

**LACKAWANNA COUNTY  
REQUEST FOR PROPOSALS**

NOTICE IS HEREBY GIVEN that pursuant to a fair and open process, sealed submissions will be received by the County of Lackawanna (the "County") Treasurer at his offices at 507 Linden Street, 6<sup>th</sup> floor, Scranton, Pennsylvania 18503, on June 15, 2009 at 1:00 P.M., prevailing time for credit card and electronic payment services.

- A. **PURPOSE:** The purpose of this Request for Proposals is to solicit interest from qualified firms and/or individuals to provide professional services for the County. A qualified firm and/or individual will be selected through a fair and open process at the sole discretion of the County.
- B. **PROCEDURES FOR RESPONDING TO REQUEST FOR PROPOSALS:**
1. Four (4) copies of the submission, inclusive of all information required at Section D hereof, should be provided. Proposals must be submitted to the Treasurer of Lackawanna County, c/o Edward Karpovich, 507 Linden Street, 6<sup>th</sup> Floor, Scranton, Pennsylvania 18503. Submissions must be submitted in a sealed envelope with the name of the firm or individual submitting the proposals clearly marked on the outside of the envelope. The County assumes no responsibility for delays in any form of carrier, mail, or delivery service causing the submission to be received after the above-referenced due date and time. Submission by fax, telephone, or email is not permitted. The final selection shall be made in the sole discretion of the County.
  2. All questions regarding this Request for Proposals should be made in writing to Treasurer Edward Karpovich, 507 Linden Street, 6<sup>th</sup> Floor, Scranton, Pennsylvania 18503 or Tax Claim Deputy Director Ronald Koldjeski, 507 Linden Street, 3<sup>rd</sup> Floor, Scranton, Pennsylvania 18503.
- C. **CRITERIA FOR EVALUATION OF PROPOSALS:** The County will independently evaluate each submission and selection will be made upon the following criteria:
1. Experience and reputation in the field;
  2. Knowledge of the subject matter of the services to be provided to the County;
  3. Knowledge of the County, its affairs and operations;
  4. Ability to meet timelines and schedules for completion as set forth by the County;
  5. Availability to accommodate any required meetings of the County;
  6. Compliance with the minimum qualifications established by the County for the position;

7. Other factors determined to be in best interest of the County.

D. **QUALIFICATION REQUIREMENTS:** The County is requesting proposals for credit card and electronic payment provider, which should include:

1. Scope of Services;
2. Resume(s);
3. Facilities; and
4. Conflict of Interest.

The following explains what the County expects in each of the major sections:

1. **Scope of Services** – The County is requesting qualification statements to provide professional services for the County. All submittals should detail the firm's or individual's qualifications to provide credit card and electronic payments.

The scope should relate to on-site needs analysis, web payments, phone payments etc. A comprehensive approach with options and unique capabilities should be included in the scope inclusive of all services and solutions offered by your company. Describe your technical capabilities inclusive of hardware, software and systems. Describe your record keeping, storage and management operations, and any operational enhancements that would be of value to Lackawanna County. Please detail your company's proposals, experience with public entities, and your ability to offer comprehensive reports. The reporting scope should include a statement regarding report types, reporting periods, funds disbursement timetables and reconciliation of any differences with the County Treasurer and Tax Claim Bureau.

The minimum qualifications established by the County for the professional appointments are as follows:

**Credit Card and Electronic Payment Provider:**

Must be experienced in credit card and online payments in the governmental sector. Must be able to provide protection and security for, and management of, the taxpayer's credit card information, have the ability to take payments via web sites, and provide comprehensive reports on a weekly basis of collections to the Lackawanna County Treasurer and the Lackawanna County Tax Claim Bureau.

Must have an in-depth industry knowledge and expertise in providing consulting services to the County as needed. The installation and maintenance of all equipment associated with the collection process is paramount to the successful bidder. Must be in compliance with regulatory requirements, records retention and the professional practices of the credit card acceptance and reporting business.

As a collector of delinquent taxes, the County cannot pay any fees or charges of any type from delinquent taxes collected. Therefore, the bidder must provide a schedule of fees in a format that explains the overall amount of costs for the

various services provided. The fees structure may be broken into two parts: the initial on-site needs assessment and the pricing for credit card processing and account management. The pricing section should include startup fees, daily processing fees, and any future costs associated with the delivery of the services herein described.

2. **Resume** – All resumes submitted to the County shall include the following:

- a) Name and address of your firm and the corporate officer authorized to execute agreements;
- b) A brief description of your firm's history, ownership, organizational structure, location of its management, and applicable license(s) and registration(s) to do business in the Commonwealth of Pennsylvania;
- c) The names, experience, Proposals, and applicable licenses held by the individual primarily responsible for servicing the County and any other person(s), whether as employees or subcontractors, with specialized skills that would be assigned to service the County.
- d) A listing of government clients with which you have similar contracts; include the name, address and telephone number of the contact person.
- e) A statement of your firm's insurance coverage. The County requires the successful bidder to carry comprehensive general liability insurance at a minimum of \$1,000,000.00/\$2,000,000.00 occurrence/aggregate, statutory workers compensation insurance with minimum limits of 100/500/100 and a performance bond for \$150,000.00. All insurance coverages should name Lackawanna County as additional insured. The bonds must be written in favor of Lackawanna County. All insurance coverages must be kept in effect during the contract period. The loss of insurance coverages could result in the voiding of the contract.
- f) A statement of assurance that your firm is not currently in violation of any regulatory rules and regulations that may have any impact on your firm's operations.
- g) A statement that your firm is not involved in any current litigation with the County.

3. **Facilities – Office Locations**

- a) For your firm's facilities which will service this project:
  - i. The location;
  - ii. Firm personnel assigned to this location; and
  - iii. Activities of the firm performed at this location.
- b) For those facilities and activities located elsewhere, please explain the activities performed elsewhere and why these are best

performed at a different office. Firms where all activities are performed at one location should clearly indicate there is only one location.

- E. **RESERVATION OF RIGHTS:** Lackawanna County reserves the right to reject any and all submissions, in whole or in part, and to waive any immaterial defect or informality in any proposal as may be permitted by law.