



**Forsyth County  
Tax Administration**

**Request for Proposal  
For  
Forsyth County Tax Office Payment Kiosk**

**Proposals Will Be Received Until  
12:00 Noon, Friday, October 13, 2017**

**City/County Purchasing Department  
City Hall Suite 324  
101 North Main Street  
Winston-Salem, NC 27102**

**ADVERTISEMENT FOR BIDS**

**Forsyth County Tax Office Payment Kiosk**

Sealed proposals endorsed **Forsyth County Tax Office Payment Kiosk** to be furnished to Forsyth County will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, N.C. **until 12:00 Noon, Friday, October 13, 2017**. To obtain the complete proposal document or receive instructions for submitting proposals contact Jerry Bates via email [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org), phone 336-747-6939, or visit the Purchasing Department at same location from 8:00 A.M. to 5:00 P.M. Monday through Friday. The County reserves the right to reject any and/or all proposals, bids, to waive informalities in the bids, and to choose the bid that is in the best interests of the County.

Jerry Bates  
Purchasing Director

**This document IS NOT the complete proposal.** To obtain the completed proposal specifications contact Jerry Bates via email [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org), by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

## INSTRUCTIONS TO PROPOSERS

### INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFP text is followed.

### RFP Response Submission

**All proposals shall be returned in a sealed container or opaque envelope containing one original proposal (please mark document as original) showing original signatures and seals and two (2) printed copies and one (1) digital copy of the complete proposal including the pricing structure, marked Forsyth County Tax Office Payment Kiosk.** Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, Friday, October 13, 2017.** **Late proposals will not be considered.** Submittals **will not be accepted by fax or electronic mail.**

The County will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the County or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the County. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the County will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The County reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other County employee or Forsyth County elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

### Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only by 12:00 Noon, Friday, September 29, 2017**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org) (**Email is preferred**), Fax: (336) 727-2443. The County will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the County may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

► All proposals should include a signed acknowledgement of any addendums issued.

## 1. Introduction

Careful attention must be paid to all requested items contained in this Request For Proposal herein referred to as (RFP). Providers are invited to submit proposals in accordance with the requirements of this RFP. Please read the entire package before submitting a proposal. Providers shall make the necessary entry in all blanks provided for the responses.

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## INTRODUCTION AND OVERVIEW

### 2. Overview

The Forsyth County Tax Administration (herein referred to as County) is looking to enhance its tax payment options to its citizen through a new, convenient and quick method. During the course of a fiscal year the County assists 17,800 walk-in payers in paying their taxes. We are looking to add an easy to use payment kiosk in our office where citizens can use credit cards, debit cards, e-checks and cash. We partner with Forte` to provide our credit/debit card and e-check services.

An award resulting from this bid will be for hardware and any applicable software to enable tax payers to make payments through a kiosk on their own. Forsyth County is seeking price quotations for one (1) Payment Kiosk that is capable of interfacing with their credit/debit/e-check vendor Forte` as well as accepting cash payments and dispensing cash and coin change. The Kiosk needs to be able to accept bills up to hundred dollars (\$100.00). Citizens cannot pay a convenience fee for paying by cash. There can be no fee attached to the transaction for the use of the machine. The cash portion of the kiosk has to be able to be balanced daily.

In the event the estimated cost exceeds funds available, the County reserves the right to enter into negotiations with the lowest responsible bidder making reasonable modifications to bring the contract amount within the funds available, in accordance with N.C.G.S. 143-129.

### 3. Schedule

Every effort will be made to adhere to the following schedule however dates subject to change

Event	Day	Date	Time (EST)
Issuance of RFP/Advertisement	Monday	9/18/2017	2:00 PM
Deadline for Providers Questions	Friday	9/29/2017	12:00 PM
Deadlines for Proposal Submission	Friday	10/13/2017	12:00 PM

### 4. Post Award Conference

A post-award conference shall be scheduled as soon as practical after the award of the contract. The Provider shall attend along with the Providers project manager. The County values a detailed implementation schedule and plan and feels that this is very important to the successful deployment of the equipment and services. A proposed implementation

schedule shall be submitted to the County. The County will issue a notice to proceed to the Provider before provider's equipment may be deployed.

## 5. Proposal Reservations

1. In submitting a proposal, it is understood by the Provider that Forsyth County reserves the right to accept any or all proposals, to reject any or all proposals as non-responsive and to waive minor immaterial irregularities or defect in proposal when in the best interest of the County. The County may consider any alternative proposal that meets its basic needs.
2. Nothing contained herein allows the Provider to perform in a manner deficient of providing Forsyth County with a complete and accurate job. Any errors or omissions contained herein do not preclude the Provider from furnishing and installing a functional system. If such an omission is apparent to the Provider upon review of this specification and scope of work, the Provider bears responsibility to inform Forsyth County so adjustments can be made. This process places the burden of such omissions and errors upon the Provider, and discharges Forsyth County of its responsibility for a complete and total system installation.

## 6. Liability

The County is not responsible for any cost incurred by a Provider in the preparation of proposals, with the express understanding that there may be no claim whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the County or any other party for any reason (including the cancellation of this Request for Proposal).

## 7. Changes/Alterations

A Provider may change or withdraw its proposal at any time prior to the proposal opening; no oral modifications will be allowed. Only formal written requests for modifications or corrections of a previously submitted proposal, which is addressed in the same manner as the proposal, and received by the County prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope that is plainly marked "modifications of proposal"

## 8. Providers Insurance

The vendor shall procure and maintain insurance against claims for injuries to persons or damages to property for the duration of the contract which may arise from or in connection with the performance of work hereunder by the vendor, his agents, representatives, or sub vendors.

A. **Commercial General Liability Insurance.** The vendor shall maintain occurrence version commercial general liability insurance or equivalent form with a limit of not less than \$1,000,000 each occurrence. If such insurance contains a general aggregate limit, it shall be no less than two times the occurrence limit. Such insurance shall:

1. **Include the County, its officials, officers, and employees as additional insured** with respect to performance of the Services. The coverage shall contain no special limitation on the scope of protection afforded to the above listed insured. Additional Insured should read Forsyth County Finance Department, 201 North Chestnut Street, Winston-Salem, NC 27101.
2. Be primary with respect to any insurance or self-insured retention programs covering the County, its officials, officers and employees.

B. **Business Automobile Liability Insurance.** The vendor shall maintain business automobile liability insurance or equivalent form with a limit of not less than \$1,000,000 each accident. Such insurance shall include coverage for owned, hired, and non-owned automobiles.

C. Workers' Compensation and Employer's Liability Insurance. The vendor shall maintain workers' compensation insurance with North Carolina statutory limits and employer's liability insurance with limits of not less than \$100,000 each accident.

**Vendor's Certificate of Insurance must read as follows:**

**DESCRIPTION OF OPERATIONS** – block should read:

Forsyth County its officials, officers, and employees is additional insured.

**CERTIFICATE HOLDER** – block should read:

Forsyth County Its Officials, Officers, and Employees  
201 N. Chestnut Street  
Winston-Salem, NC 27101

**Other Insurance Requirements:** The vendor shall: Prior to commencement of services, furnish the County with properly executed certificates of insurance which shall clearly evidence all insurance required in this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days prior written notice to the County.

1. Provide certified copies of endorsements and policies, if requested by the County, in lieu of or in addition to certificates of insurance.
2. Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of the services.
3. Maintain such insurance from the time services commence until services are completed.
4. Place such insurance with insurers authorized to do business in North Carolina and having A.M. Best Company ratings of not less than A:VII.
5. Any alternatives to this requirement shall require written approval of the County's Risk Manager.

The vendor understands and acknowledges that these insurance coverage requirements are minimums and that they do not restrict or limit the hold harmless provisions of this agreement.

**9. Change in Control**

In the event of a change in control of the provider (as defined below), the County shall have the option of terminating the contract by written notice to the Provider. The Provider shall notify the County within ten days of the occurrence of a change in control. As used in the Contract, the term "Control" shall mean the possession, direct or indirect, of either (i) the ownership of or ability to direct the voting of, as the case may be fifty-one percent or more of the equity interest, value or voting power in the provider or (ii) the power to direct or cause the direction of the management and policies of the Provider whether through the ownership of voting securities, by contract or otherwise.

**10. Use of Name**

No advertising, sales promotion or other publicity materials shall mention or imply the name of the county or include any information obtained from this proposal, without written consent of the County.

## 11. References

- A resume of references shall be submitted with the Provider's proposal including the following:
- A list references that had projects of a similar type and size as this including contact names and telephone numbers for each. Government references preferred.
- A description of the experience of the Provider's personnel that will install and service the equipment.

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## 12. Proposal Review And Evaluation

Responses to this RFP will be the primary source of information used in the evaluation process. Therefore, Providers are advised to be as thorough as possible. The County reserves the right to (i) contact the Provider for clarification; (ii) contact any current and past users of the Providers services. Following receipt of written proposals, the County may therefore select those proposals which, in the judgment of the County, qualify as finalists and request those providers to make an oral presentation to the County prior to the final selection.

Proposals determined to be responsive will be selected for evaluation on the basis of the most advantageous combination of monetary and other considerations as determined in the sole judgment of the County.

Contract negotiation will be initiated with the selected lowest responsive responsible Provider. If County staff determines, at any time, that negotiations are not progressing in a satisfactory manner or that it is not possible that final terms will be reached, County staff may initiate negotiations with other Provider(s). The County may set a limit on the maximum period of time for negotiations with any Provider. Alternatively, the County at any time may elect to negotiate simultaneously with more than one Provider.

## 13. Evaluation Criteria

The evaluation criteria that will be used by the evaluation team are provided below. The County reserves the right to modify the evaluation criteria or waive portions thereof. Proposals will be evaluated based on the Provider's ability to meet the performance requirements of the RFP including all schedules and attachments. To be deemed responsive, it is important for the Provider to provide appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. Proposals must contain information specifically related to the proposed services and specifically requested herein. Proposals will be evaluated on the following major categories:

- Acceptance of the Terms and Conditions

- Response to questions as part of the Proposal
- Cost Effectiveness and Value of the Proposal
- Customer Service
  - Delivery
  - Installation
  - Training
  - Warranty
  - Supplies
  - Maintenance
  - Repair Service
- Provider Qualifications and Experience
- Ability to work with current credit card/debit card/e-check vendor, Forte`

The County will evaluate the proposals for compliance with the terms and conditions, requirements, and specifications stated in this RFP. Regardless of the exceptions taken, Providers shall provide pricing based on the terms set forth in this RFP. Providers will be compared in terms of the extent the system offered meets functional and operational requirements, and the mandatory requirements.

**14. Contract with Successful Provider**

Any or all statements contained in the proposal or made during the negotiations shall be incorporated into the contract for service.

**15. Terms of Contract**

Proposal will be provided with the cost of the unit and any service, maintenance or use fees. As to ongoing cost the initial term of the contract will be three years, and at the County's option may be renewed for additional successive one year terms. Any changes to the contract must first be agreed to and accepted in writing by the County and the Provider.

**16. Payment**

The Provider shall submit one consolidated invoice after setup and delivery of the unit. For any ongoing expenses, the County should be invoiced no more than once each month for services performed the previous month or one consolidated invoice each quarter for services performed the previous quarter. The County shall pay the Provider within thirty days of the receipt of a correct invoice.

**17. Termination of Cause/Appropriation of Funds**

The County may terminate the contract upon 30 calendar days via written notice to the Provider if the Board of County Commissioners, at any time, fails to appropriate moneys for the purpose of providing these services.

The County may terminate the contract if the Provider:

- Fails to fulfill any of its obligations or duties under the contract.
- Is adjudicated bankrupt, is subject to the appointment of a receiver and fails to have the receiver removed within 60 days, has any of its property attached and fails to have removed such attachment within 60 days, becomes insolvent or is unable to pay its debts when they come due.
- Fails to obtain or maintain the insurance policies and endorsements as required by

the contract; or fails to provide the proof of insurance as required by the County.

- The County may terminate the contract upon the Provider's default of any material duty or obligation of the Provider under the contract and the Provider's failure to cure such default within 30 calendar days of the County's written notice of such default. If the default is not capable of cure within 30 days, the Provider will provide written notice to the County together with a schedule of cure within 15 calendar days, and diligently will begin action to cure the default. The County may accept the Provider's schedule of cure, may make a written demand that the Provider cures the default within a time period set by the County, or may terminate the contract at the end of the 30 day default period.

## **18. Failure to Provide Service**

1. If the Provider fails to provide services as described in its contract on any day (or days) for which the contract calls for service to be provided, the Provider will be in default, and the County may take any of the following actions:
  2. Employ such means as it may deem necessary and appropriate to continue work until the matter is resolved and the Provider is again able to carry out operations under the contract.
  3. Deduct any and all operating expenses incurred by the County from any monies then due or to become due to the Provider and, should the County's cost of continuing the operation exceed the amount due the Provider, collect the amount due from the Provider and also assert a lien on all real and personal properties of the Provider.
  4. The Provider agrees that monetary damages are not an adequate remedy for the Provider's failure to provide services required by its contract, nor could monetary damages be the equivalent of the performance of such obligation and, accordingly, the Provider hereby consents to legal proceeding seeking specific performance of such obligation of the Provider in a court of competent jurisdiction within the State of North Carolina.

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## **19. Provider's Responsibilities**

### **Familiarity with the Laws and Ordinances**

1. The Provider declares that they have complied with all federal, state, and local laws regarding business permits, certificates, and licenses that may be required to carry out the services to be performed under this agreement including, but not limited to, being duly licensed by the N.C. Secretary of the State to transact business in N.C.
2. The Provider agrees to comply with all state and federal occupational safety and health laws, regulations, and standards relating to the services covered by the contract.



3. The Provider is not eligible for workers compensation under Forsyth County's policy while performing the contracted services for Forsyth County.
4. Furthermore, the Provider agrees to protect, defend, indemnify, and hold Forsyth County, its officers, employees, and agents free and harmless from any and all losses, penalties, damages, settlement cost charges, professional fees or other expenses or liabilities of every kind and arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind in connection with or arising out of this or any future agreements and/or the performance growing out of injury to the Provider or Provider's agents, servants, employees, subcontractors, or suppliers. The Provider agrees to investigate, handle, respond to, provide defense for all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and defend them at his sole expense and agrees to bear all other costs and expenses related thereof. These terms apply to this or any future agreements the Provider may have with Forsyth County.
5. The Provider shall not be treated as an employee with respect to the services performed hereunder for federal or state tax, unemployment or workers' compensation purposes. The Provider understands that neither federal nor state, nor shall payroll tax of any kind be withheld or paid by the County on behalf of the Provider or the employees of the Provider. The Provider fully understands and agrees that the Provider is fully responsible for the payment of all and any taxes arising from the payment of monies under this agreement.

## **20. Personnel Administration**

1. Character and Conduct of Employees
2. The Provider's employees, who normally come into direct contact with the public or County employees, will be clearly identifiable through such means as uniforms with name badges, name tags, or identification cards.
3. The Provider will assure that its employees serve the County employees in a courteous and helpful manner. All employees of the Provider shall refrain from belligerent behavior and/or profanity. Correction of any such behavior and languages will be the responsibility of the Provider.
4. In the event a report is received alleging an employee(s) of the Provider was discourteous, belligerent, and profane or in any way intimidating, either physically or verbally, the Provider will submit a written report to the County outlining the complete details of the incident. The report will include the nature of the incident, time, date, and location, and name and telephone number of the person alleging the violation. The report shall also include the name and title of the employee and what disciplinary action, if any, was taken. If the employee of the Provider is the subject of repeated or egregious allegations of the type described above, the County may request that the employee be barred from further work for the provider in connection with the contract.
5. No employee shall disturb or otherwise interfere with property that is not needed in the proper execution of their duties.

## **21. Force Majeure**

It is mutually understood and agreed upon that the Provider shall be relieved of its obligations under the contract during any period or periods of time when acts of God, war or public enemy render impossible its performance under the contract. In case of such a Force Majeure, the Provider shall give the County prompt telephone notification followed by written notice of the particulars and estimated duration of Force Majeure. The Provider must make reasonable effort to resume service as soon as possible if an act of God or other catastrophe terminates or reduces services. Strikes, slowdowns, walkouts, lockouts, industrial disturbances or other disputes are not excused under this provision. In the event that any of the aforementioned should occur, the Provider will be held responsible for meeting its obligations under the contract.

## **22. Amendments to the Contract**

Any changes in the contract must be mutually agreed upon by the parties and must be incorporated by written amendments to the contract. The County Manager, or his designees, will have the authority to amend the contract on behalf of the County.

## **23. Laws to Govern**

The parties acknowledge that the contract is made and entered in Forsyth County, North Carolina, and will be performed in Forsyth County, NC. The parties further acknowledge and agree that North Carolina law shall govern all the rights, obligations, duties and liabilities of the parties under the contract, and that North Carolina law shall govern the interpretation and enforcement of the contract and other matters relating to the contract (all without regard to North Carolina conflicts of law principles). The parties further agree that any and all legal action or proceedings related to the contract shall be brought in a state or federal court sitting on Forsyth County, North Carolina. By executing the contract, the parties submit to the jurisdiction of said courts and hereby irrevocably waive any and all objections which they may have with respect to venue in any court sitting in Forsyth County.

## **24. Cost Increases**

No pricing adjustments are automatic. Any pricing variation for labor, materials, supplies, etc. or any item must be anticipated and included in the proposal.

## **25. Utilities**

The County will provide electrical service and network connections for the equipment installed at the beginning of the contract. If the County requests changes in the equipment that requires changes in the electrical service, or network wiring, the cost will be the responsibility of the County.

## **26. Reporting**

- The Provider will provide the following information monthly to the County; the County and the Provider will jointly agree on the format of the detailed report of any ongoing expenses to be sent every month or agreed upon pay cycle.
- A detailed daily and on demand report, must be available to the County for cash reconciliation purposes. The County and the Provider will jointly agree on the format of the detailed reconciliation report. ► Please describe your capabilities to meet this requirement. If available, please provide mock up of standard report(s).

## 27. Training

The Provider will provide documentation on how to operate the Kiosk and provide training on the use of the Kiosk. The training program must include instruction on how operate the equipment from a Payer prospective, handle the money in the machine and troubleshoot routine issues such as replacing paper and ink. Indicate what, if any, ongoing support that is provided in regards to the use of the Kiosk.

## 28. Functional Requirements

- Unit must be able to provide exact change which will require the unit dispense coinage.
- Unit must work in conjunction with the County's credit/debit and e-check provider Forte`.
- Must provide reports for the purpose of balancing cash transactions.
- Unit must have any necessary software to make it work with Forte` payments. Software/Process to search for tax bills and make payments should be easy and intuitive for the payer regardless of payment method.

## 29. Proposal must include the following information:

- The life expectance of the units quoted.
- What the maximum amount of money/transactions the kiosk can accept. Does it provide notice when a pick-up is needed?
- Limit, if any, on how large of a transaction can be processed at one time.
- Price for Kiosk. If available, provide pricing options with and without a recycler.
- Include information regarding how much money can be loaded into the unit for change and whether or not the machine provides notice when change is low.
- How checks will be handled with the unit.
- What denominations will the unit accept as payment and what will it dispense as change? Could a payer select the change denomination?
- It is a requirement that the machine be able to dispense correct change. Provide information on how unit dispenses coinage.
- Describe how the kiosk will interact with Forte` system and tax system to collect taxes and fees. Include any software or development needed.
- Will the kiosk be able to read a barcode to locate bills?
- Must be able to pay multiple bills at time. How is this handled with each payment option?
- Can the kiosk be branded?
- Provide images of kiosk option(s).

- What does payer receive as acknowledgement of his/her transaction with the Kiosk? Is there an electronic option?
- If the transaction confirmation verbiage is not customizable, provide example of wording.
- Any transactional fees for using the Kiosk – Provide fee structures/options. (Do not include Forte` processing fees.) Fees for cash transactions cannot be incurred by tax payer, what options are available to invoice the County for cash transactions? Please include fee structure if County wants to absorb all Kiosk transaction fees.
- Describe cash balancing process.
- What reports will be generated for the balancing of cash transactions? Please provide an example.
- How will cash transactions be updated in tax system? Is there a file to process or will it be handled manually through some type of report. If report, please provide sample.
- How maintenance is handled and the fees associated with maintenance.
- How service is handled in the case of unit breakdown.
- Provide all specification of the unit which includes dimensions, electrical and connectivity needed. Provide mock-up or picture of unit.
- What paper, ink or other consumable supplies will be needed by the unit. Provide usual cost for these supplies.
- Where the service door is located.
- Does the unit require service by armored transport? Is this optional?
- How long from decision date will it take to receive the kiosk?
- Any charges for delivery, set-up and installation of the unit. All cost for initial setup must be included in the proposal as well as any ongoing charges.
- Provide information on how information is secured on this machine.
- What warranty comes with the unit?
- What assumptions or requirements does the bidder have in regards to this proposal?
- What payment options will be available - partial, full, is there a minimum?
- Provide a description from payer’s prospective of transactions.
- Must provide the following information:
  - Kiosk cost

- Software cost and any ongoing fees associated with it (up to 3 years)
- Warranty and maintenance fees
- Hosting and Support
- Set-up and delivery
- Any ongoing transaction fees or any fees not specifically identified but is ongoing cost of unit (Up to 3 years)

**28. Exceptions or Alternatives**

This RFP sets forth the County’s requirements for the Payment Kiosk. In order to ensure that the County’s requirements are met and to facilitate uniform evaluation of proposals, each prospective Provider must present a proposal that incorporates all the terms and conditions set forth in this RFP without exception. At the same time, the County is interested in receiving and a Provider may elect to offer alternative terms and conditions it believes would be beneficial to the County. Such alternatives must be separately identified and the service and cost implications clearly delineated in the Provider’s proposal. Briefly explain other value added technology, service, or software to enhance productivity that is over and beyond the requirements of these specifications that your company could offer the County.

Failure to comply with any of these provisions for the length of the contract will be constructed as a breach of material duty.

**29. Technology Upgrades**

Pricing for technology upgrades may be included in the Proposal. ► Please provide details, including the cost of any foreseeable technology upgrades in your response. Pricing for new technology may be priced per month or on one time initial cost depending on the nature of the technology upgrade.

**30. Equipment Installation**

The Provider must include, as part of the equipment installation, all supplies needed for the equipment to ensure that it is fully operational at the time of startup; this includes toner and paper where applicable. The Provider must include an operation manual. The Provider is responsible for ensuring the machine is fully operational before it will be accepted by the County. The Provider will be responsible for removing any and all packing and debris associated with the delivery and installation of the equipment. Any labor, materials and/or equipment which is not in the bid documentation or specifications herein, but is necessary and/or incidental to completing the entire installation, as intended, must be furnished and installed by the provider at no additional cost to the County.

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