

COUNTY of KANE  
PURCHASING DEPARTMENT  
KANE COUNTY GOVERNMENT CENTER

Theresa Dobersztyn, C.P.M., CPPB  
Director of Purchasing

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January 13, 2019

**ADDENDUM 2**

**Request for Proposal: #06-019**

**Title: Electronic Payment Card & ACH Tax Collection Services**

The attention of all plan holders is called to the following question received before the deadline of January 16, 2019. Answer follows the questions below in **bold**:

1. Does the County absorb the cost for ACH payments or does Zing simply process ACH at no cost? ***It's absorbed by Zing and at no cost to the County.***
2. Are Point of Sale devices integrated with Devnet or other cashiering system? ***No. They are separate from Devnet.***
3. Does the County offer Pin Debit as well as Non Pin Debit payment options for in-person payments? ***Yes.***
4. Are all debit transactions processed at 1.19%? Or is that fee just for Pin Debit? ***Online it's 1.19%. In office is the same as a credit card at 2.35%.***
5. Does the County wish to keep the present customer account lookup from the Devnet page? ***Yes.***
6. When does the County receive deposits for each day's transactions? Next day, two days? What does the County require in this regard? ***Within 48 hours.***
7. Are deposits made as a lump sum of all credit/debit and ACH transactions? ***Credit/Debit settle separate from ACH Transactions.***
8. Would the County be willing to provide a copy of the current contract with Zing? ***Please fill out a Freedom of Information request on-line and direct it to the Kane County Treasurer.***
9. Section B.11 Equal Employment Opportunity (Page 7) Please provide copies of Ordinance No. Res No. 82-90, 6-10-80, Res No. 81-79, 6-9-81, Res No. 82-90, 6-8-82, Res No, 05-303, 9-23-05. ***This information is attached to this addendum***

***in separate files provided by the Kane County Clerk.***

10. C Contractors Disclosure Section C.02 (Page 11) If the contractor is a national bank 100% owned by a publicly traded holding company what information is required under C.02.2 on Page 11 as it is not clear to us what is (a) above? ***This is incorrect. Please replace (a) above with C.02.1 above.***
11. Attachment B, Quest 5.8 (Page 12 of 14) Is this referring to an account maintained by or for the State of New York, or to a Kane County account maintained with a Bank in the State of New York? If the former, please provide clarification on relationship of the State of New York with Kane County. ***The bank in question is JP Morgan Chase located in Chicago.***
12. Would it be possible to receive a Word version of Attachment B for this RFP? ***Yes. It is attached to this addendum.***
13. The RFP indicates a “Completed Contractor Disclosure Form” (signed and notarized). We have been unable to locate this form within the RFP. Can you send it to us or is it downloadable from the County website? ***There is no form. Attached to the original RFP was a sample of the contractor disclosure letter. Please enclose a letter on your letterhead notarized with the information requested with your proposal.***

Please acknowledge receipt of this addendum in the space provided on Page 19 of the Proposal document. Thank you for your interest in the Kane County procurement process.

Sincerely,

*Maria C. Calamia*

Maria C. Calamia, CPPB  
Assistant Director of Purchasing

STATE OF ILLINOIS

COUNTY OF KANE

RESOLUTION NO. 82-90

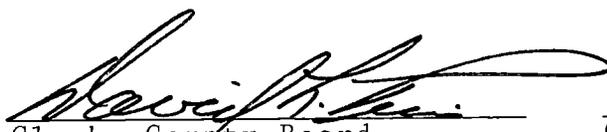
A RESOLUTION ADOPTING AND INCORPORATING BY REFERENCE THE  
"EQUAL EMPLOYMENT OPPORTUNITY CLAUSE"

WHEREAS, Kane County is required to comply with the Fair Employment Practices Act (Chapter 48, Sec. 851, Ill. Rev. Statutes 1979) and the rules and regulations promulgated thereunder by the Illinois Fair Employment Practices Commission; and

WHEREAS, Part Three, Article VI, Sections 6.1 and 6.2 of the Rules and Regulations of the Illinois Fair Employment Practices Commission (effective November 17, 1975 and as amended March 13, 1978) require that all contracts entered into by any contracting agency, which by definition includes any political subdivision of the State of Illinois, and all bid specifications therefor furnished by any contracting agency or political subdivision to bidders or contractors, shall contain the "Equal Employment Opportunity Clause".

NOW, THEREFORE, BE IT RESOLVED by the County Board of the County of Kane that there is hereby adopted and made a part hereof the policy and purchasing regulations of the County of Kane the "Equal Employment Opportunity Clause", as required by the Illinois Fair Employment Practices Commission, and said clause is attached hereto as "Appendix A", and is hereby incorporated by reference in all contracts made by the County of Kane and in all bid specifications therefor furnished by the County of Kane to all bidders, contractors and subcontractors.

Passed by the Kane County Board on JUN 8 1982.

  
Clerk, County Board  
Kane County, Illinois

  
Chairman, County Board  
Kane County, Illinois

82-90

**A RESOLUTION ADOPTING AND INCORPORATING BY REFERENCE  
THE "EQUAL EMPLOYMENT OPPORTUNITY CLAUSE" IN ALL  
COUNTY CONTRACTS AS REQUIRED BY THE  
"FAIR EMPLOYMENT PRACTICES ACT"**

WHEREAS, Kane County is required to comply with the FAIR EMPLOYMENT PRACTICES ACT (Chapter 48, Section 852, Illinois Revised Statutes, 1977) and the rules and regulations promulgated thereunder by the Illinois Fair Employment Practices Commission.

AND WHEREAS, Part Three, Article VI, Sections 6.1 and 6.2 of the Rules and Regulations of the Illinois Fair Employment Practices Commission (Effective November 17, 1975 and as Amended March 13, 1978) require that all contracts entered into by any contracting agency, which by definition includes any political subdivision of the State of Illinois, and all bid specifications therefor furnished by any contracting agency or political subdivision to bidders or contractors shall contain the "EQUAL EMPLOYMENT OPPORTUNITY CLAUSE"

NOW THEREFORE, BE IT RESOLVED by the County Board of the County of Kane that there is hereby adopted and made a part hereof the policy and purchasing regulations of the County of Kane the "EQUAL EMPLOYMENT OPPORTUNITY CLAUSE", as required by the Illinois Fair Employment Practices Commission, and said clause is attached hereto as "Appendix A", and is hereby incorporated by reference in all contracts made by the County of Kane and in all bid specifications therefor furnished by the County of Kane to all bidders, contractors and subcontractors.

**"APPENDIX A"**

**EQUAL EMPLOYMENT OPPORTUNITY**

In the event of the contractor's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Fair Employment Practices Act or the Fair Employment Practices Commission's Rules and Regulations, the contractor may be declared nonresponsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be cancelled or avoided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation. During the performance of this contract, the contractor agrees as follows:

- (1) That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin or ancestry, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
- (2) That if it hires additional employees in order to perform this contract or any portion hereof, it will determine the availability (in accordance with the Commission's Rules and Regulations) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.
- (3) That in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, national origin or ancestry, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service.
- (4) That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the contractor's obligations under the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations. If any such labor organization or representative fails or refuses to cooperate with the contractor in its efforts to comply with such Act and Rules and Regulations, the contractor will promptly so notify the Illinois Fair Employment Practices Commission and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations thereunder.
- (5) That it will submit reports as required by the Illinois Fair Employment Practices Commission's Rules and Regulations, furnish all relevant information as may from time to time be requested by the Commission or the contracting agency, and in all respects comply with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations.
- (6) That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Illinois Fair Employment Practices Commission for purposes of investigation to ascertain compliance with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations.
- (7) That it will include verbatim or by reference the provisions of paragraphs 1 through 7 of this clause in every performance subcontract as defined in Section 1.1 (17) (b) of the Commission's Rules and Regulations so that such provisions will be binding upon every such subcontractor; and that it will be binding upon every such subcontractor; and that it will also so include the provisions of paragraphs 1, 5, 6 and 7 in every supply subcontract as defined in Section 1.1 (17) (a) of the Commission's Rules and Regulation so that such provisions will be binding upon every such subcontractor. In the same manner as with other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by all its subcontractors and further it will promptly notify the contracting agency and the Illinois Fair Employment Practices Commission in the event any subcontractor fails or refuses to comply therewith. In addition, no contractor will utilize any subcontractor declared by the Commission to be nonresponsible and therefore ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

STATE OF ILLINOIS

COUNTY OF KANE

RESOLUTION NO. 81-79

A RESOLUTION ADOPTING AND INCORPORATING BY REFERENCE THE  
"EQUAL EMPLOYMENT OPPORTUNITY CLAUSE"

WHEREAS, Kane County is required to comply with the Fair Employment Practices Act (Chapter 48, Sec. 851, Ill. Rev. Statutes 1979) and the rules and regulations promulgated thereunder by the Illinois Fair Employment Practices Commission; and

WHEREAS, Part Three, Article VI, Sections 6.1 and 6.2 of the Rules and Regulations of the Illinois Fair Employment Practices Commission (effective November 17, 1975 and as amended March 13, 1978) require that all contracts entered into by any contracting agency, which by definition includes any political subdivision of the State of Illinois, and all bid specifications therefor furnished by any contracting agency or political subdivision to bidders or contractors, shall contain the "Equal Employment Opportunity Clause".

NOW, THEREFORE, BE IT RESOLVED by the County Board of the County of Kane that there is hereby adopted and made a part hereof the policy and purchasing regulations of the County of Kane the "Equal Employment Opportunity Clause", as required by the Illinois Fair Employment Practices Commission, and said clause is attached hereto as "Appendix A", and is hereby incorporated by reference in all contracts made by the County of Kane and in all bid specifications therefor furnished by the County of Kane to all bidders, contractors and subcontractors.

Passed by the Kane County Board on JUN 9 1981.

  
Clerk, County Board  
Kane County, Illinois

  
Chairman, County Board  
Kane County, Illinois

STATE OF ILLINOIS

COUNTY OF KANE

ORDINANCE NO. 05 - 303

**AMENDING ARTICLE VI OF THE KANE COUNTY CODE  
(CENTRALIZED PURCHASING DEPARTMENT)**

WHEREAS, it is necessary to periodically review and increase the amounts of purchase limitations.

NOW, THEREFORE, BE IT RESOLVED that Article VI. Centralized Purchasing Department of the Kane County Code be amended as follows:

**ARTICLE VI. CENTRALIZED PURCHASING DEPARTMENT**

**Sec. 2-206. Purpose**

The purpose of a Centralized Purchasing Department is to provide assistance to other county offices in securing the best material or service in the most efficient and economic way (Res.of 7-10-73,Sec.1)

**Sec. 2-207. General functions and purchasing agent required.**

The Centralized Purchasing Department shall be responsible for the procurement of materials, supplies and materials for the county and be under the direct supervision of the County Board. The appointment of a purchasing agent will be by the County Board. (Res.of 7-10-73, Sec. II)

**Sec 2-208. Authority of purchasing agent.**

Final authority for the placement of orders, the operation of "stores inventory" and the release of materials on "requisition" from "stores inventory" would be with the purchasing agent, assuming that all rules and regulations for the purchasing department have been followed. (Res.of 7-10-73, Sec. III)

**Sec 2-209. Purchases of Supplies, Materials, Equipment and Services**

- (a) Any purchase of services, materials, equipment or supplies in excess of ten thousand dollars (\$10,000.00) shall be by contract let to the lowest responsible bidder, after due advertisement, excepting professional services, purchases under State or Federal contracts, purchases of used equipment, purchases at auction and purchases of necessary supplies from sole source producers or vendor where competitive bidding is commercially impossible.
- (b) The bidding process shall be in accordance with established procedures of the Central Purchasing Department.
- (c) Purchases of ten thousand dollars (\$10,000.00) and under shall be in accordance with the established procedures of the Central Purchasing Department or previous resolutions of the Kane County Board.

**Sec. 2-210. Emergency purchases.**

- (a) An emergency shall be deemed to exist when a breakdown in machinery or in an essential service occurs; or when unforeseen circumstances arise, including delays by contractors, delays in transportation and unanticipated volume of work.
- (b) If an emergency occurs during regular business hours, the head of the department shall immediately notify the county purchasing agent who shall either purchase the required commodity or service or authorize the head of the department to do so.
- (c) If the county purchasing agent is unavailable, and the estimated cost of the purchase is less than five hundred dollars (~~\$500.00~~) ten thousand dollars (\$10,000.00) or less, the department head may purchase the required commodity or service directly. If the estimated cost exceeds five hundred dollars (~~\$500.00~~) ten thousand dollars (\$10,000.00), the department head will

notify the departmental committee chairman or two (2) committee members before making the purchase.

- (d) If an emergency occurs at times other than during regular business hours, the department head may purchase directly the commodities required.
- (e) If the estimated cost of any emergency purchase exceeds ~~two hundred dollars (\$200.00)~~ ten thousand dollars (\$10,000.00), the head of such department shall, wherever possible, secure competitive telephone bids and order delivery to be made by the lowest responsible bidder.
- (f) On every emergency purchase made, the department head shall immediately confirm the transaction with a purchase order and, not later than one week, submit to the county purchasing agent a tabulation of bids received, if any, a delivery receipt, and a written explanation of the circumstances of the emergency. The records of such emergency transactions shall be open to public inspection during regular hours.
- (g) The county purchasing agent shall submit monthly to the administration committee a list of all emergency purchases in excess of ~~five hundred dollars (\$500.00)~~ ten thousand dollars (\$10,000.00), made during the preceding month, with an explanation of the circumstances of each. (Res.of 7-10-73, Sec. IV)

#### Sec. 2-211. Equal employment opportunity.

The equal employment opportunity clause required by the Illinois Fair Employment Practices Commission is hereby incorporated by reference in all contract made by the county of and in all bid specifications therefore furnished by the county to all bidders, contractors and subcontractors

The County of Kane, State of Illinois, represents that it and the employing agencies responsible to it, conform to the following:

We do not discriminate against any employee or applicant for employment because of race, creed, color, age, disability, religion, sex, national origin/ancestry, sexual orientation, marital status, veteran status, political affiliation, or any other legally protected status. We will take whatever action is necessary to ensure that applicants and employees are treated appropriately regarding all terms and conditions of employment. We will post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

We will, in all solicitations or advertisements for employees placed by or on behalf of the employing agencies, state that all qualified applicants will receive consideration for employment without regard to race, creed, age, disability, religion, sex, national origin/ancestry, sexual orientation, marital status, veteran status, political affiliation, or any other legally protected status. (Res.No. 82-90, 6-10-80; Res. No. 81-79, 6-9-81; Res. No. 82-90, 6-8-82) State law references--Fair Employment Practices Act, Ill. Rev.Stat. Ch. 48, Sec.851 et seq.; requirements for public contracts, Ill. Rev. Stat. Ch. 48, Sec. 854.

#### Sec. 2-212. Delegation Of Authority To Determine Claims:

- (a) County Departments: Department bills shall be paid in accord with all code requirements relative to central purchasing. Only bills of ten thousand dollars (\$10,000.00) or more shall require approval of the county board.
- (b) Elected Officials : Other than the county sheriff and the county coroner, the bills of elected officials who have been vested with "internal control" by statute or otherwise shall be paid upon confirmation by the county auditor that the bills have been approved by the submitting official, are for a public purpose, and are within that official's budget as to equipment, materials and service.
- (c) Sheriff And Coroner: As to the county sheriff and county coroner, any purchase of equipment shall be made in accordance with all code requirements relative to central purchasing. As to the coroner, other expenditures shall be paid in accordance with the provisions of subsection (b) of this section. The sheriff shall direct the treasurer to pay the expenditures for the sheriff's office, subject to the county appropriation ordinance and review by the county auditor.
- (d) Monthly Report: The county treasurer and county auditor shall establish procedures to execute the provisions of this section which shall include, but are not limited to, a monthly report by the

auditor of all claims paid the prior month to the chairman. Said report shall be available to all members of the county board in the office of the director of finance. For each claim paid, the monthly report shall identify the creditor, the department or official which purchased the product or service, the fund from which the payment was made, the amount of the payment and the date the check was issued.

- (e) Payment: Bills shall be paid once per week by the county treasurer beginning December 1, 1998. This process shall begin in conjunction with the financial system purchasing module in order to allow the county to maximize investment interest earning potential and take advantage of possible vendor discounts. (Ord. 97-56, 3-11-1997; Ord. 98-248, 10-13-1998)

Passed by the Kane County Board on September 13, 2005.



John A. Cunningham  
Clerk, County Board  
Kane County, Illinois



Karen McConnaughay  
Chairman, County Board  
Kane County, Illinois

Vote:  
Yes            25  
No             0  
Voice         1  
Abstentions 1

9Purchasing

## Functional Requirements

This section contains the specific service and response requirements. The Functional requirements are critical to successful project implementation. Responses to these requirements are **mandatory**.

Each Bidder's response will be evaluated to determine if it meets these functional requirements. Therefore, Bidders must provide the Department with all of the information requested to establish that they meet the minimums identified in the functional requirements. Failure to provide sufficient detail to the functional requirement topics of this section will result in the Bidder being determined non-responsive and removed from further consideration. Bidder responses that meet those minimums will gain evaluation points in the scoring process to the extent the response exceeds the requirement.

#	Functional Requirement	Yes	No	Explanation
<b>Section 1 - General</b>				
1.1	The Contractor must provide a payment solution that allows for the processing of electronic payments via the following methods: <ul style="list-style-type: none"> <li>- Web (ACH Debit, Credit Card, &amp; Checks)</li> <li>- Merchant equipment (Debit Card, Credit Card, and optionally Apple Pay and check payments)</li> <li>-ACH Credit</li> </ul>			
1.2	The Contractor must be willing to develop, extend or expand payment methods to accommodate other KANE COUNTY programs not currently identified. (e.g. Legislative changes, fields on applications and screens may require change in an acceptable amount of time determined by KANE COUNTY).			
1.3	The Contractor must maintain controls to ensure all ACH Debit and Credit Card payment transactions received are processed and transmitted to KANE COUNTY within agreed upon time frames.			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	<p>Note: Frequency and volumes of transactions may vary on any given day, based on processing peaks.</p>			
<p><b>1.4</b></p>	<p>The Contractor must maintain controls to ensure all ACH Credit payment transactions received are processed and transmitted to KANE COUNTY within agreed upon time frames.</p>			
<p><b>1.5</b></p>	<p>The Contractor must have the ability to accept Credit Card transaction authorizations received via secured transfer through the various filing methods (e.g. Web and approved merchant equipment). Credit Card payment transaction data fields will vary by program area. Required data elements will be provided during implementation.</p> <p>Note: Contractor must be able to accept Credit Card transactions electronically, whether a taxpayer is passed to the Contractor payment portal through a link that verifies the taxpayer, or if the taxpayer goes directly to Contractor payment website without prior taxpayer verification.</p>			
<p><b>1.6</b></p>	<p>The Contractor must have the ability to support the following Credit Card payment methods:</p> <ul style="list-style-type: none"> <li>• Visa</li> <li>• Master Card</li> <li>• Discover</li> </ul>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	<ul style="list-style-type: none"> <li>• American Express</li> </ul> <p>The Contractor must accept Branded Debit Cards and pre-paid cards as Credit Cards.</p>			
1.7	<p>The Contractor should have the ability to support the following mobile payment methods:</p> <ul style="list-style-type: none"> <li>• Apple Pay</li> <li>• iPay</li> </ul>			
1.8	<p>Complete support for EuroPay, MasterCard, and Visa (EMV), which will become the required standard in October 2015.</p>			
1.9	<p>The Contractor must not consider any transaction complete until successful conclusion of the Call Processing Script or web submission. Incomplete transactions must be retained, however must not appear on any outputs (e.g., screens, reports or data files) provided to KANE COUNTY.</p> <p>Note: Incomplete transactions are not to be assigned a transaction number. However, records of such attempts are to be maintained for trend analysis review.</p>			
1.10	<p>The Contractor must adhere to all applicable NACHA Rules and/ appropriate Association Rules during the processing of electronic payment transactions.</p> <p>Note: Controls must be in place to reject transactions that do not meet</p>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	applicable NACHA or Association Rules.			
1.11	As part of the program development effort, the Contractor must provide to the Department the most recent ACH Debit rejection reason codes, NOC codes and update as necessary.			
1.12	The Contractor must maintain quality controls to minimize the occurrence of unintended duplicate payment transactions being submitted by taxpayers, while allowing for taxpayers to submit multiple intended payments. Duplicate transactions occur when a taxpayer provides identical information for all required payment fields.			
1.13	<p>The Contractor and Subcontractors must not utilize any KANE COUNTY information for its own purposes. The data collected and maintained is solely for the purpose of KANE COUNTY</p> <p>All credit card and account data must be stored in accordance with all Illinois State and Federal laws, policy and procedure.</p> <p>Note: The Contractor must agree to return or destroy all KANE COUNTY data in accordance with KANE COUNTY instructions at the termination or expiration of the Agreement.</p>			
1.14	The Contractor must notify KANE COUNTY within sixty (60) days of becoming aware of any change that affects KANE COUNTY systems.			

Attachment B

#	Functional Requirement	Yes	No	Explanation
<b>Section II – Data Delivery and File Transmission</b>				
<b>Data Delivery</b>				
<b>2.1</b>	All data transmissions coming from the Contractor must be in Tab Delimited format with the format listed in section “File Format for Tax Paying Agents”			
<b>2.2</b>	<p>KANE COUNTY requires secure electronic data file exchange over the internet, to and from the Department and/or KANE COUNTY designee using protocols acceptable to the Department.</p> <p>Data file exchange processes that are specifically unacceptable are: magnetic tapes, paper, CD, DVD, floppy Disc, removable drives, and analog or digital dial up, Value Added Networks (VAN), or DSL connections.</p> <p>The Department has approved the use of the following secure file transfer protocols, which are listed by order of preference. Encryption algorithms must comply with current FIPS 140.x guidelines.</p> <ul style="list-style-type: none"> <li>• HTTPS (browser or compatible clients - pickup and drop off at department servers only, port 443)</li> <li>• SFTP (SSH/FTP) using minimum 2048 bit key based authentication (port 22)</li> <li>• FTPS (FTP/SSL) Explicit FTPS allowed (port 21 and passive data ports range 3000-3999)</li> </ul>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	<ul style="list-style-type: none"> <li>The Department also supports the optional use of email with PGP “Pretty Good Privacy” or the open source equivalent GPG “Gnu Privacy Guard” with public encryption key exchange. Testing is required to ensure that the encryption and version of software used by the Contractor is compatible with Department software. This connection will need to meet all Department and industry standard security measures, including using standard TCP Ports.</li> </ul>			
2.3	<p>The Contractor must propose a transmission schedule which is in coordination with standard industry cut off times and is consistent with KANE COUNTY standards for accepting data intake and reconciliation process. Contractor must support the following KANE COUNTY needs:</p> <ul style="list-style-type: none"> <li>timing of direct data transmission/data delivery</li> <li>back up transmission strategy</li> </ul>			
<b>Section III– Customer Service</b>				
<b>Customer Service for Taxpayers</b>				
3.1	<p>The Contractor must provide, at a minimum, taxpayer access to telephone customer services 12 hours each Business Day (7am to 7pm ET) for assistance with making a payment.</p> <p>Assistance with making a payment - This assistance will be available</p>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	<p>for all taxpayers requiring assistance using the Contractor's web payment solution as well as those ACH Credit payments requiring Contractor support (e.g., payment not able to be received). Both an IVR and customer service representatives should be utilized for this assistance.</p>			
<p><b>3.2</b></p>	<p>The Contractor must provide telephone customer service in both Spanish and English speaking representatives to all taxpayers</p>			
<p><b>3.3</b></p>	<p>The Contractor must monitor voice transactions in order to:</p> <ul style="list-style-type: none"> <li>a) evaluate customer service performance;</li> <li>b) ensure accuracy of information given; and</li> <li>c) ensure compliance with performance standards.</li> </ul>			
<p><b>3.4</b></p>	<p>The Contractor must provide customer assistance within the Contractor's web services for taxpayers as follows:</p> <ul style="list-style-type: none"> <li>1. Help section on the Electronic Payment System, including Frequently Asked Questions (FAQs) and instructions on how to obtain additional information with any relevant website links;</li> <li>2. Prompt the taxpayer if required fields are not populated; and,</li> <li>3. Provide contact information</li> </ul>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	(phone number) for Contractor's Help Desk.			
<b>Customer Service for KANE COUNTY Staff and Designees</b>				
<b>3.5</b>	The Contractor must designate a contact team for the clarification and resolution of ACH Debit, ACH Credit, and Credit Card payment issues. Minimally, a member of this team must be available Business Days 7am to 7 pm ET and available at other times as needed by KANE COUNTY.			
<b>3.6</b>	<p>The Contractor must provide support to KANE COUNTY in order to assist with:</p> <ul style="list-style-type: none"> <li>a) Researching payments received by the Contractor, but not applied to KANE COUNTY accounts;</li> <li>b) System, taxpayer and State inquiry support including internal bank (Contractor), and bank to bank research;</li> <li>c) Researching items appearing on the Bank Statement(s) and Contractor Hosted Administrative Site system;</li> <li>d) Researching and process support on ACH Credit recalls and ACH Debit returned/ dishonored items; and</li> <li>e) Providing notification of any changes in NACHA rules and</li> </ul>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	regulations impacting KANE COUNTY operations or systems.			
<b>Section IV - Deposits</b>				
<b>General</b>				
<b>4.1</b>	The Contractor must have the ability to deposit ACH Debit, ACH Credit and Credit Card transactions into specified KANE COUNTY accounts.			
<b>4.2</b>	The Contractor must agree to give full credit for deposit amounts without any payment holds.  Funds must be credited to KANE COUNTY on the Effective Dates indicated on each transaction.			
<b>Transfers, Debits and Recalls</b>				
<b>4.3</b>	The Contractor must provide the ability for KANE COUNTY staff to execute fund transfers to correct misdirected payments, ensuring that such transactions appear on the Data Output File transmitted to KANE COUNTY.			

Attachment B

#	Functional Requirement	Yes	No	Explanation
4.4	The Contractor must immediately notify KANE COUNTY of any recalls or debits from any of KANE COUNTY, and develop a systematic method to provide KANE COUNTY the ability to review, approve, or reverse recalls/debits.			
4.5	<p>The Contractor must have the ability to reverse transactions by debiting the appropriate KANE COUNTY accounts, if necessary, and react pursuant to KANE COUNTY guidance within a prescribed timeframe. Timeframes to be determined by KANE COUNTY during implementation.</p> <p><b>ACH Debit</b> The Contractor must agree to work with the State to reverse erroneous ACH Debit transactions under conditions to be specified by the Department.</p> <p><b>Credit Card</b> The Contractor must have the ability to process Credit Card charge back transactions.</p>			
<b>Section V – Accounting and Reporting</b>				
5.1	The Contractor must provide KANE COUNTY with account monitoring access; which shall include daily account activity, with transaction codes for all credit and debit activity for each account.			
5.2	The Contractor must have the ability to provide intraday online balance reporting for ACH Debit, ACH Credit and Credit Card deposits.			

Attachment B

#	Functional Requirement	Yes	No	Explanation
5.3	<p>The Contractor must give full credit for deposit amounts without any payment holds for ACH Debit and post ACH Credit, and Credit Card transactions for visibility on the on-line bank balance reporting system. At a minimum, report the ACH Credit, and Credit Card transactions individually and report the total amount of the ACH Debit transactions for each batch accepted.</p>			
5.4	<p>The Contractor must have the ability to provide a daily, monthly and YTD totals deposit listing report by tax program for each payment type:</p> <ul style="list-style-type: none"> <li>- ACH Debit</li> <li>- ACH Credit</li> <li>- Credit Card</li> <li>- Apple Pay</li> </ul>			
5.5	<p>The Contractor must have the ability to provide daily transaction reports by tax program. Listing each tax program's daily account activity which includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• Transaction codes for all credits;</li> <li>• Debit activity for each account;</li> <li>• Payment source (e.g., web or Merchant Equipment); and</li> <li>• Tax payment type.</li> </ul> <p>The Daily Transaction Report for ACH Debit and Credit Cards should be structured as follows:</p>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
	<p>Yesterday's balance</p> <p>+ New payments</p> <p>– dishonored/reversed payments</p> <p>= New daily balance</p>			
5.6	<p>Daily account statements must be electronically received on the next Business Day while monthly account statements must be electronically received within two Business Days of the end of the month.</p>			
5.7	<p>Credit card reports are to be broken down by card type. Timing of transmissions will be determined by KANE COUNTY during implementation.</p> <p>The Contractor must report out the credit card convenience fee separately from the amount being credited KANE COUNTY accounts.</p>			
5.8	<p>The Contractor must have the ability to reconcile (pursuant to Exhibit I, Wire Transfer Service Schedule), dishonorments and reversals that occur after an ACH Debit is credited to New York State's accounts.</p> <p>Note: Adjustments need to be transmitted to KANE COUNTY if the adjustment to the New York State bank account occurs after the payment was transmitted to KANE COUNTY.</p>			

Attachment B

#	Functional Requirement	Yes	No	Explanation
5.9	The Contractor must immediately re-present an ACH transaction following notice of initial dishonorment. The Contractor should notify KANE COUNTY after dishonorment.			
5.10	The Contractor must ensure that adjustments to the accounting reports will be made only under the direction and approval of KANE COUNTY.			

## Implementation Requirements

This section contains the specific service and response requirements. The Implementation Requirements are critical to successful project implementation. Responses to these requirements are considered **mandatory**.

Each Bidder’s response will be evaluated to determine if it meets these Implementation Requirements. Therefore, Bidders must provide the Department with all of the information requested to establish they meet the minimums identified in the Implementation requirements. Failure to provide sufficient detail to the Implementation requirement topics of this section will result in the Bidder being deemed non-responsive and removed from further consideration. Bidder responses that meet those minimums will gain evaluation points in the scoring process to the extent the response exceeds the requirement.

	Implementation Requirements	Yes	No	Explanation
1.0	Implementation Plan			
1.1	The Contractor must share Implementation Plans and details with KANE COUNTY. Such documentation must include a project charter, project plan documentation, and a project timeline.			
1.2	The Contractor must follow a comprehensive Implementation			

## Attachment B

	Plan which will support the required development activities within the specified timeframe.			
<b>1.3</b>	The Contractor must identify the key milestones, critical paths and associated timeframes required for the completion of all development activities in order to conform to KANE COUNTY's required certification and implementation dates.			

### **File Format for Tax Paying Agents**

The following file format will be used to exchange information between the County and its Tax.

<b>Field</b>	<b>Max Length</b>	<b>Description</b>
<b>parcel_number</b>	CHAR 20	Parcel ID Number. Number is not masked (for example, 0101100001)
<b>bill_number</b>	CHAR 10	Tax Bill Number
<b>loan_number</b>	CHAR 30	Loan number (provided by the TPA) for the parcel
<b>tpa_code</b>	CHAR 10	Code identifying the TPA (assigned by the county)
<b>owner_name</b>	CHAR 255	Owner name as it appears on the parcel's tax bill
<b>install_1_due</b>	DECIMAL 15,2	Installment 1 tax due. Appears as an unformatted decimal (for example, 1234.56)
<b>install_1_paid</b>	DECIMAL 15,2	Installment 1 tax paid. Appears as an unformatted decimal.
<b>penalty_1_paid</b>	DECIMAL 15,2	Installment 1 penalty paid. Appears as an unformatted decimal.
<b>install_2_due</b>	DECIMAL 15,2	Installment 2 tax due. Appears as an unformatted decimal.
<b>install_2_paid</b>	DECIMAL 15,2	Installment 2 tax paid. Appears as an unformatted decimal.
<b>penalty_2_paid</b>	DECIMAL 15,2	Installment 2 penalty paid. Appears as an unformatted decimal.
<b>paid_by</b>	CHAR 50	Name of person paying the taxes.

The field lengths specified above are maximums: data may be less than the specified field length, but must not exceed the given length. Files with data that exceeds the specified field length will be truncated.

Files sent to TPAs will contain all of the above fields. TPAs may request the file in a variety of formats, including tab-delimited text files and DBF files. Files may not contain field headers. Files received from TPAs must contain all of the above fields and be in tab-delimited format. Not all fields are used by all TPAs. If you are not using a CHAR field, please insert a space in place of data. If you are not using a DECIMAL field, please place a 0 (zero) in place of data.