



# County of Roanoke

## **FINANCE DEPARTMENT PURCHASING DIVISION**

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February 23, 2018

### **Banking Services for Roanoke County**

**RFP # 2018-063**

### **ADDENDUM NO. 4**

#### **Answers to Vendor Questions**

Due Date & Time:  
**March 2, 2018, 2:00 PM**  
**(Local Prevailing Time)**

**RFP # 2018-063  
BANKING SERVICES  
ADDENDUM NO. 4**

**Vendor Questions**

Can you provide additional information as it pertains to the following sections of your RFP?

**A. Credit Card (Merchant Services)**

1. From Addendum #2, Question 3 What is the current module (software/platform) that the County is currently using?

**ANSWER**

Currently the County uses the Tyler Munis software platform for our tax A/R system. This software platform provides an online citizen self-service model to view bills and pay their bills. The system interfaces with Govolution, with is the 3rd party credit card processor.

2. What is the expected volume (in total dollar amount) and number of transactions for credit card payments accepted online? Would you also provide the same for over the counter transaction?

**ANSWER**

We typically only track the credit card volume during our main tax season months of (spring) - April-June, and (fall) - October - December.

The spring 3 month average is 1,679 monthly, with a total dollars of \$1,827,000.00

The fall 3 month average is 506 monthly with total dollars of \$497,000.00.

Other months of the year are significantly lower.

Since we do not currently accept credit cards at the counter, we would expect counter volume to be similar or higher.

3. Are you currently accepting the four major credit card (MC, Visa, Amex, and Discover)?

**ANSWER**

We do accept all four major credit cards via the online portal. We do not currently accept any card payments in person, except for Discover.

4. How are convenience fees handled? Are they charged, if so what is the process?

**ANSWER**

Currently there is a convenience fee model which charges a fee to the user.

Roanoke County does not receive that fee. When a transaction is processed, Roanoke County receives the tax dollars, and the 3rd part vendor receives the 2.50% convenience fee. Citizens can also choose to pay directly via OPAY (Official Payments), which has no Munis interface, for a 2.75% fee. All Visa Debit cards are \$3.95. For in person counter payments via Discover is a tiered level. 00.01 - \$500.00 is \$5.00, to a maximum fee of \$48.00 for \$3000.01 and greater.

**B. RFP Page 4, #4 Stop Payments**

1. Please explain what is meant by “unlimited” as it pertains to stop payment and on-line cleared check information.

**ANSWER**

We are not limited as to a specific number of stop payment actions. We also have no constraints on the number of cleared check services, and we are not limited to the current year for cleared check information.

**C. RFP Page 6, #11 NSF Item Handling**

1. Please provide more information around what is meant by “pickup.”

**ANSWER**

After the bank has submitted the check for payment 2 times. If the check is still returned, the County will pick up the check and make the deposit whole, by submission of our own check for the amount in question. We will then reverse the payment within our AR system, and pursue the restitution of the funds from the citizen.

**D. COUNTY SEAL**

1. Is the County opposed to our using the County seal on the cover of our response?

**ANSWER**

The County is not opposed to the County Seal being used on the cover of the response.

**E. Electronic Copy**

1. Page 2 indicates that a USB is preferred while page 10 indicates a CD/DVD is preferred. Would you please clarify?

**ANSWER**

Either Method is acceptable, if possible the County of Roanoke would prefer a USB Thumb Drive.