



CAMERON COUNTY PURCHASING

1100 E. Monroe St,
Brownsville, Texas 78520
(956) 544-0871 Fax: (956) 550-7219

ADDENDUM # 1 - PAGE 1 of 5

Date out: 12-6-13

RFP TITLE: AUTOMATED PAYMENT SYSTEM (TAX- COUNTY & DISTRICT CLERKS)

RFP # 1473

DEADLINE: DECEMBER 10, 2013

QUESTIONS & ANSWERS 1

(IN ORDER TO AVOID DISQUALIFICATION – ALL ADDENDUMS MUST BE SIGNED AND RETURNED BY DEADLINE AND INCLUDED IN THE SEALED RFP PACKAGE SUBMITTED)

1. Can you get me that merchant statement were talking about. Looking for average monthly/yearly in credit card business, the application's you'll use credit cards. Not seen that info in the RFP.

A - We do not have Merchant statements. We have never used these types of machines previously. No historical information available. We are soliciting for payment of Court Costs and fines, and Taxes for County related charges – Kiosk is for payments utilizing cash or Credit Card.

2. Could you provide general idea how many payments you receive monthly/yearly in each of those categories? Just trying to figure out a general idea on size- how many credit card transactions you'll do.

A - pending Depts.

3. 1. On page 8, question # 15. Provide a narrative statement regarding your understanding of and ability to provide services related to the issues of title services.

Can you provide clarification regarding Title Services and how you envision this via a kiosk?

A - Currently we do not anticipate using the kiosk for Title Services. But for future reference does your kiosk provide this service? If so, what counties are using this service?

4. Other than Tyler's Odyssey Court Management system, are there other software systems that we would be required to interface with?

A - pending Depts.

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5. On page 12, dd) Insert your responses to all requirements in each Section.
We are assuming that this is just "general" instructions as to formatting our responses. Please confirm

A - Section A to G Requirements (this does not include questions) for each letter or # in each section

possible answers:

- **agreed and will fully comply**
- **with comply with the following variances**
- **unable to agree or comply**

6. Is the County planning to accept tax payments via the kiosk as part of the initial implementation plans, or will those payments be added in the future?

A - I believe that is up to Commissioners' Court to decide if this should be implemented in phases, but the Cameron County Tax Office would like to be included in the implementation plan including the interface with the EZ Tax/eTax Ad Valorem Tax Collections Software from Hamer Enterprises.

7. **Would like** you to provide general idea how many payments you receive monthly/yearly ?
Regarding the email received today on transactions, is that for all payment types, i.e., cash, credit, etc. ?

A - Cameron County Clerk Office Monthly Credit Card Transactions

Total transactions	Total amount
260-290	36,000.00 -42,000.00

this is Credit Card transactions

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Answers for Cameron County Tax Office

NOTE: The Cameron County Tax Office processes a large amount of mail and electronic mortgage transactions that were excluded in the responses. The responses reflect payments made within our office or Internet Payments.

8. Number of customers or payments per month?

A - Average number of payments is 12,481/Month

9. How many customers walk-in to your locations to make a payment per month?

A - Average number of walk-in customers is 11,670/Month

10. How many customers use any 3rd party payment locations per month?

A - Average number of online payments is 812/Month

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11. Average size payment?

A - The average tax payment amount is \$1,120.00

12. Percentage of payments made by cash, debit, credit, check per month?

A - Cash 38%, Check 51%, Credit Card 8%

13. Any fees associated with the above payment modalities?

A - No fee for cash or check over the counter, Fee for Credit Cards is \$3.00 for \$0-\$100, any transaction over \$100 is 3% of total. Payments made by check over the internet follow the following pay schedule:

Any single cumulative transaction totaling	\$0.01 to \$100.00	\$3.00
Any single cumulative transaction totaling	\$100.01 to \$200.00	\$6.00
Any single cumulative transaction totaling	\$200.01 to \$400.00	\$9.00
Any single cumulative transaction totaling	\$400.01 to \$800.00	\$12.00
Any single cumulative transaction totaling	\$800.01 to \$1,000.00	\$15.00
Any single cumulative transaction totaling	\$1,000.01 to \$2,000.00	\$18.00
Any single cumulative transaction totaling	\$2,000.01 to \$4,000.00	\$21.00
Any single cumulative transaction totaling	\$4,000.01 to \$8,000.00	\$24.00
Any single cumulative transaction totaling	\$8,000.01 to \$12,000.00	\$27.00
Any single cumulative transaction totaling	\$12,000.01 to \$32,000.00	\$30.00
Any single cumulative transaction exceeding	\$32,000.00	.1% of Transaction

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14. Does the customer pay all fees or do you absorb any fees for the customer?

A - All Credit Card fees and online check fees are paid by customer

15. How many systems hold the various "bill" information for which your customers need to pay?

A - The bill information is held in our Ad Valorem Tax Collection System

16. Are those systems off-the-shelf software or custom built platforms?

A - The software is custom built by Hamer Enterprises Inc.

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