

County of Collier
CLERK OF THE CIRCUIT COURT

Dwight E. Brock
Clerk of Courts

COLLIER COUNTY COURTHOUSE
3301 TAMIAMI TRAIL EAST
P.O. BOX 413044
NAPLES, FLORIDA 34101-3044

Clerk of Courts
Accountant
Auditor
Custodian of County Funds



July 23, 2009

TO: Interested Proposers/Distribution List
RFP 2009-001 Credit and Debit Card Services

The Clerk of the Circuit Court of Collier County, Florida desires to receive proposals for the above-referenced RFP. Enclosed is captioned RFP packet for the Clerk of the Circuit Court of Collier County, Florida.

Sealed responses must be submitted by or before 3 p.m. EST on Monday, August 3, 2009. Any questions for more information regarding this RFP should be addressed to Mildred.Kaseeska@collierclerk.com or by phone (239) 252-8472.

Please direct sealed responses to:

RFP 2009-001 Credit and Debit Card Services

Attn: Mildred Kaseeska
Clerk of the Circuit Court/Collier County
3301 Tamiami Trail, East
Courthouse Bldg. L/5th Floor
Naples, FL 34112

Please note that sealed responses must be submitted by or before 3 p.m. EST on Monday, August 3, 2009.

Sincerely,

Mildred Kaseeska

Mildred Kaseeska
Purchasing Agent

PUBLIC NOTICE

NOTICE IS HEREBY GIVEN that sealed responses will be received by the Clerk of the Circuit Court of Collier County in the Administration Office on the 2nd Floor of the Collier County Courthouse Annex located at 3301 Tamiami Trail East, Naples, Florida 34112 until 3 p.m. EST on Monday, August 3, 2009 for:

RFP 2009-001 CREDIT AND DEBIT CARD SERVICES

A copy of the purchasing policy, proposal instructions, and specifications for this RFP may be obtained from Mildred Kaseeska, Purchasing Agent for the Clerk of the Circuit Court of Collier County.

All proposals shall be made upon the Official Proposal Form attached to the specifications which may be seen at the Office of the Clerk of the Circuit Court, and which may be had by bona fide proposers. Any questions regarding this proposal will be directed to Mildred.Kaseeska@collierclerk.com or by phone 239/252-8472.

The Clerk of the Circuit Court of Collier County does not discriminate based on age, race, color, sex, religion, national origin or disability.

Proposals will be opened publicly at 3 p.m. EST MONDAY, AUGUST 3, 2009.

DWIGHT E. BROCK
CLERK OF THE CIRCUIT COURT
COLLIER COUNTY, FLORIDA

BY: Mildred Kaseeska
Purchasing Agent

Published in Naples Daily News on THURSDAY, July 23, 2009
Broadcast on DemandStar THURSDAY, July 23, 2009
Posted on WWW.Collierclerk.com , THURSDAY, JULY 23, 2009

Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services

SCOPE

1.1 Background and Overview

The CLERK OF COURTS COLLIER COUNTY is conducting a request for proposal for credit card and debit card services.

The purpose of this credit and debit card payment processing RFP is to acquire professional services that will further develop and improve the payment options for customers of the Clerk by providing the opportunity of paying fines, liabilities and court fees through web-based transactions or face to face. Visa and all other credit cards can be used for web-based payments; non Visa cards can be used for face to face payments.

A. General

Monies received by credit card and debit card payments are generally for Court Fees, Filing Fees, Fines and Costs; however, may also include re-charging the balance in individual customer deposit accounts.

1. The current transaction count for credit cards is 1750 per month and at this time only includes payment for Traffic Fines.
2. The average dollar amount charged per transaction is \$176.00 which is only for Traffic Fines.
3. Customer Deposit Accounts are used to facilitate payment of frequent common charges that would otherwise require specific payments per occurrence such as: court filings, obtaining certified copies, recording official records, etc. Customers will be able to make deposits to their accounts via web based payments.

1.2 General Requirements for Consideration/Selection

The General qualifications required of the prospective credit and debit card merchant firm for the Clerk of Courts is depicted below. These are provided to assist prospective merchants in reviewing requirements for selection to determine whether they are qualified to submit a response to this RFP.

- A. Please provide the number of years experience in managing credit card and debit card transactions.
- B. List the Integrated Web Response (IWR) companies and programs you currently interface with to receive payment information.

Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services

- C. Please provide the number of customers and transactions you are providing payment processing per month.
- D. Please provide the minimum amount of coverage in errors and omissions insurance your firm currently holds.
- E. Monies must be deposited into the Clerk's Bank not later than one business day after collecting

1.3 Scope of Work and Services Requested

- A. The Clerk of Court is requesting that the following services be provided:
 - 1. Provide payment processing services for credit cards.
 - 2. Provide payment processing services for debit cards.
 - 3. Provide methodology to accept credit/debit card transactions at face to face locations via swipe devices.
 - 4. Provide, host and maintain websites(s) to facilitate acceptance of customer payments via the Internet using XML or other technologies to query, post, and verify transactions to Clerk's databases.
 - 5. Provide electronic interface detailing all transaction activity on a real time basis.
 - 6. Provide electronic statements detailing charges.
 - 7. Provide strategies to reduce fees.
 - 8. Provide customer service and problem resolution on transactions requiring intervention.
 - 9. Provide on line access to all accounting information to include viewing selecting, and downloading information.
 - 10. Must have ability to segregate transactions based on location, face to face transactions, and web-based as well as, the ability to interface with multiple systems.
 - 11. Provide electronic methodology for corrective processes such as voiding transactions.

1.4 Time Frame for Selection and Implementation

The Clerk of Court reserves the right to conduct an interview prior to selection if deemed appropriate. These interviews will be conducted at the Clerk of Court Conference Room, 2nd Floor Annex. Otherwise, the Clerk would envision that the selection process would be completed as described in the proposed time schedule.

1.5 Format for Proposals

Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services

Please format your response to this request in the following order to facilitate comparisons between respondents.

A. Organization

1. Describe your organization, including date founded, ownership, and any subsidiary relationships or relationships with other financial institutions.
2. Describe experience of the firm in providing merchant and gateway services to the public sector.
3. Provide a list of relevant client references (prefer public sector), including contact persons and telephone numbers. Relevant would include clients with similar types of jurisdictions and transaction size.
4. How many on line credit card customers has the firm added in the last two years and what are the transaction volumes per month? How many of these customers have the firm lost in the past two years, and why?
5. Describe the type and amount of insurance coverage the firm maintains with respect to credit and debit card activities.

B. Personnel

- 1 Identify the key personnel who would be directly involved in providing services under the engagement. Describe their relationship with the firm, the role they would play in this engagement, their experience (specifically with public sector), and their years of service to the firm.
2. Describe the firm's organizational structure of personnel available as our customer account representatives, for training and to assist and resolve problems.

C. Reporting Capabilities

1. Submit samples of reports which would be provided and describe their frequency and purpose.
2. Describe the process the firm would go through to assist in identifying fee reduction opportunities.

D. Fees

Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services

1. Provide the fee schedule that would apply to this account. Please assume that the volumes are as follows.
 - a. The transaction count for credit cards is 1750 monthly (only using for traffic payments at current time)
 - b. The average dollar amount charged per transaction is \$176.00 (only using traffic payments)

2. Identify any and all expenses, fees and discounts related to:
 - a. Visa credit and Debit card
 - b. Master Card credit and debit card
 - c. Master Card Debit
 - d. American Express
 - e. Discover
 - f. E-Check
 - g. ACH
 - h. Set-up fees for Merchant Services
 - i. Set-up fees for Gateway Services
 - j. Monthly fees for Merchant Services
 - k. Monthly fees for Gateway Services
 - l. Report fees (initial and ongoing)

3. Identify any expenses that would not be covered through this fee structure and would be required in order to implement the firm's program.

4. Please clearly identify reductions in fees that would occur in future years if a contract were awarded for multiple years.

E. Other Considerations

1. Successful Firm is required to provide set-up of the process. Describe your processes to accomplish this.

2. Successful firm will provide the training and education services needed to implement this process. Please describe how this will be accomplished.

3. Describe how a void and a refund would be handled for each of the following and the length of time before the customer receives their funds or the funds are released:
 - a. a credit card payment
 - b. a debit card payment

Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services

4. Identify any float or holding time from the day/time a customer makes a payment to the Clerk via any of the methods listed above in question E-3, until the funds are deposited into the Clerk's account.
5. Identify all timelines for incorporating Merchant Services IWR.
6. Identify any interfaces or other programming requirements for incorporating Merchant Services and Gateway Services into an IWR, along with costs.

F. Other Information

1. Provide proof of state registration.
2. Provide a sample or proposed contract for services.

2.1 INCORPORATION BY REFERENCE All responses shall incorporate by reference the Scope/Specifications, Terms and Conditions, General Instructions and conditions, and any attachments.

2.2 RETURN OF OFFER The offeror shall complete all sections of the solicitation and provide attachments as necessary.

2.3 PREPARATION OF OFFER PACKAGE Only the following items shall be completed and returned. Failure to include all the items may result in an offer being rejected. Offer packages shall be submitted in the following order:

2.3.1 OFFER SHEET,

2.3.2 ADDENDUM, Return all addenda (if any are issued).

2.3.3 SPECIFICATIONS, Information requested in Paragraphs 1 and 2.

2.4 ALTERNATE OFFERS/EXCEPTIONS Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Detailed product brochures and/or technical literature, suitable for evaluation, must be submitted with the bid. If no exceptions are taken, Clerk will expect and require complete compliance with the specifications and all Conditions of Purchase.

Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services

- 2.5 EVALUATION CRITERIA** The criteria is listed in order of relative importance.
- 2.5.1** Experience of the firm in providing services to public sector entities of similar size and with similar objectives. 20%
 - 2.5.2** Fees 40%
 - 2.5.3** Professional experience and qualifications of the individuals assigned to the account. 15%
 - 2.5.4** Reporting capabilities 15%.
 - 2.5.5** Responsiveness to the proposal, communicating an understanding of the overall program and services required. 10%
- 2.6 EVALUATION PANEL** Submittals will be evaluated by an evaluation panel. Award shall be made to the responsive, responsible offeror whose proposal is determined to be the most advantageous to the Clerk of Court.
- 2.7 PANEL CONTACT** Proposer shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.
- 2.8 TERM OF AGREEMENT** The term of agreement for this RFP shall be for a two (2) year initial period beginning upon approval by Clerk of Court.
- 2.9 OPTION TO EXTEND** The Clerk has the option to renew the contract annually when mutually agreed upon both parties. Contractor shall be notified in writing by the Clerk of Court of the Clerk's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period. Detail any anticipated renewal fee changes.
- 2.10 INSURANCE** Contractor, performing as an independent contractor hereunder, shall be fully responsible for providing Worker's Compensation or other applicable insurance coverage for itself and its employees and the Clerk shall have no responsibility of liability for such insurance coverage.

Contractor shall provide to the Clerk of Courts a copy of the policy or a certification by the insurance carrier, showing the contractor to have in effect during the term of this contract, a General Liability Insurance policy, which shall be the primary coverage for Contractor activities

Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services

under this contract. The coverage limits of such insurance shall not be less than those listed below:

Schedule	Limits
Workers Compensation Florida Statutory Coverage/ Employer' Liability (including Appropriate Federal acts)	Statutory Limits of Florida Statues 440 \$500,000
Comprehensive General Liability Premises-Operations Products-Completed Operations Contractual Liability Independent Contractors	\$1 mil per occurrence bodily injury and property damage

**THE CLERK SHALL BE NAMED AS AN ADDITIONAL INSURED UNDER
THE ABOVE COMPREHENSIVE GENERAL LIABILITY**

Indemnification

The Agency, its employees, agents, representatives, subcontractors, and consultants shall at their sole cost and expense defend, indemnify and hold harmless the Clerk, its directors, officers, agents, employees and representatives against any claim, action, loss, damage, injury, liability, cost and expense of whatsoever kind of nature (including, but not limited to, attorneys' fees and expenses) for injury to persons, including death, and damage to property, arising out of, or incidental to, the performance of this Agreement or work performed there under. This indemnification shall survive the term of this Agreement whether such term expires by the passage of time or is terminated.

The Clerk reserves the right to terminate any contractor agreement if the contractor fails to maintain such insurance coverage.

2.11 NOTICE OF INTENT TO AWARD Information about the recommended award for this solicitation will be advertised on Demandstar and on the Clerk's Website.

**Collier County Clerk of Courts
RFP 2009-001 Credit and Debit Card Services**

3.1 OFFER Proposer certifies that they have read, understand, and willfully and faithfully comply with this solicitation, its attachments and any referenced documents. Proposer also certifies that the prices offered were independently developed without consultation with any of the other proposers or potential proposers.

Authorized Signature	Company's Legal Name
Printed Name	Address
Title	City, State & Zip Code
Telephone Number	FAX Number
Authorized Signature E-mail Address	Company E-mail Address

For questions regarding this offer: (If different from above)

Contact Name	Phone Number	Fax Number
Email Address		