



**RFP #691**  
**PROFESSIONAL, TECHNICAL AND EXPERT SERVICES**

---

Clark County Washington  
Release date: Wednesday, April 22, 2015

**Request for Proposal for:**

**Point of Sales Cashiering Application**

**PROPOSALS DUE: Friday, May 22, 2015 by 3:00 p.m.**

Proposal(s) shall be sealed and clearly marked on the package cover with RFP #, Project Title and Company name.

**Submit**

- **One (1) original.**
- **Two (2) complete copies.**
- **One (1) electronic version on a CD-ROM of the Proposal to:**

Clark County  
Office of Purchasing  
P.O. Box 5000  
1300 Franklin Street, 6<sup>th</sup> Floor, Suite 650  
Vancouver, Washington 98660  
(360) 397-2323

**Refer Questions to:**

Project Manager:  
Steve Dahlberg  
Treasury Systems Coordinator, Clark County Treasurer's Office  
[Steve.Dahlberg@clark.wa.gov](mailto:Steve.Dahlberg@clark.wa.gov)



## General Terms and Conditions

**ADMINISTRATIVE REQUIREMENTS** - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

**ALL proposals submitted become the property of Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Clark County has the right to reject or accept proprietary information.**

**AUTHORSHIP** - Applicants must identify any assistance provided by agencies or individuals outside the proposer's own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

**CANCELLATION OF AWARD** - Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

**CONFIDENTIALITY**: Proposer shall comply with all applicable state and federal laws governing the confidentiality of information."

**CONFLICT OF INTEREST** - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

**CONSORTIUM OF AGENCIES** - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

**COST OF PROPOSAL & AWARD** - The contract award will not be final until Clark County and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions; (b) the special terms and conditions; (c) the project description and goals (Statement of Work); and (d) the budget and payment terms. Clark County is not responsible for any costs incurred prior to the effective date of the contract. Clark County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

**DISPUTES**: Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County - Purchasing, P.O. Box 5000, Vancouver, Washington 98668-6000.

**DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS** - It is the policy of Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

**ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM** - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List <http://www.clark.wa.gov/general-services/purchasing/erp/environmental.html>

**INDEPENDENT PRICE DETERMINATION** - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

**INTERLOCAL AGREEMENT** - Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore the bidder may, at the bidder's option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

**LIMITATION** - This RFP does not commit Clark County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

**LATE PROPOSALS** - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

**ORAL PRESENTATIONS**: An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

**OTHER AUDIT/MONITORING REQUIREMENTS** - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of Clark County: Fund accountability; Contract compliance; and Program performance.

**PRICE WARRANT** - The proposal shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor.

**PROTESTS** must be submitted to the Purchasing Department.

**PUBLIC SAFETY** may require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. County project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

**REJECTION OF PROPOSALS** - Clark County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Clark County to do so.

**SUBCONTRACTING** - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Clark County. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

**VERBAL PROPOSALS**: Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

**WORKERS COMPENSATION INSURANCE** - The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

**FOR ALTERNATIVE FORMATS**  
Clark County ADA Office; V (360) 397-2025;  
TTY (360) 397-2445; [ADA@Clark.wa.gov](mailto:ADA@Clark.wa.gov)

**Request for Proposals  
Table of Contents**

**PART I PROPOSAL REQUIREMENTS**

**Section IA: General Information**

1. Introduction
2. Background
3. Scope of Project
4. Project Funding
5. Timeline for Selection
6. Employment Verification

**Section IB: Work Requirements**

1. Required Services
2. County Performed Work
3. Deliverables and Schedule
4. Place of Performance
5. Period of Performance
6. Insurance/Bond
7. Plan Holders List

**PART II PROPOSAL PREPARATION AND SUBMITTAL**

**Section IIA: Pre-Submittal Meeting/Clarification**

1. Optional Bidders conference/call
2. Proposal Clarification

**Section IIB: Proposal Submission**

1. Proposals Due
2. Proposal

**Section IIC: Proposal Content**

1. Cover Sheet
2. Project Team
3. Management Approach
4. Proposed Cost
5. Employment Verification

**PART III PROPOSAL EVALUATION & CONTRACT AWARD**

**Section IIIA: Proposal Review and Selection**

1. Evaluation and Selection
2. Evaluation Criteria Scoring

**Section IIIB: Contract Award**

1. Consultant Selection
2. Contract Development
3. Award Review

**ATTACHMENTS**

- A: Proposal Cover Sheet
- B: Letter of Interest
- C: Vendor Qualifications - Scoring Points
- D: Vendor References - Scoring Points
- E: General Questions - Scoring Points
- F: Transaction Listing - Information

# RFP #691 - Point of Sales Cashiering Application

## Part I Proposal Requirements

### Section IA General Information

#### 1. Introduction

Clark County is a general-purpose government located in southwest Washington, adjacent to Portland, Oregon. The county's residential population is approximately 442,800. The County employs over 1,550 full and part-time employees. Clark County's annual revenue exceeds \$280 million.

The County has a joint lobby co-locating customer service delivery for the Assessor, Auditor and the Treasurer Offices. The Joint Lobby serves the customers of these three offices by having one customer service specialist provide the transactional type activities these three offices are responsible for in a more effective and efficient manner, regardless of which office the specialist works in.

Today, a customer may have different activities service needs and activities to conduct with the County and even though they may be serviced by a single customer service representative, these transactions may occur in separate computer applications.

It is our desire to utilize a Point of Sale receipting application that allows a fully trained cashier, with one cash drawer, to service the customer's business needs regardless of the 'host' application. This will include making appropriate entries to the host application as well as the County's General Ledger.

#### 2. Background

Clark County is searching for a cashiering application that integrates with our current business applications. This new solution will not only replace our current receipting applications' unique transactional abilities, but must exceed such application's multi-transactional capabilities and enable a one-stop interaction with the customer by a single cashier, regardless of the business application where transactional data resides. This new application must be scalable so that in the future, it may be implemented throughout other Clark County offices where payment collection activities are being performed.

Our current environment consists of three 'host' applications, each with their own cashiering module. The cashiers may serve a customer and complete a transaction in any one or combination of these applications.

For **PROPERTY TAXES**, we have an Application PACS (Property Assessment Collection System) from True Automation, a subsidiary of the Harris Computer Systems. This system has been in place since late 2008. We have over 175,000 properties on the tax roll. Twice a year, we have a billing cycle where taxes are due April 30 and October 31. For 2014, the total number of transactions were close to 310,000.

The payment channels are: 47% by mortgage companies, 32% Mailed in, 16% in the office (over-the-counter), and 5% online.

The application runs on a three tier architecture. The presentation and display layers are mainly .net and the data layer is SQL Server 2008R2 all running on Windows 2008R2. Along with these there is also a DSS running transactional replication.

## RFP #691 - Point of Sales Cashiering Application

For **RECORDING DOCUMENTS**, the county's recording system is an application provided by Tyler Technologies, known as Eagle. The transaction volume range between a low of 5,400 and a peak of 9,400 recordings per month, with a monthly average of 8,400 in 2013 and 7,300 averaged in 2014. The volume of these transactions are taken and entered through the following channels: Over-the-counter 5%, back office (mailed-in, mortgage and title companies) at 55%, and on-line at 45%. There are over 200 document types available. Typically, Mondays and Fridays have more volume compared to the rest of the week as well as spring and summer are generally higher in volume than Fall or Winter.

The application stores these images and the data in an Oracle database.

For **MISC PAYMENTS**, these types of transactions are currently receipted in either PACS or Oracle R12 (the County's Financial System). These transactions are for various fees and deposits – see attachment F for a sample of these transactions. These activities are simple transactions where the cashier selects the appropriate type, and enters the quantity, then proceeds with taking the payment. These types of activities are usually preconfigured for the associated accounting codes and the transaction amounts need to be entered as they occur. As such, Departmental deposits generally are a prefilled template with the departments accounting codes, but no amounts. The cashier enters the appropriate amount for each line(s) that the department indicates on their deposit slip as to where the transaction needs to be accounted for.

### 3. Scope of Project

- To provide Clark County customers one-stop payment service.
- To standardize the record keeping for payment collection activities from all sources including over-the-counter, IVRS, mailed payments, Internet-based collections, and other electronic sources.
- To maintain appropriate control and accountability for all transactions through comprehensive audit trails and transaction research capabilities.
- Standardize the receipting software, replacing the need for a different cashiering software and process for each application.
- Provide a scalable platform that may be used across a variety of departments within the County.
- Provide the framework for a county-wide option of having a cashier application with good audit and security functionality that will be able to connect to any host system.
- Provide a centralized platform for collection and reporting a variety of payment channels such as over-the-counter, web, Phone/IVR, Mailed payments, Bill Payer services, Etc.
- Increase the processing efficiency and customer experience when making payments in person.

## RFP #691 - Point of Sales Cashiering Application

- Reduce the training time for cashiers
- Reduce the amount of time to balance and prepare (automata) the deposit to the bank for the cashiers.
- Ensure efficient daily banking processing of cashier reconciliation and deposits within current cash management process and system.
- Identify any operational efficiency for back-office reconciliation of deposits from the system to the bank and the GL.
- Provide reporting of payment activities from a variety of perspectives: by Cashier, Department, Office, Channel, System, and Tender
- To implement up to 50 cashiering stations where stations may include, for example, the following peripheral equipment; scanner, receipt printer, OCR reader, electronic cash drawer and credit/debit card reader, with the application capable of supporting an unlimited number of concurrent cashiering workstations simultaneously.

4. **Project Funding** Allocation of funds for this RFP will be established based on the funds requested in the selected proposal.

5. **Timeline for Selection** The following dates are the intended timeline:

- Distribute the Request for Proposal **Wednesday, April 22, 2015**
- Questions from Vendors accepted starting: **Friday, April 24, 2015**  
All potential vendors will receive the County's response. Please address questions to:  
[Steve.Dahlberg@clark.wa.gov](mailto:Steve.Dahlberg@clark.wa.gov)
- Optional Bidders Conference **May 6, 2015 - 10:00am - Noon**  
See section IIA for details
- Last day to submit any remaining questions **May 16, 2015**
- Proposals due **May 22, 2015**
- Proposal review/evaluation period **May - June**
  - Demonstration of top 3 vendors **June 17-19**
- Top Vendor selected (on or before) **July 31, 2015**
- Contract negotiation/execution timeframe **Aug - Sep**
- Contract intended to begin **October 1, 2015**

## RFP #691 - Point of Sales Cashiering Application

### 6. Employment Verification

Effective November 1<sup>st</sup>, 2010, to be considered responsive to any formal Clark County Bid/RFP or Small Works Quote, all vendors shall submit before, include with their response or within 24 hours after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employee's hired after the date of the MOU. The status report shall be directed to the county department project manager at the end of the contract, or annually, which ever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)

How to submit the MOU in advance of the submittal date:

1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or
2. Fax to (360) 397-6027, or
3. Call Purchasing at (360) 397-2323 for a current email address.

*Note : Sole Proprietors are exempt.*

# RFP #691 - Point of Sales Cashiering Application

## Section IB

## Work Requirements

1. **Required Services**

The services required for this project is to partner with a Vendor who will provide a cashiering system that will integrate with the County's various host systems, including our financial system. This software, hardware, and services will provide an efficient cashiering process, enhanced customer service while providing secure transaction processing.

  - It's expected this will be Vendor software that's been fully developed, tested, and already in production.
  - It is expected there will be customization necessary to accommodate any unique business rules as well as the integration to/from County's existing host systems.
  - It is expected the Vendor will provide the development work to enhance and support their platform to integrate to the County's system.
  - Training by the Vendor will be provided regarding the system set-up and use of their platform.
  - Vendor support for the first year to be included in the initial price. Annual maintenance will be addressed separately.
  
2. **County Performed Work**

There will be a County Project Team that will work with the Vendor in any area necessary to achieve the goals of this project. The Project Team will have a Sponsor (Treasurer's Office), project manager, subject area experts, and appropriate IT staff.

  - The County will define the necessary interfaces and related fields for each of the county's host systems.
  - Any internal development or interfaces necessary to coincide with the Vendors development will be provided by the county's IT staff.
  - The County will provide necessary flowcharts for those transactions or processes that are unusual or complicated in order to facilitate understanding the flow of the data.
  - Based upon the Vendors requirements, the desktop, servers, and networking hardware will be provided by the County.
  
3. **Deliverables & Schedule**

The timeframe is as follows:

  - Select a Vendor and begin contract negotiations – August 1
  - Contract Signed no later than September 30, 2015
  - Begin discover and design for county systems and business processes
  - Project development updates
  - First delivery of system for the County to begin testing and evaluation – December 1, 2015.
  - Continued development and testing
  - Go Live - February 2016
  
4. **Place of Performance**

Contract performance may take place in the County's facility, the Proposer's facility, a third party location or any combination thereof.
  
5. **Period of Performance**

The deliverables and timeframe are defined in IB.3 above
  
6. **Insurance/Bond**

**A. Commercial General Liability (CGL) Insurance** written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one year policy period. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work.

## RFP #691 - Point of Sales Cashiering Application

The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case by case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

### C. Professional Liability (aka Errors and Omissions)

The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$2,000,000 per occurrence, with a maximum deductible of \$25,000. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

### F. Proof of Insurance

Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate(s) of Liability Insurance, which the Proposer shall provide to Clark County. Each certificate will show the coverage, deductible and policy period. Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced without a 30 day written notice by mail. It is the Proposer's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.

All policies must have a Best's Rating of A-VII or better.

### 7. Plan Holders List

All proposers are required to be listed on the plan holders list.

- ✓ Prior to submission of proposal, please confirm your organization is on the Plan Holders List below:

To view the Plan Holders List, please click on the link below or copy and paste into your browser.

Clark County RFP site:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion. See Attachment B.

Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.

# RFP #691 - Point of Sales Cashiering Application

## Part II Proposal Preparation and Submittal

### Section IIA

### Pre-Submittal Meeting / Clarification

#### 1. Optional Bidders Conference

- There will be an optional bidders conference held from 10:00 am to 12:00 pm on Wednesday May 6, 2015 to answer questions and provide clarification of our expectations. All questions and answers will be made available in writing to all respondents.
- If attending in person:  
Public Service Center on the 6<sup>th</sup> floor Training Room  
1300 Franklin St  
Vancouver, WA 98660
- If by phone: call 1-805-475-6333 and the participant code is 7802552  
Starting at 10:00 am Pacific Daylight Time

*NOTE: During the meeting, all questions and answers provided at the meeting shall be noted and forwarded to Purchasing in the Q&A for all plan holders to view, if not specified otherwise.*

#### 2. Proposal Clarification

Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page. The deadline for submitting such questions/clarifications is May 15, 2015.

Any addendum to the RFP will be issued no later than May 18, 2015 to all recorded holders of the RFP if a substantive clarification is in order.

The Questions & Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document prior to submitting their proposal.

Clark County RFP site:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

# RFP #691 - Point of Sales Cashiering Application

## Section IIB

### Proposal Submission

#### 1. Proposals Due

Sealed proposals must be received no later than the date, time and location specified on the cover of this document.

The outside of the envelope/package shall clearly identify:

1. RFP Number and;
2. TITLE and;
3. Name and address of the proposer.

Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.

Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.

#### 2. Proposal

Proposals must be clear and succinct. Examples are acceptable to further explain how your product/service will answer our questions.

Please submit:

- One (1) original.
- Two (2) complete copies.
- One (1) electronic version on a CD-ROM

For purposes of review and in the interest of the County, the County encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are readily recyclable.

The County discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders; spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.

Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.

All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.

Additional support documents, such as sales brochures, should be included with each copy unless otherwise specified.

# RFP #691 - Point of Sales Cashiering Application

## Section IIC

## Proposal Content

1. **Cover Sheet**

Attachment A should be used as the cover page of your proposal.  
The following attachments should follow:  
Attachment C – References  
Attachment D – Vendor Qualifications  
Attachment E – General Product Questions
  
2. **Project Team**

Please list or diagram the project team that will be involved with this project.  
**\*Personnel names are not recommended.**
  
3. **Management Approach**

Please describe your typical project management approach when working with new and existing clients.

Please describe your likely or preferred software development approach or methodologies that may be utilized for this project.
  
4. **Proposed Cost**

The Proposed cost that will be provided on the Cover page (Attachment A) should be a **SUMMARY** of a 5 YEAR TOTAL Cost.

An additional page(s) should be provided, itemizing the cost breakdown that should include items such as (but not limited to): the software, any hardware, development, training, licensing, maintenance, Etc.
  
5. **Employment Verification**

Include **AFTER** the cover page, if not already on file with Clark County. Current vendors on file can be viewed at <http://www.clark.wa.gov/general-services/purchasing/documents/e-verifylog.pdf>

# RFP #691 - Point of Sales Cashiering Application

## Part III Proposal Evaluation & Contract Award

### Section IIIA Proposal Review and Selection

- 1. Evaluation and Selection:** Proposals received in response to this RFP will be evaluated by a Review Committee. Committee review results and recommendations may be presented to an appropriate advisory board prior to the consent process with the Clark County Board of Commissioners.
- 2. Evaluation Criteria Scoring** Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.

#### PHASE ONE:

The scoring for this section will be weighed against the following criteria:

|  |     |
|--|-----|
| Vendor Qualification and Questions (attachments C & D) | 15  |
| Proposal Questions                                     | 50  |
| Existing Integration with Oracle / PACS / EAGLE        | 10  |
| Cost   | 15  |
| References   | 10  |
|  |     |
| Total Points   | 100 |

#### PHASE TWO:

This second phase will be a Demonstration, where the top 2 or 3 Vendors will be requested to perform an on-site demonstration. This will be to see your product in action followed by a time of discussion. To help make this demonstration more realistic, the County will provide a listing of items and/or processes that we would consider typical of a days work. The discussion time will contain a time for the vendor to provide additional information that will help in the decision process. The County may also have other technical or functional questions that you'll be able to answer.

The Scoring for the Demonstration will be weighed as follows:

|               |     |
|---------------|-----|
| Demonstration | 50  |
| Discussion    | 20  |
| Cost          | 30  |
|               |     |
| Total Points  | 100 |

### Section IIIB Contract Award

- 1. Consultant Selection** The County will award a contract to the highest scoring Proposer. Should the County not reach a favorable agreement with the highest scoring Proposer, the County shall suspend or terminate negotiations and commence negotiations with the second highest scoring Proposer and so on until a favorable agreement is reached.
- 2. Contract Development** The proposal and all responses provided by the successful Proposer may become a part of the final contract.  
  
The form of contract shall be the County's Contract for Profession Services.  
A sample contract is included – See ATTACHMENT F
- 3. Award Review** The public may view proposal documents after contract execution. However, any proprietary information so designated by the Proposer as a 'trade secret' will not be disclosed unless the Clark County Prosecuting Attorney determines that disclosure is required. At this time, Proposers not awarded the contract, may seek additional clarification or debriefing, request time to review the selection procedures or discuss the scoring methods utilized by the evaluation committee.

# RFP #691 - Point of Sales Cashiering Application

## Attachment A COVER SHEET

### General Information:

Legal Name of Applicant/Company/Agency \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Program Location (if different than above) \_\_\_\_\_ Email address \_\_\_\_\_

Tax Identification Number \_\_\_\_\_

### **ADDENDUM:**

Proposer shall insert number of each Addendum received. If no addendum received, please mark "NONE".

No. \_\_\_\_\_ Dated: \_\_\_\_\_ No. \_\_\_\_\_ Dated: \_\_\_\_\_ No. \_\_\_\_\_ Dated: \_\_\_\_\_

**NOTE: Failure to acknowledge receipt of Addendum may render the proposal non-responsive.**

→ Does the proposal comply with the requirements contained within the RFP?  
A "No" response may disqualify the proposal from further consideration.

Yes  No

→ Did outside individuals or agencies assist with preparation of this proposal?

Yes  No (if yes, describe.)\*\*

**Total Funds Requested Under this Proposal \$ \_\_\_\_\_**

I certify that to the best of my knowledge the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Board of Commissioners.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# RFP #691 - Point of Sales Cashiering Application

## Attachment B LETTER OF INTEREST

Legal Name of Applicant Agency \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Program Location (if different than above) \_\_\_\_\_

Email address \_\_\_\_\_

- All proposers are required to be included on the plan holders list. If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion.

In the body of your email, request acknowledgement of receipt.

Email Attachment B to: [beth.balogh@clark.wa.gov](mailto:beth.balogh@clark.wa.gov)

Clark County web link:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.

Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.

# RFP #691 - Point of Sales Cashiering Application

Attachment C:

## VENDOR QUALIFICATIONS

15 Points Possible

To provide an understanding of the Vendor's qualifications to successfully implement this system, the following questions must be responded to by each Proposer. Please provide your response in the space provided immediately following the question, reference documents or other supporting information, should be attached immediately after this section. This section has 15 points possible for inclusion in the Summary of Points.

| Item # | Vendor Overview  |
|--------|--|
| C.1    | Please provide audited financial statements for the last two years.<br><br>  |
| C.2    | Are you a subsidiary of a parent entity? If so, please provide a corporate overview of the parent and your relationship to it.<br><br>   |
| C.3    | Is your agency currently involved in or does it have pending any legal actions? Has your agency filed for bankruptcy in the past five years?<br><input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, please explain)<br><br>  |
| C.4    | Does your organization guarantee that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition?<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please explain) |
| C.5    | Does your organization guarantee that the costs for services quoted in response to this RFP are not in excess of those which would be charged any other individual for the same services performed by your agency?<br><br><input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please explain)                     |
| C.6    | How long have you been in the cash collection "Point of Sale" business? How long has the current version been released?<br><br>  |
| C.7    | Please provide a strategic overview for the future enhancements of your platform.<br><br>  |

## RFP #691 - Point of Sales Cashiering Application

|      |  |
|------|--|
| C.8  | List your strategic partners, if any, and the role they play in the implementation.  |
| C.9  | Describe the roles which Clark County and your company will perform during system planning, data conversion, implementation, and start-up. |
| C.10 | Describe your approach to post-implementation support.   |
| C.11 | Describe how you manage application "bug" corrections (fixes).   |
| C.12 | Describe project escalation based upon the seriousness of a bug or problem.  |
| C.13 | Describe the typical response time for a successful resolution to a bug or problem.  |
| C.14 | Describe your preferred approach to system customization.  |
| C.15 | Describe how your system operates for the cashier. Is it a work flow process?  |
| C.16 | Describe the process of bank reconciliation for deposits.  |
| C.17 | Describe how the cashier module and the host system determine they are in sync.  |

# RFP #691 - Point of Sales Cashiering Application

**Attachment D:  
Possible**

## **CUSTOMER REFERENCES**

**10 Points**

Please provide a list of references that most closely matches Clark County, Washington in size, scope, and host applications. Clark County will conduct a phone interview with those references.

Customer: \_\_\_\_\_

City & State: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Customer: \_\_\_\_\_

City & State: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Customer: \_\_\_\_\_

City & State: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Customer: \_\_\_\_\_

City & State: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**GENERAL QUESTIONS**

To provide an understanding of the Vendor qualifications to successfully implement this system, the following questions must be responded to. Please provide your response in the space provided immediately following the question, reference documents or other supporting information, should be attached immediately after this section. This section has 10 points possible for inclusion in the Summary of Points.

**GROUPS**

- 1 OPERATOR (CASHIER) INTERFACE / PROCESS
- 2 TENDERING PROCESS
- 3 BALANCING AND CLOSING
- 4 CONFIGURATION AND SYSTEM SETUP
- 5 TRANSACTION REVIEW AND REPORTING
- 6 AUDITING, SECURITY AND CONTROLS
- 7 INTERFACING TO HOST SYSTEMS
- 8 HARDWARE AND DATABASE

**QUESTION**

- 1 **OPERATOR (CASHIER) INTERFACE & PROCESS**
- 1 1 Describe the Application's process for a cashier to have a transaction reversed or voided. What security / permissions are involved?
- 1 2 Does the Application allow a cashier to accept a single or multiple-payment type transaction on one receipt.
- 1 3 Describe the Application's flexibility to display to the cashier a meaningful error and/or warning messages based upon business processing rules.
- 1 4 Describe the Application's capacity to provide and walk the cashier through a customized process that requires a series of steps to complete a transaction.
  - For example: Processing a real estate excise.
    - Begin by entering a property # which retrieves information from the property tax system (PACS),
    - Compute the Excise amount and assigns an excise number, saving this information,
    - Then either 'check out' or continues to record the document(s) into the Recording Application, and when completed this task, finish with 'checking out'.
- 1 5 Describe the Application's flexibility for a Cashier to begin a transaction, "save" the incomplete transaction, then later have the flexibility to recall the specific transaction and complete it.
  - a) Can it be retrieved by another cashier?
- 1 6 Describe the cash drawer starting/creation process at the start of the day.

## QUESTION

- 1 7 Will the cash fill automatically open at the appropriate time during a 'cash' tendering transaction?
- 1 8 Does the Application have predefined shortcut keys to speed and facilitate the flow and operation of a receipting routine?
- 1 9 Does the application support the physical change of locations that a cashier may do during the day? Is there any tracking within the application?
- 1 10 May the Cashier be able to reprint a receipt at any time where reprinted receipts will read 'Duplicate Receipt'.

## TENDERING

- 2 1 Describe the Application's flexibility to limit payment types for selected transactions.  
In other words - not all payment types are valid for all purchases.  
For example: Marriages Licenses - Cash is the only acceptable tender.
- 2 2 Describe the Application's ability to endorse checks. This may include a unique endorsement from different departments.
- 2 3 The Application shall have the flexibility to accept multiple tender types for a single transaction.  
Example: for a \$125 transaction the tenders accepted are \$50 in cash and \$75 as a check.
- 2 4 Describe how a "Correction" would be handled for each given transaction.
  - 1) An incorrect account charged for a miscellaneous receipt.
  - 2) A payment type of cash was selected, but the payment was actually a check.
  - 3) At the time of receipting, the wrong Accounting number as entered by the cashier.
- 2 5 Describe the Application's flexibility to record or capture a check number during the tendering process.
- 2 6 Does the Application have the flexibility to capture an image of the check.
  - A) Does it store it within the application?
  - B) Can it be stored in a different imaging system or location?
  - C) What security is designed into the application regarding these images?
  - D) Is Redacting or masking the micr line available on the image?
  - E) Is your Application PCI compliant
- 2 7 Describe the Application's flexibility to:
  - a) Support remote deposit
  - b) Support image cash letter

## QUESTION

- 2 8 Describe the Applications flexibility to accept Credit Cards.
- A) Can this be configured by Department?
  - B) Can it be configured to add a convenience fee to the customer?
  - C) Can we have multiple Merchant accounts configured within the Application?
- 2 9 Describe the Application's flexibility to have an 'Internal' payment tender type where this updates the host systems to a 'paid' status. This internal tender type does not go the bank as part of the deposit.  
Example: A County department requires some documents recorded, instead of taking a normal tender, we do a fund transfer (journal entry) for these charges. We would like a tender that would enable this functionality.
- 2 10 Describe the flexibility to utilize check verification services.
- A) What data is captured and passed during this verification process?
- 2 11 Describe if there is the flexibility to have a bad check indicator that warns/prevents the Cashier to this condition and doesn't allow the acceptance of this check without an authorized manager override.
- a) How is this bad check data entered (captured)?
  - b) Where does it come from?
  - c) Can we import an internal list of 'bad' checks?
- 2 12 Does the Application have the flexibility to import an Exception in Processing (EIP) file. This EIP file then is utilized in order to prevent duplicate payments.
- 2 13 Does the receipt display the TOTAL amount tendered + any change returned to the customer?

## BALANCING AND CLOSING

- 3 1 Does the Application support a cashier to open a second batch of work?  
Reason: When the Treasurer's Office receives contaminated monies, it's our desire to NOT include this in the cashier's daily deposit, but handled separately and sent to the bank separate of the 'normal' deposit.
- 3 2 Please describe the recommended process of handling excessive cash within a cashiers drawer.
- a) Does the Application support cash drops to a "vault or safe" in order to prevent excessive cash from accumulating in the cashiers drawer?
  - b) Does the Application have a set-up for setting an excessive cash threshold
  - c) Does the Application provide a warning message to the cashier when the excessive cash threshold is reached?
- 3 3 Describe the daily balancing and closing procedures the cashiers are to perform.
- A) What reports are recommended?

## QUESTION

- 3 4 Does the cashier have an option to count the contents or the value of contents? For example, 12 quarters in the till - 12 quarters and the application computes the value or the cashier enters the value of \$3.00.
- 3 5 Describe how and in what ways the Application will aid the cashier in finding 'problems' when balancing?
- 3 6 Will there be a cashier transaction journal - where the transaction details are listed in date/time order?  
A) When cash is the tender, will both the original amount received and the change returned be included on the report?  
B) Does the Application have an Audit Trail tape or listing available for the cashier to review?
- 3 7 Will the Application allow reprinting of any balancing reports to be run at any time?
- 3 8 Describe the method(s) that are utilized to balance Application-wide activity for a given day verses a cashier-by-cashier balancing process.
- 3 9 Describe recommended credit card and other electronic payment settlement capabilities and procedures.
- 3 10 After the cashier is closed and balanced for the day, can any new transactions or changes to existing activity be made?
- 3 11 How many date fields are supported within the Application?  
Examples: Receipt Date, Deposit Date, Posting Date, GL Date
- 3 12 Does the Application create a check register (report) that includes: Check Number, Receipt Number, Receipt Date, and dollar amount?
- 3 13 Does the Application have a cash only register (report) that includes: Cash received FROM the customer and the change returned TO the customer by the cashier.
- 3 14 How does the application handle the situation where a cashier ends up with a balancing over or short?

## CONFIGURATION AND SYSTEM SETUP

- 4 1 Please describe how the Application will accommodate a business rule such as:  
A) That the deposit date is for the same business day.  
B) That the deposit date is for the next business day.
- 4 2 Will the application be able to exclude deposit dates that are holidays, weekends, and County defined holidays?
- 4 3 Describe the flexibility of the Application to allow appropriate authorized Clark County personnel to update receipts (logo and department information) suited for each department.

## QUESTION

- 4 4 Describe how the appropriate county personnel, based upon application security, would build a new menu, buttons and related features for a new department or group of activity.  
A) When will this new menu be available in the production environment?
- 4 5 Describe how the appropriate county personnel, based upon application security, would modify an existing menu, buttons, configurations and related features.  
A) When will these changes be available in the production environment?
- 4 6 Describe the Application's capacity to have lists of products/services for sale that are now directly pulled from a host system.  
A few examples: a department has a few misc. items such as: a parking pass, copies, fines or fees, maps, Etc.  
A) What are the TYPICAL set-up items for these misc. products/services?
- 4 7 Does the Application have flexibility to set-up and maintain unlimited payment types?  
This may include items such as Cash, Check, Warrant, Money Order, Credit/Debit Card, e-Check, Internal, Import, etc.
- 4 8 The Application shall be configurable which will allow the appropriate Clark County personnel to add, maintain, and control the upkeep (maintenance) of the set-up data and not require the vendor to perform these updates.  
A few set-up examples may include: Tenders, Departments, Users, Accounting, Menu items, Products & Services, Etc.
- 4 9 Does the Application have the flexibility to receive a unique number FROM the host system during or at the completion of a transaction?  
Example 1 Recording system: to retrieve the recording number that was assigned for this transaction.  
Example 2 PACS: Retrieve an excise number the system applied to this transaction
- 4 10 Describe the Application's flexibility to accommodate our accounting structure to the General Ledger (currently Oracle R12), which consists of 6 segments or a total of 25 characters (xxxx.xxx.xxx.xxxxxx.xxx.xxxxxx).  
A) Have you interfaced with Oracle R12?
- 4 11 Describe the Sales Tax configuration within the application.
- 4 12 Describe the flexibility for Clark County to have specific additional data elements on the receipt.  
a) How many customizable data elements are available?  
b) This may be different data elements based upon transaction activity. Examples of some (but not all) unique data elements:  
For Property tax: -Property #, Receipt #, Tax Year, Statement ID, Overpayment Credit (OPC), Escrow.  
For Recording activity: -Receipt #, Transaction #, Document Type, Document #, # of pages.  
For Oracle activity: -Receipt #, Document #, Activity Code, Invoice #
- 4 13 Describe the Application's flexibility for departments to have a unique restrictive endorsements for their checks.

**5 TRANSACTION REVIEW AND REPORTING**

- 5 1 Describe the Application's range of comprehensive management reports. This should include reports providing daily, weekly, monthly, and/or yearly reporting of various business activities based upon a period selection by the user of the report. The Application should also include detailed and summarized transaction reports by revenue codes, departments, menu categories, etc.
- 5 2 **Are there reports for the following grouping/sorting?**  
a) To summarize transaction detail at the close of business by Host system.  
b) To summarize transaction detail at the close of business by Cashier.  
c) To summarize transaction detail at the close of business by Cashier and Payment type.
- 5 3 Describe the flexibility to provide reporting outputs in various formats: paper, on-screen, exported (txt or csv), or electronic (pdf).
- 3 4 The Cashiers should be able to view reports on-screen as well as print the reports.
- 5 5 Describe the flexibility to access data based upon any transaction detail attribute (operator, menu, date/time ranges, payment type, receipt #, etc.). Is there the BUILT-IN functionality to drill down to the source transaction/documents?
- 5 6 Describe the flexibility to allow access to the data from query tools not included in the application software. Please give a few examples of such query tools.
- 5 7 Describe the flexibility to export data on a scheduled basis to external databases for historical analysis (data warehouse).
- 5 8 Describe the Applications report writer that is available so Clark County may create our own reports?  
a) May these reports be saved and added to the report menu?  
b) Can we create and run ad-hoc reports.  
c) Is the report writer included or is it added-on separately?
- 5 9 Describe the flexibility to have reports run automatically per a defined schedule.  
a) Can these scheduled reports be automatically be emailed?
- 5 10 Describe if the Application can generate a report of a customer's activities over a period of time selected by the operator to reflect a historical presentation. How about a payment history where the customer is not an A/R account?

## QUESTION

### **AUDITING, SECURITY AND CONTROLS**

- 6 1 Describe the application's auditing features built into the program.
- 6 2 Describe how your Application tracks all activities or auditing purposes?
- 6 3 Describe the auditing process to review a cashier's work for a given period of time.
- 6 4 Are transactions ever deleted from the system?  
If so, what kind of an audit trail is created for historical and management records?
- 6 5 Describe the Application's flexibility to track credit card activity attributed to activity to any given bank, by any given cashier, on any given day.
- 6 6 Describe the Application's flexibility to limit transactions based upon department and user security rights?  
Example: Joint Lobby cashier can receipt only Joint lobby defined activities.
- 6 7 Describe the Application's flexibility to limit transactions based upon individual cashier and business unit (department)?  
Example: Treasurer cashier can receipt only Treasurer define items.
- 6 8 The Application shall have consecutive receipt numbers.
- 6 9 Describe the security controls regarding voiding/reversing a transaction.
- 6 10 The Application shall also provide an inquiry mode for looking up prior receipts for a specific customer or property.
- 6 11 Describe the Application's flexibility to inquire on a name or account # (or some other field such as address, etc.), and bring on-screen any balances or activity from the appropriate host systems.
- 6 12 Does the Application support a receipt number that may contain both alpha and numeric characters?

### **INTERFACING TO HOST SYSTEMS**

- 7 1 Describe Application's flexibility/method to interface with external 'Host' systems and return:
  - a) Inquire to a host system for transactions/balances that are due.
  - b) Pull the outstanding balance from a host system.
    - 1) Can the outstanding balances due be included on the receipt when the transaction is completed.
  - c) Push the data back into the Host System for updating after the transaction is completed.

## QUESTION

- 7 2 Based upon the Host Systems requirements, can the transfer be in summarized form or in detail?  
Example: The GL revenue for some products may be in summary to the GL whereas as in detail to another host system. This would be as determined by the business rules for that Department, activity or function.
- 7 3 Based upon the different Host Systems requirements, how is the accounting configured?  
a) May one system keep the all accounting set-up?  
b) May this Application host all the accounting set-up?
- Example A: The property tax system will continue to hold the accounting and the transfer to the General Ledger.  
Example B: The Recording system will continue to hold the accounting, but would like this Application process and transfer to the General Ledger.  
Example C: For all other transactions, this Application will hold all the accounting and process and transfer to the General Ledger.
- 7 4 Based upon the different Host Systems requirements, how and when will the accounting be transfered to the General Ledger?  
a) May one system complete the processing and transfer to the GL?  
b) May this Application complete the processing and transfer to the GL?
- Example A: For the Property Tax System, it will continue to complete the transfer to the General Ledger.  
Example B: For the Recording System, this Application will process and transfer to the General Ledger.  
Example C: For all other transactions, this Application process and transfer to the General Ledger.
- 7 5 Interface To/From Oracle R12 for the following (the preferred method to be determined):  
\* General Ledger  
a) Post summarized activity to the GL  
b) Post Detail activity to the GL  
c) Chart of Accounts (link, import, validation, Etc.)
- \* Accounts Receivable  
a) Look up Invoices / customers (Search by: Customer #, or Invoices #)  
b) Take and post payments to invoices
- 7 6 Interface To/From PACS (Property Assessment Collection System) for the following (the preferred method to be determined):  
\* Inquiry (search by any one or combination of: Property Account Number, customer name, physical address of property, mailing address of customer)  
\* Update the property account after a Payment is completed

## QUESTION

- 7 7 Interface To/From Eagle (Recording) for the following (the preferred method to be determined):
- \* Inquiry to the host system for the next available recording number
  - \* Update the host system for completed payment of recording documents
- 7 8 Describe the Application's flexibility to link to an imaging system - to capture and store the check image.

## 8 HARDWARE, SOFTWARE, SYSTEM REQUIREMENTS, AND DATABASE

- 8 1 What is the PREFERRED database for your Application?
- 8 2 What is the PREFERRED Server hardware?
- 8 3 What are the Desktop requirements or prerequisites?
- 8 4 Is there any specialized or dedicated hardware required?
- a) Is there any optional hardware would you suggest?
- 8 5 Is there a cloud (hosted) version of your Application available?
- 8 6 Are there any specific IT requirements to support your Application?
- 8 7 Is there a browser based version of the user interface?
- 8 8 What are any other hardware requirements / options?
- a) Barcode scanners
  - b) Receipt Printers
  - c) Cash Drawers
  - d) Card Swipes
  - e) Mobile Devices
  - f) Other devices
- 8 9 Please describe your the licensing models?
- 8 10 Explain how the application handles user id's and security, and how it may integrate with Activity Directory
- 8 11 Please describe your security model.

# RFP #691 - Point of Sales Cashiering Application

## Attachment F: TRANSACTION LISTING

To provide a better understanding of the types of activities within a typical day, the following is a general listing of transactions:

### Real and Personal Property Taxes

- Inquire - based upon any of the following: Property ID, Owner Name, Situs Address, Statement ID
- Payment taken – then update this property for payment received.
- Escrow (advance taxes for a property)
- Over Payment Credit (payments placed on account for a property)
- Mobile Home – sale of mobile home or a moving permit

### Recording

- Simple recorded documents – single document (Examples):
  - Deed, Deed of Trust, Appointment of Trustee, Substitution of Trustee, Reconveyance, Power Of Attorney, Subordination, marriage Application, Marriage Certificates, Process Server License, DD214
- Multiple Titled Documents (multi) - The document type is entered as "Multi" and then the individual titles are entered. Two examples are:
  - Multi
    - Substitution of Trustee
    - Reconveyance
  - Multi
    - Deed of Trust
    - Security Agreement
    - Assignment of Leases
    - Rents
    - UCC

### Misc. Fees and Departmental Deposits – a sample of transactions

- |                               |                          |                    |
|-------------------------------|--------------------------|--------------------|
| • Parking pass                | • 911 Excise fee         | • Gambling taxes   |
| • Crime Victims               | • CWP Admin fee          | • Foreclosure fees |
| • Fire Patrol fee             | • Drainage / Diking Fees | • Impact Fees      |
| • Copy Fees                   | • Mosquito Control fees  | • Over/short       |
| • Delinquent Penalty          | • Interest paid          | • NSF Fees         |
| • Water Utility District fees | • Septic Fees            |                    |

### Departmental deposit

- Each Department will have it's own list of accounts to receipt the money to. This is typically anywhere from 3-15 account numbers the deposit will be posted to.

# RFP #691 - Point of Sales Cashiering Application

## Unique or complicated Transactions

- Real Estate Excise Tax (REET) - is currently processed as two transactions due to the requirement of using two systems. If possible, automation of this process would be a great enhancement.

## Steps:

- Manually Compare DEED to Excise document
- Manually Verify Information on Excise Doc
- Process Excise Transaction in PACS – take payment, which generates an Excise #
- Record the REET in Recording platform – take payment which generates a recording #



