



REQUEST FOR PROPOSALS

RFP 2023-0622-001 Online Payment Processing Services

The Treasurer of Morgan County will accept proposals to provide online payment services until 12:00 P.M. MST on Wednesday, June 21, 2023 at the office of the County Commissioners, 218 West Kiowa Ave, Fort Morgan, Colorado. All responses will be publicly opened and read aloud at 9:00 a.m. MST, Thursday, June 22, 2023. Location of proposal openings will be at 218 West Kiowa Ave, Fort Morgan, Colorado. Vendors and/or public will be able to view RFP opening via a Zoom meeting.

Morgan County is inviting you to a scheduled Zoom meeting.

Topic: RFP 2023-0622-001 Online Payment Processing Services
Time: Jun 22, 2023 09:00 AM Mountain Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/84707806002?pwd=WmxWL3pHeFF5UGNwTlVpTWU4NHMwUT09>

Meeting ID: 847 0780 6002

Passcode: 072620

One tap mobile

+17193594580,,84707806002#,,,*072620# US

+16694449171,,84707806002#,,,*072620# US

Dial by your location

+1 719 359 4580 US

Meeting ID: 847 0780 6002

Passcode: 072620

Find your local number: <https://us02web.zoom.us/j/84707806002?pwd=WmxWL3pHeFF5UGNwTlVpTWU4NHMwUT09>

The RFP is on file in the office of Administrative Services Department at 218 West Kiowa Avenue, Fort Morgan, CO and also on the Morgan County Website at <https://morgancounty.colorado.gov>.

All proposals can be submitted as follows:

- **Email** – Proposals (10 pages or less) may be emailed to: bccadmin@co.morgan.co.us. Emailed proposals must include the following statement on the email: **“I hereby waive my right to a sealed proposal”**. An email confirmation will be sent when the County receives the proposal within 24 hours of normal business hours.
- **Hand delivery** - Two (2) copies of the proposal may be hand delivered to the Office of the Board of County Commissioners, 218 W. Kiowa Ave. Fort Morgan, CO 80701.

- Mail - All proposals must be clearly marked on the envelope **RFP 2023-0622-001 Online Payment Processing Services.**

Please address as follows:

Morgan County

Attn: Karla Powell, Administrative Services Manager

218 W Kiowa Ave

Fort Morgan, CO 80701

Karla Powell

Karla Powell

Administrative Services Manager

Morgan County Colorado

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Complete response packet contains 10 pages of documents

OVERVIEW

The Morgan County Treasurer accepts VISA, MasterCard, Discover, and American Express for online property tax payments. The taxpayer pays a convenience fee for this service directly to the service provider.

The Treasurer also accepts e-checks (ACH debits) for online property tax payments and the County pays a nominal fee per check to the service provider each month.

Online property tax payments are processed in real-time so that once a transaction is accepted the payment is posted to Eagle Treasurer, the Treasurer's software program, with no other steps required.

Normal turn-around for property tax payments to show up in the Treasurer's bank account is 2 to 3 days.

The Treasurer has the authority to void a transaction or generate a refund from the service provider's web application. Voids have to be initiated shortly following the acceptance of the payment.

The service provider emails a record of transactions to the Treasurer on a daily basis and the Treasurer has 24 hour access to the data on the service provider's website.

The Treasurer can obtain email and/or phone service support from the service provider.

The Treasurer's office currently utilizes an IVR (interactive voice response) phone option for property tax payments but they will be discontinuing that service.

PROPOSAL INSTRUCTIONS, PROCEDURES, TERMS, AND CONDITIONS

1. Responses shall be clearly marked with RFP 2023-0622-001, Company Name, contact person, mailing address, telephone number of the responder, and contact email address.
2. It shall be the responsibility of the responder to ensure that the response is in proper form and in the County's possession by or before the time and date designated in the RFP. Responses will not be accepted after the designated time and date. Any response received late will be returned to the responder unopened, if possible.
3. If a mistake is made or discovered during or after the County's review of responses, the County reserves the right to determine which party made the mistake and whether the mistake is material and, after these determinations, the County, in its sole reasonable discretion, shall decide whether to accept or reject the proposal. No advantage shall be taken by any party of manifest clerical errors or omissions in any proposal. Responders shall notify the County immediately of any errors or omissions that are encountered.
4. Any item which does not meet all of the terms, conditions, or specifications of this package must be clearly indicated on the exceptions section of the Proposal Reply Form or on a separate sheet of paper and returned with the proposal.
5. The County shall not reimburse any responder for any cost incurred in preparing a proposal.
6. Any amplification, clarification, explanation, interpretation, or correction of a response shall be made only by written addendum, and a copy of the addendum shall be mailed or delivered to each person receiving a RFP. The County is not responsible for any amplification, clarification, explanation, or interpretation or correction of a proposal not contained in written addenda.
7. The County reserves the right to determine, in its sole reasonable discretion, whether any proposal meets the needs or purposes intended and is within the approved budget. The County does not base its award on prices alone. Also to be considered are quality of service, past experience with the responder, qualifications of the responder, and services offered.
8. Changes to the proposal process may be made at the discretion of the County upon reasonable notice being sent to all parties submitting proposals.
9. All submitted proposals and information included therein or attached thereto after opening of the bids shall become public record upon their delivery to the County.
10. The County shall have the right to reject any or all proposals, to waive any irregularities or informalities in any proposal, and to accept or reject any proposal in whole or in part. Proposals that are submitted late, are incomplete, or do not follow the bidding instructions may be disqualified.

11. By submitting a proposal, the submitter certifies that it has fully read and understood the RFP and has full knowledge of the scope, nature, quantity and quality of the services to be provided, and the terms and conditions under which the services are to be performed. No modifications to the proposal are permitted after the due date except at Morgan County's sole discretion. The proposal, as submitted, will be considered to be the best and final offer. Any exceptions to bid specifications must be listed separately.
12. The final award shall be made by the Board of County Commissioners in the best interests of Morgan County.
13. The County reserves the right to conduct such investigations as it deems necessary to assist in the evaluation of any proposal to establish the experience, responsibility, reliability, references, reputation, qualifications, or financial ability of any responder,. The purpose of such investigation is to satisfy the County that the responder has the ability to supply the specified service and to perform the necessary warranty and support in accordance with the RFP in the prescribed manner and time.
14. The County reserves the right, if it deems such action to be in its best interests, to reject any and all responses or to waive any irregularities or informalities therein. Any incomplete, false, or misleading information provided by any responder shall be grounds for rejection of the proposal. If proposals are rejected, the County further reserves the right to investigate and accept the next best proposal in order of ranking, or to reject all proposals and re-solicit for additional proposals.
15. Any response received as a result of this request is prepared at the responder's expense and becomes County property and is therefore a public record upon opening by the County.
16. If responder considers any of the information being submitted to be trade secrets, privileged information, or confidential commercial or financial data, it is responder's responsibility to label the information as such. Otherwise, all information submitted shall be available as a public record for public inspection.
17. By submitting a proposal, the responder acknowledges that
 - (a) the preparation of the proposal, and other quotations herein contained, does not obligate the County in any way;
 - (b) the County assumes no obligation to enter into an agreement for the service;
 - (c) all responsive documents are understood; and
 - (d) the responder has the ability to deliver the services as specified herein in accordance with the RFP.
18. No proposal may be withdrawn for a period of sixty (60) days after the deadline for proposals

PROPOSAL REQUIREMENTS

The Treasurer of Morgan County wishes to maintain the current level of service outlined in the Overview while examining any additional avenues for enhancements.

Proposals shall include the following information:

1. Assurance that the online payment processing service can be successfully integrated with the Eagle Treasurer program.
2. Projected payment clearing time frame for each type of payment processed
3. Schedule of fees and charges to the taxpayer and/or the County.
4. At least three references, preferably from governmental agencies.

The County reserves the right to maintain any credit card relationships with any existing providers for services.

EXHIBIT A

GIFTS:

To the extent required by the law, Contractor certifies that it is familiar with the provisions of Article XXIX of the Colorado Constitution (also known as Amendment 41) regarding gifts and is compliant with the provisions of this Article.



INVITATION TO BID
2023-0622-001 Online Payment Processing Services
Proposal Reply Form

Name and Address of Bidder:

Company Name:

Company Address:

Representative: _____

Title: _____

Signature: _____

Phone Number: _____

Email: _____

Integration with Eagle Treasurer Software: _____ Payment Clearing Time: _____

Fee Schedule:

Exceptions:

References:

Name: _____

Contact Person: _____

Address: _____

Email: _____ Phone: _____

Years services have been provided: _____

Name: _____

Contact Person: _____

Address: _____

Email: _____ Phone: _____

Years services have been provided: _____

Name: _____

Contact Person: _____

Address: _____

Email: _____ Phone: _____

Years services have been provided: _____