



**SEDGWICK COUNTY, KANSAS
FINANCE DEPARTMENT**

Purchasing Section

525 N. Main, Suite 823 ~ Wichita, KS 67203

Phone: 316 660-7255 Fax: 316 383-7055

<https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/>

**REQUEST FOR PROPOSAL
18-0001
MERCHANT SERVICES**

April 16, 2018

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide all services, including all payment channels, necessary to continue accepting and processing bank card payments. If your firm is interested in submitting a response, please do so in accordance with the instructions contained within the attached Request for Proposal. Responses are due no later than 1:45pm CDT, June 5, 2018.

All contact concerning this solicitation shall be made through the Purchasing Section. Bidders shall not contact county employees, department heads, using agencies, evaluation committee members or elected officials with questions or any other concerns about the solicitation. Questions, clarifications and concerns shall be submitted to the Purchasing Section in writing. Failure to comply with these guidelines may disqualify the Bidder's response

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Regehr", is written over a horizontal line.

**Paul Regehr
Buyer**

PR/fr

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I. [About this Document](#)

This document is a Request for Proposal. It differs from a Request for Bid or Quotation in that the county is seeking a solution, as described on the cover page and in the following Background Information section, not a bid or 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. 68, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of the product(s) and/or service(s), of which quality, testing, references, service, 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. 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 meetings 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 service(s) and/or product(s) 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 and 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. Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 514,000 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 2,500 persons, and hosts or 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 operates on a Windows 2012 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 FirstData PayPoint utilizing a traditional payment model.

Sedgwick County accepts Point of Sale (POS) credit cards at various departments in the County. The County collected approximately \$7,000,000 in 2017 for 23 departments from approximately 33,000 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. Sedgwick County is also looking for a provider who could help us expand our internet payment options. We have several departments that would like to have the ability to take payments online. In 2017, Sedgwick County accepted about \$5,000,000 annually for five departments for approximately 15,000 internet credit card transactions, \$47,000,000 annually from approx. 21,400 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 4% for all property tax PIN-less bank card 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 2017 are listed in Appendix A.

III. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide Merchant Services. The following objectives have been identified for this contract:

1. Acquire Merchant Services meeting the parameters, conditions and mandatory requirements presented in the document.
2. Establish contract pricing with the vendor that has the best proven "track-record" in performance, service and customer satisfaction.
3. Acquire Merchant Services with the most advantageous overall cost to the County.

IV. 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** one (1) electronic copy (.PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

Paul Regehr
Sedgwick County Purchasing Section
525 N. Main, Suite 823
Wichita, KS 67203

SUBMITTALS are due NO LATER THAN 1:45 p.m. CDT, TUESDAY, June 5, 2018. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, proposal number, and proposal due date. Late or incomplete responses will not be accepted and will not receive consideration for final award.

Proposal responses will be acknowledged and read into record at bid opening which will occur at 2:00 p.m. CDT, on the due date. No information other than the respondent's name will be disclosed at bid opening.

V. Scope of Work

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.

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 (Central Time Zone) 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 bank 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, American Express 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?
- A.19 How does your verification failure procedure work?

B. Point of Sale Transactions

Currently, Sedgwick County has 23 departments included in this RFP that accept credit and debit cards at the counter. The County has 29 FD-130 machines, 4 FD-400GT-CDMA machines, and 7 Magtek 21040145 Mini USB. These machines will need to be replaced. The County will consider 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 (a) with card present, (b) when card not present, (c) via e-Commerce (internet), and (d) pin-based?
- 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 using responsive web design for processing transactions through the Sedgwick County website (sedgwickcounty.org) and/or at merchant POS? 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 a 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 cellular based 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 five departments that accept payment cards (credit, debit) and e-checks through the internet via sedgwickcounty.org with an expectation that many more departments will move towards this payment model.

- 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 and credit/debit cards?

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?

E.12 How long does it take to get the funds credited back to customers?

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 current PCI-DSS 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-DSS 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 per PCI-DSS v3.2 and Visa, MasterCard, Discover and American Express?

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.

I. Alternative Payment Services

Discuss optional and alternative payment services that you believe may help Sedgwick County expand merchant bank card payment options for Sedgwick County departments. A few alternatives payment option that are of interest are:

a) Mobile Payments

1. Does your mobile reporting service work on the iPhone, Android Phones and/or tablets? What are the minimum requirements?
 2. What software (names and version numbers) is required to use your mobile reporting services?
 3. How many customers do you have using your mobile merchant card processing product? How many transactions are you processing monthly? How many dollars are processed monthly?
- b) Contactless Payment Cards/Wallet Solutions i.e. MasterCard PayPass and Apple Pay, etc.

VI. Sedgwick County's Responsibilities

- Provide information, as legally allowed, in possession of the County, which relates to the County's requirements or which is relevant to these services.
- Designate a person to act as the County Contract Manager with respect to the work to be performed under this contract.

VII. Proposal Terms

A. Questions and Contact Information

Any questions regarding this document must be submitted in writing to Paul Regehr at Paul.Regehr@sedgwick.gov by 5:00 p.m. CDT April 30, 2018. Any questions of a substantive nature will be answered in written form as an addendum and posted on the purchasing website at <https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/> under the Documents column associated with this RFP number by 5:00 p.m. CDT May 4, 2018. Firms are responsible for checking the website and acknowledging any addenda on their proposal response form.

B. Minimum Firm Qualifications

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service(s) and/or product(s) specified in this Request for Proposal. Firms must meet or exceed these qualifications to be considered for award. Any exceptions to the requirements listed should be clearly detailed in proposer's response.

Proposers shall:

1. Have a minimum of 5 years experience in providing services similar to those specified in this RFP.
2. Have experience in managing projects of comparable size and complexity to that being proposed.
3. Have knowledge of and comply with all currently applicable, and as they become enacted during the contract term, federal, state and local laws, statutes, ordinances, rules and regulations. All laws of the State of Kansas, whether substantive or procedural, shall apply to the contract, and all statutory, charter, and ordinance provisions that are applicable to public contracts in the county shall be followed with respect to the contract.
4. Municipal and county government experience is desired, however, the county will make the final determination based on responses received and the evaluation process.
5. Have the capacity to acquire all bonds, escrows or insurances as outlined in the terms of this RFP.
6. Have appropriate material, equipment and labor to perform specified services.

C. [Evaluation Criteria](#)

The selection process will be based on the responses to this RFP. County staff will judge each response as determined by the scoring criteria below. Purchasing staff are not a part of the evaluation committee.

Component	Points
A. Firm's experience with public sector entities.	15
B. Demonstrated ability of key personnel.	20
C. Demonstration of understanding the scope of services to be provided.	20
D. Process and strategy for providing required services.	25
E. Cost competitiveness.	20
Total Points	100

*Scoring for cost will be calculated by using the total 5 year cost (total implementation and 5 years of annual support) provided in Attachment C.

Assume the following cost proposals (**examples only**)

- A. \$50,000.00
- B. \$38,000.00
- C. \$49,000.00

Company B with a total price of \$38,000.00 is the low offer. Take the low offer and divide each of the other offers into the low offer to calculate a percentage. This percentage is then multiplied by the number of points available for the cost. In this case, 10 points are allocated to cost.

A. \$38,000.00 divided by \$50,000.00 =.76	.76*10	7.6 points
B. \$38,000.00 divided by \$38,000.00 =1.00	1.00*10	10 points
C. \$38,000.00 divided by \$49,000.00=.77	.77*10	7.7 points

Any final negotiations for services, terms and conditions will be based, in part, on the firm's method of providing the service and the fee schedule achieved through discussions and agreement with the county's review committee. The county is under no obligation to accept the lowest priced proposal and reserves the right to further negotiate services and costs that are proposed. The county also reserves the sole right to recommend for award the proposal and plan that it deems to be in its best interest.

The county reserves the right to reject all proposals. All proposals, including supporting documentation shall become the property of Sedgwick County. All costs incurred in the preparation of this proposal shall be the responsibility of the firm making the proposals. Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service which best meets its required needs, quality levels and budget constraints.

D. [Request for Proposal Timeline](#)

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Section at (316) 660-7255 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	April 16, 2018
Questions and clarifications submitted in writing by 5:00 p.m. CDT	April 30, 2018
Addendum Issued	May 4, 2018
Sealed Proposal due before 1:45pm CDT	June 5, 2018
Evaluation Period	June 5 – June 30, 2018
Board of Bids and Contracts Recommendation	July 5, 2018
Board of County Commission Award	July 11, 2018

E. Contract Period and Payment Terms

A contractual period will begin following Board of County Commissioners (BoCC) approval of the successful firm(s) and continue for a period of three (3) years. The County may, at its own option, extend the contract for two (2) one (1) year options to renew.

Either party may cancel its obligations herein upon thirty-day (30) prior written notice to the other party. It is understood that funding may cease or be reduced at any time, and in the event that adequate funds are not available to meet the obligations hereunder, either party reserves the right to terminate this agreement upon thirty (30) days prior written notice to the other. Payment will be remitted following receipt of monthly detailed invoice.

Payment and Invoice Provisions

https://www.sedgwickcounty.org/media/39239/payment_and_invoice_provisions.pdf

F. Insurance Requirements

Liability insurance coverage indicated below 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, workers' compensation and employer's liability. **Certificate shall be provided prior to award of contract.** 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 **(must be acknowledged on the bid/proposal response form).**

NOTE: If any insurance is subject to a deductible or self-insured retention, written disclosure must be included in your proposal response and also be noted on the certificate of insurance.

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.

Workers' Compensation:

Applicable coverage per State Statutes

Employer's Liability Insurance: \$100,000.00

Commercial General Liability Insurance:

Each Occurrence \$500,000.00

Aggregate \$500,000.00

Personal Injury:

Each Occurrence \$500,000.00

General Aggregate \$500,000.00

Automobile Liability:

Combined single limit \$500,000.00

Professional Liability

If required

Special Risks or Circumstances:

Entity reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

G. 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 provider's 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.

H. Confidential Matters and Data Ownership

The successful proposer agrees all data, records and information, which the proposer, its agents and employees, which is the subject of this proposal, obtain access, remains at all times exclusively the property of Sedgwick County. The successful proposer agrees all such data, records, plans and information constitutes at all times proprietary information of Sedgwick County. The successful proposer agrees that it will not disclose, provide, or make available any of such proprietary information in any form to any person or entity. In addition, the successful proposer agrees it will not use any names or addresses contained in such data, records, plans and information for the purpose of selling or offering for sale any property or service to any person or entity who resides at any address in such data. In addition, the successful proposer agrees it will not sell, give or otherwise make available to any person or entity any names or addresses contained in or derived from such data, records and information for the purpose of allowing such person to sell or offer for sale any property or service to any person or entity named in such data. Successful proposer agrees it will take all reasonable steps and the same protective precautions to protect Sedgwick County's proprietary information from disclosure to third parties as with successful proposer's own proprietary and confidential information. Proposer agrees that all data, regardless of form that is generated as a result of this Request for Proposal is the property of Sedgwick County.

I. Proposal Conditions

<https://www.sedgwickcounty.org/media/31338/proposal-terms-conditions.pdf>

General Contract Provisions

<https://www.sedgwickcounty.org/media/31337/general-contractual-provisions.pdf>

Mandatory Contract Provisions

<https://www.sedgwickcounty.org/media/31336/mandatory-contractual-provisions.pdf>

Sample Contract

<https://www.sedgwickcounty.org/media/39236/sample-contract.pdf>

VIII. Required Response Content

All proposal submissions shall include the following:

1. Firm profile: the name of the firm, address, telephone number(s), contact person, year the firm was established, and the names of the principals of the firm.
2. The names of the staff members who will be available for work on the contract, including a listing of their work experience.
3. The firm's relevant experience, notably experience working with government agencies.
4. At minimum, three (3) professional references, besides Sedgwick County, with email addresses, telephone numbers, and contact persons where work has been completed within the last three years.
5. A disclosure of any real or potential conflicts of interest with members of the Sedgwick County Board of County Commissioners or county staff.
6. A description of the type of assistance that will be sought from County staff.
7. Proof of insurance meeting minimum insurance requirements as designated herein.
8. Service Requirements and Response Questionnaire answers must be in the same order as in the Scope of Work and must include the questions.
9. Those responses that do not include all required forms/items may be deemed non-responsive.

See attached Appendix A for 2017 Sedgwick County Transactions and cost forms.

IX. Response Form

**REQUEST FOR PROPOSAL
RFP 18-0001
MERCHANT SERVICES**

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 proposal 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 proposer 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** _____ **HOURS** _____

STATE OF INCORPORATION or ORGANIZATION _____

WEBSITE ADDRESS _____ **EMAIL** _____

NUMBER OF LOCATIONS _____ **NUMBER OF PERSONS EMPLOYED** _____

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

Partnership _____ Other (Describe): _____

BUSINESS MODEL: Small Business _____ Manufacturer _____ Distributor _____ Retail _____

Dealer _____ Other (Describe): _____

Not a Minority-Owned Business: _____ **Minority-Owned Business:** _____ (Specify Below)

____ African American (05) ____ Asian Pacific (10) ____ Subcontinent Asian (15) ____ Hispanic (20)

____ Native American (25) ____ Other (30) - Please specify _____

Not a Woman-Owned Business: _____ **Woman-Owned Business:** _____ (Specify Below)

____ Not Minority - Woman Owned (50) ____ African American-Woman Owned (55)

____ Asian Pacific-Woman Owned (60) ____ Subcontinent Asian-Woman Owned (65) ____ Hispanic Woman Owned (70)

____ Native American-Woman Owned (75) ____ Other – Woman Owned (80) – Please specify _____

ARE YOU REGISTERED TO DO BUSINESS IN THE STATE OF KS: ____ Yes ____ No

INSURANCE REGISTERED IN THE STATE OF KS WITH MINIMUM BEST RATING OF A-VIII: ____ Yes ____ No

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/finance/purchasing.asp .

NO. _____, DATED _____; NO. _____, DATED _____; NO. _____, DATED _____

In submitting a proposal, vendor acknowledges all requirements, terms, conditions, and sections of this document. Proposal submission format should be by order in which sections are listed throughout the document. All minimum and general requirements should be specifically addressed and detailed in proposer's response. **Exceptions to any part of this document should be clearly delineated and detailed.**

Signature _____ Title _____

Print Name _____ Dated _____

2017 Sedgwick County Transactions

POS- Visa/MC/Discover - We began taking AMEX in Jan 2018

Total Transactions Per Year	Avg \$	Per Trans	Est. Annual	Dollar Volume
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Treasurer - Property Tax (done online)	4,296	\$	581.94	\$	2,500,000.00
Treasurer- Non Property Tax	756	\$	642.86	\$	486,000.00
Fire	37	\$	141.41	\$	5,232.00
Register of Deeds	1,130	\$	46.14	\$	52,137.00
Finance	103	\$	2,029.13	\$	209,000.00
Elections	59	\$	30.54	\$	1,802.00
Clerks	39	\$	43.46	\$	1,695.00
Sheriff Warrants	328	\$	15.91	\$	5,220.00
Public Works	52	\$	203.85	\$	10,600.00
Household Hazardous Waste	452	\$	46.01	\$	20,795.00
Noxious Weeks	170	\$	73.23	\$	12,449.00
COMCARE Billing	317	\$	106.63	\$	33,801.00
COMCARE ATS	122	\$	66.80	\$	8,150.00
COMCARE OPS	471	\$	28.08	\$	13,224.00
Health Department 9th St	24	\$	48.50	\$	1,164.00
Health Department Central St.	1,538	\$	69.84	\$	107,412.00
District Attorney	347	\$	73.83	\$	25,620.00
Aging	0	\$	-	\$	-
Lake Afton	8,261	\$	20.94	\$	172,998.00
Lake Afton -Cellular Machine	299	\$	37.21	\$	11,127.00
County Courts	23	\$	63.48	\$	1,460.00
Sedgwick County Billing	3,260	\$	143.26	\$	467,043.00
Sheriff Records	221	\$	18.88	\$	4,173.00
MABCD	14,822	\$	347.26	\$	5,147,087.00

Internet - We began taking AMEX in January 2018

Total Transactions Per Year	Avg \$	Per Trans	Est. Annual	Dollar Volume
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Visa/MC/Discover	11,204	\$	587.48	\$	6,582,180.00
E-Check	21,372	\$	2,209.14	\$	47,213,820.00

The "Treasurer" is the only department accepting tax payments. COMCARE and Health Dept. accept Health Reimbursement Account Cards

**Cost Forms
Merchant Services
#18-0001**

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.

[illegible]

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

Cart Type	Interchange Fee		Vendor Upcharge		Surcharge(s)
	% Per Sales \$	Per Item	% Per Sales \$	Per Item	Provide Details
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)			
Equipment – identify model name/number needed for swipe terminals, printers, pin pads			
Each - purchase			
Each – rental per month			

Convenience Fees

Attach additional information as deemed necessary

Credit Cards – Counter

[illegible]

