informational purposes and are subject to change without notice. Contact Kara Kingsley, kkingsle@sedgwick.gov, to confirm any and all dates.

Request for Proposal Released-----	October 17, 2013
Question and Information Deadline-----	3:00 PM October 29, 2013
Addendum Released -----	5:00 PM October 31, 2013
Request for Proposal Due -----	1:45 PM November 12, 2013
Evaluation Period -----	November 12-December 4, 2013
Board of Bids and Contracts Recommendation-----	December 5, 2013
Board of County Commission Meeting-----	December 11, 2013

G. Contract Provisions and Proposal Conditions

In submitting a response to this Request for Proposal, vendors hereby understand the following:

All times indicated in solicitation document are central standard/central daylight as applicable.

<http://www.sedgwickcounty.org/purchasing/RfqRfq/rfpcond.pdf>

http://www.sedgwickcounty.org/purchasing/pdf_files/General_Contract_Provisions.pdf

H. Liquidated Damage Clause

It is understood that liquidated damages may be assessed in the event any representative of the contractor, whose actions or inactions cause Sedgwick County to incur economic damage or loss as a result of non-compliance with applicable local, state and federal regulations in addition to applicable merchant and NACHA or PCI Security Standards Council regulations regarding the type of transaction accepted. Terms of clause to be negotiated upon contract award or necessity of claim.

I. Performance Bond

The successful vendor shall agree to provide the County a performance bond in the amount of \$25,000.00 to guarantee faithful performance of the terms and conditions of this contract. Said bond is to be in the form of either a cashier’s check or surety bond in favor of the Board of County Commissioners of Sedgwick County, Kansas.

**PROPOSAL RESPONSE FORM
TO BE COMPLETED AND ATTACHED TO RESPONSE
Merchant Services
13-0095**

The undersigned, on behalf of the Proposer, certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a bid on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposal is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the County, this proposal is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

NAME _____

DBA/SAME _____

CONTACT _____

ADDRESS _____ CITY/STATE _____ ZIP _____

PHONE _____ FAX _____

TAX PAYER I.D. NUMBER _____ STATE INCORPORATED _____

COMPANY WEB SITE ADDRESS _____ E-MAIL _____

NUMBER OF LOCATIONS _____ NUMBER OF PERSONS EMPLOYED _____

TYPE OF ORGANIZATION: Public Corporation _____ Private Corporation _____ Sole Proprietorship _____

Partnership _____ Small Business _____ Manufacturer _____ Distributor _____ Retail _____ Dealer _____

General Nature of Business _____ FEIN/SS # _____ W-9 included _____

Not a Minority Owned Business _____ Minority Owned Business: _____ Certification # _____

African American _____ Asian _____ Hispanic _____ Native American _____ Other _____ Woman Owned Business _____

ACKNOWLEDGE RECEIPT OF ADDENDA: All addendum(s) are posted to our RFQ/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to www.sedgwickcounty.org/purchasing.

NO. _____ DATED _____ NO. _____ DATED _____ NO. _____ DATED _____

In submitting a response to this document, vendor acknowledges acceptance of all sections of the entire document and has clearly delineated and detailed any exceptions.

Signature _____ Title _____

Print Name _____ Dated _____

APPENDIX A

2012 Transaction Volume for County Departments

2012 Sedgwick County Transactions			
	POS - Visa/MC/Discover		
	Total	Avg \$	Est. Annual
	Transactions Per YR	Per Trans	Dollar Volume
Treasurer - Property Tax	3,706	\$ 1,352.36	\$ 5,011,860.00
Fire	13	\$ 95.62	\$ 1,243.00
Appraiser	-	\$ -	\$ -
Finance (5%) EMS (95%)	998	\$ 168.55	\$ 168,217.00
Elections	37	\$ 62.51	\$ 2,313.00
Clerks	69	\$ 48.71	\$ 3,361.00
Code Enforcement	1,145	\$ 146.99	\$ 168,303.00
Public Works	-	\$ -	\$ -
Household Hazardous Waste	255	\$ 43.38	\$ 11,062.00
Noxious Weeds	102	\$ 109.2	\$ 11,138.55
COMCARE Administration	325	\$ 73.59	\$ 19,115.00
COMCARE ATS	186	\$ 102.77	\$ 9,448.00
COMCARE OPS	400	\$ 23.62	\$ 1,515.00
Health Department 9th St.	54	\$ 28.06	\$ 7,887.92
Health Department Central St.	2,330	\$ 66.67	\$ 155,311.00
District Attorney	385	\$ 64.61	\$ 24,875.00
Aging	55	\$ 59.45	\$ 3,270.00
DIO Administration	14	\$ 34.21	\$ 479.00
Lake Afton	1,501	\$ 23.35	\$ 35,049.00
Lake Afton – Wireless Machine	581	\$ 26.27	\$ 15,261.00
	INTERNET		
	Total	Avg \$	Est. Annual
	Transactions Per YR	Per Trans	Dollar Volume
Visa/MC/Discover	18,455	\$ 1,311.62	\$ 24,205,875.00
E-Check	12,179	\$ 2,032.10	\$ 24,748,901.00

The “Treasurer” is the only department accepting tax payments. COMCARE, Health Dept. and EMS accept Health Reimbursement Account cards.

**Cost Forms
Merchant Services
#13-0095**

Internet Payment Solution

The County requests a firm fixed price for each of the items listed below. For multiple pricing options please complete the following table for each pricing option. For transaction volume discounts please insert additional rows in the table for volume pricing. If pricing items are not listed, please insert the additional pricing items. Address any licensing fees applicable.

Item	Measurement	Price
Implementation Fee	One-time	
Additional programming	Per hour	
Training	Total	
Hosting		
Monthly maintenance	Per month	
Per web transaction (add rows for volume level pricing)	Per transaction	
Reporting		
Daily standard reporting	Per month	
e-Check Services (Internet ACH)		
Maintenance	Per month	
Payment processing	Per item	
Data file processing	Per file transmission	
ACH item recleared	Per item	
ACH item returned	Per item	
Other Fees (list)		

Merchant Services and Equipment

For transaction volume discounts, please insert additional rows in the table for volume pricing. If pricing items are not listed, please insert the additional pricing items.

1. Card Fees—Unbundled “Cost-Plus” Pricing

Card Type	Interchange Fee		Vendor Upcharge		Surcharge(s) Provide Details
	% Per Sales \$	Per Item	% Per Sales \$	Per Item	
Mastercard					
Card present					
Card not present					
Debit card					
VISA					
Card present					
Card not present					
Debit card					
Discover					
Card present					
Card not present					
Debit card					

Other Merchant Account Fees, if Applicable

Item	Measurement	Price
Setup fee	Per account	
Chargeback fee	Per item	
Online reporting	Per account monthly	
Account maintenance	Per account monthly	
Supplies		
Statement fees	Per item	
Voice authorization	Per item	
Other fees (list)		
<i>Equipment – identify model name/number needed for swipe terminals, printers, pin pads</i>		
Each – purchase		
Each – rental per month		

Convenience Fees

Attach additional information as deemed necessary

Credit Cards - Counter

Transaction Amount	Percent

Debit Cards - Counter

Transaction Amount	Cost

Credit Cards - Online

Transaction Amount	Percent

Debit Cards - Online

Transaction Amount	Cost