



# Department of Finance

## Purchasing and Contracts

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### CLARK COUNTY, NEVADA RFP NO. 602418-11 ELECTRONIC PAYMENTS PROCESSOR

April 25, 2012

#### ADDENDUM NO. 3

#### REQUEST FOR PROPOSAL

1. The RFP Opening Date of May 07, 2012 at 3:00:00 p.m. **remains unchanged.**

#### GENERAL CONDITIONS

2. Page 4, Item No. 7 – Evaluation, Paragraph B – Financial Statement: **Add** the following language as follows: At a minimum, Proposer shall submit their most recent audited Income Statement, Balance Sheet, and Profit and Loss Statement. If Proposer is unable to provide audited statements, then Proposer shall non-audit statements. Proposer shall clearly indicate whether the statements are audited or non-audited.

#### ATTACHMENT A - QUESTIONNAIRE

3. **Delete and Replace** Page A-48, item numbers 11.1.1 through 11.3.3 with Revised Page A-48, item numbers 11.1.1 through 11.3.5, which is attached.
4. **Delete and Replace** the "Describe Your Fees and Costs" tables on Page A-49 - through A-51 with Revised Page A-49, "InterChange Plus Pricing" table which is attached. **Note:** Do not delete the table on page A-51 identified as "Current County Card-swipe Terminals Inventory" and the instructions above it.
5. **Incorporate** "Examples of Clark County Category Codes Used" table, which is attached, after Revised Page A-49, "InterChange Plus Pricing" table.

#### CLARIFICATION

An electronic version of the attachments herein can be found at the link below. The file is identified as "Addendum 3 Tab 11Plus.xls".

<http://www.clarkcountynv.gov/depts/finance/purchasing/pages/listingdetails.aspx?bidID=823>

#### QUESTION AND ANSWER

- Q1: Do all of your departments have PCs with available USB ports and internet access?  
A1: Without an exhaustive look at the current (PC) hardware inventory, it is believed that almost all department PCs have USB ports. In many cases those devices are disabled for security reasons. Also, most PCs are connected to our County network which is connected to the internet

- Q2: Section B Page 2: The processor will provide detailed cost analysis regarding available customer service hours such as 24/7 operating versus business day hours. Does the County's anticipate this customer service availability is for the County personnel or the County's consumers?
- A2: This customer service is for County personnel pursuing administrative and/or technical services assistance.
- Q3: Is it the County's intention that all applicable departments accepting payments via the Customer Controlled User Account provide a file to the vendors system with account information and the payment amount due?
- A3: Please see Addendum No. 1.
- Q4: Contract V (B) are you seeking invoice billing for monthly processing or just equipment?
- A4: Consolidated monthly invoicing showing processing, equipment leasing, and more.
- Q5: Is the contract term only through June 30th 2013?
- A5: Please see Addendum No. 1
- Q6: 20 (I) We do not believe it is compliant to prohibit a cardholder from cancelling a payment, is this a requirement?
- A6: We do understand your question as we cannot find your reference [20 (I)]. However, we believe the only instance in the original requirements ATTACHMENT A – QUESTIONNAIRE that references prohibiting a cardholder from canceling a payment is in the area of Customer-Controlled User Accounts. Our stated purpose here is so that a Judge may impose a requirement on a person to make a regular payment (for...perhaps child support as an example) and that the Judge may not allow that person to stop automatic payments, once established, until legal circumstances change. Otherwise, we have no reason to prevent a customer from changing their minds and their payment arrangements.
- Q7: Please provide a listing of the current merchant processors for each Department.
- A7: The payments processing vendors we currently use include: NIC, PayPal, Sonant, Inc., and Bank of America.
- Q8: Can we expect a real-time web services/API integration for EVERY department? If NO, please list which departments will be real time and which will be batch file.
- A8: No. We do not have that list at this time. The departments, agencies, and (local) municipalities that may participate in this agreement have not yet been determined and may change over the life of the contract.
- Q9: Please confirm that all pricing should be listed in Tab 11.
- A9: Yes, all pricing information should be placed in the "InterChange Plus Pricing" table which is attached.
- Q10: Please clarify and differentiate "Virtual Terminals, Re-directed or Hosted Websites, and other."
- A10: Virtual Terminal: a virtual terminal is web-browser-based access to an acquirer, processor or third party service provider website to authorize payment card transactions, where the merchant manually enters payment card data via a securely connected web browser. Unlike physical terminals, virtual terminals do not read data directly from a payment card. Because payment card transactions are entered manually, virtual terminals are typically used instead of physical terminals in merchant environments with low transaction volumes.  
[Website] Redirection: the technique for moving an Internet purchaser to the website or a hosting provider or service provider where the payment transaction will occur.  
Hosted Website: the website of the Hosting Provider that offers merchant or other service providers shopping cart options, payment applications to payment gateways and processors.
- Q11: Each department's System interface...
- A11: The department applications accepting electronic payments at this time are Ascend, Naviline, Clips, and Safari. Most of these applications are due for near-term replacement (next 2 – 4 years).

Except as modified herein all other specifications, terms, and conditions shall remain the same

Should you have any questions, I can be reached at (702) 455-2729 or [chetanc@clarkcountynv.gov](mailto:chetanc@clarkcountynv.gov) .

ISSUED BY:



Chetan Champaneri  
Purchasing Analyst

Attachment(s): Revised Page A-48  
Revised Page A-49  
Examples of Clark County Category Codes Used

cc: Mary Fazzalano, Clark County Information Technology  
Kevin Skinner, Clark County Information Technology  
Adrienne Patterson, Clark County Treasurer



**Information  
TECHNOLOGY**

**Describe Your Fees and Costs**

Describe Your Fees and Costs		Describe Your Fees and Costs	
RQIMT #	Requirement	YES	Explanation
11.1.1	In detail, describe all fees and costs as they impact electronic payments processing. Be as thorough as possible. Place all your Interchange Plus pricing information into the Tab called Interchange Plus Pricing.		
11.2.1	List all equipment required to meet Processor specifications for performance, security, etc. List details regarding purchase versus lease, etc.		
11.3.1	List hourly costs for Implementation Services (like Web Implementation, Web Integration, IVR Implementation, IVR Integration, Mobile Computing Device Application Developments and Integration, etc.)		
11.3.2	List hourly costs for Professional Services (like Web Implementation, Web Integration, IVR Implementation, IVR Integration, Mobile Computing Device Application Developments and Integration, etc.)		
11.3.3	List hourly costs for Training Services (like Web Implementation, Web Integration, IVR Implementation, IVR Integration, Mobile Computing Device Application Developments and Integration, etc.)		
11.3.4	Please describe, in detail, how the Interchange Rate is applied for any single transaction.		
11.3.5	Please list hourly costs for Other Services not described above.		
Describe Your Fees and Costs		Describe Your Fees and Costs	



**InterChange Plus Pricing**

**InterChange Plus Pricing**

**For Credit and Debit Card Processing**

The tiered categories are shown for the purpose of transaction counts only. Clark County would like their transaction volumes to be categorized for the purpose of receiving better rates as the volume increases whether the increased in transaction counts are solely Clark County's or as the result of this RFP.

Service	Unit	Tier 1 where #s of Transactions Range: 1 - 200,000	Tier 2 where #s of Transactions Range: 200,001 - 500,000	Tier 3 where #s of Transactions Range: 500,001 - 1,000,000	Tier 4 where #s of Transactions Range: 1,000,000 - 2,000,000	Tier 5 where #s of Transactions Range: 2,000,001 - PLUS
Visa Processing Fee *	Per Transaction					
Master Card Processing Fee *	Per Transaction					
American Express Authorization Processing Fee *	Per Transaction					
Discover Card Authorization Processing Fee *	Per Transaction					
Other Card Authorization Processing Fee *	Per Transaction					
e-Check Processing for Web e-Checks	Per Transaction					
e-Check Processing for Telephone Operator e-Checks	Per Transaction					
e-Check Processing for IVR e-Checks	Per Transaction					
e-Check Processing for Cashier or Over-The-Counter e-Checks	Per Transaction					
Check Conversion	Per Transaction					
Check 21 Image	Per Transaction					
Chargeback Fee	Per Transaction					
Data Retrieval Fee	Per Transaction					
Statement Fee	Per Transaction					
Annual Fee	Per Transaction					
Other Fee	Per Transaction					
Equipment Leasing	Each					
Specialty Reports	Each					
Other Services (please specify)						

\* Processing Fee (per transaction, any fee or charge or cost in excess of the Card Association Interchange and Assessment Rates)  
Revised A-49



**Examples of Clark County Category Codes Used**

*The below examples are Visa and MC interchange categories used by Clark County in past years  
Please note the listed are not all inclusive but are being displayed as probable interchange categories .*

**Visa Interchange Categories used by Clark County**

COR STD-OTHR  
 PUR STD-OTHR  
 CPS/SML TKT DB  
 CPS REWARDS 1  
 CPS REWARDS 2  
 BUS CNP  
 CORP CNP  
 PURCH CNP  
 BUS RETAIL  
 CORP RETAIL  
 PURCH RETAIL  
 US BUS LVL2  
 VSP CNP  
 VSP RTL  
 DOMESTIC SALES  
 CPS/RTL CK DB  
 CPS/RTL2 DB  
 CPS/RTL KEY DB  
 CPS/CNP DB  
 CPS-RETAIL  
 BUS STD-OTHR  
 CPS/EC BASC DB  
 CPS-NOT PRES  
 CPS-RETAIL 2  
 EIRF  
 CPS RETAIL KEY  
 CPS/ECOMM BASC  
 EIRF-US DB  
 US STANDARD DB  
 CPS/SML TKT  
 INTL FEE SALE  
 INTRACHANGE

**MC Interchange Categories used by Clark County**

WRLD PUB SECT  
 ELITEMERIT1  
 ELITEMERIT3  
 ELITEPUBSECT  
 ENH MERIT3  
 ENH PUB SECT  
 ENH MERIT 1  
 ENH STANDARD  
 COMM F2F MWB  
 COMM DR2 MWB  
 COMM DR1 MWB  
 COMM DR2 MCB  
 COMM DR2 MCO  
 COMM DR2 MCF  
 COMM DR2 MCP  
 COMM F2F MCB  
 COMM F2F MCO  
 COMM F2F MCF  
 COMM F2F MCP  
 DOMESTIC SALES  
 FOREIGN ELEC  
 FOREIGN STD  
 MERIT I  
 MERIT III  
 INTL CORPORATE  
 INTL PURCHASE  
 INTL DATA RT 2  
 CORP STANDARD  
 CORP DATA RT 1  
 PUBLIC SECTOR  
 DOMESTIC DB  
 MERIT I DB  
 MERIT III DB  
 SMALL TICKETDB  
 EMERGING MKDB  
 WRLD STD  
 WRLD MERIT 1  
 WRLD MERIT 3