



**Morgan County Commissioners**  
**RFP 2023-0622-001 Online Payment Processing**  
**Q& A Set #3**

No.	Subject	Question
1	Integration	Does the County currently have integration between their software vendor and credit card processor? <b>YES</b>
2	Integration	If integration is required and the software Vendor is capable, will the County require the software vendor to integrate with the Credit Card vendor? If so, how is the Software vendor and Credit Card Processor integrated? (i.e., Real-time bidirectional, Batch File, etc.) <b>NO, BUT THE CURRENT INTEGRATION IS REAL-TIME</b>
3	Integration	What is the desired level of integration for this project? <b>REAL-TIME</b>
4	Integration	What software does the County] use as a System of Record? <b>THE TREASURER USES THE TYLER TECHNOLOGIES, INC PROGRAM: EAGLE TREASURER</b>
5	Overview	Has the current contract gone full term? If no, why is the County going out to bid at this time? <b>YES</b>
6	Overview	Have all options to extend the current contract been exercised? If yes, please provide number of options exercised? If no, how many options to extend remain and does the County plan on using those options? <b>N/A</b>
7	Overview	Please describe the County 's level of satisfaction with current vendor(s)? <b>NO ISSUES</b>
8	Overview	Please provide Vendors with a copy of the current contract for review. If unavailable, can the County] direct Vendors to where an electronic copy of the contract can be located? <b>N/A</b>
9	Overview	Who is the incumbent vendor and how long have they provided services on behalf of the County? <b>ACI PAYMENTS, INC, f/k/a/ OFFICIAL PAYMENTS, INC SINCE 2011</b>
10	Overview	Please explain why the County is going out to bid at this time and the driving factor for this RFP (i.e., contract expiration, deficient performance with existing agencies). <b>CONTRACT EXPIRATION</b>
11	Overview	<b>Would you provide guidance as to the 10-page count.</b>  <b>Can the cover letter, executive summary, table of contents, exhibits, and page dividers (if applicable) be excluded from the 10-page count?</b>