

# CUYAHOGA COUNTY

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# BOARD OF HEALTH

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**RFP #2024-01**  
**Payment Card Merchant Services**  
**Pre-Bid Webinar Meeting Notes**  
**& Questions and Answers**  
**October 17, 2024 at 10:00 A.M.**

**Presentation**

Judy Wirsching presented and reviewed the power point presentation for administrative requirements.

Judy Wirsching was present to answer questions related to the project/services.

The Pre-bid conference PowerPoint presentation may be viewed at the Board website at [www.ccbh.net](http://www.ccbh.net) by clicking on the “Business” tab on the home page.

**Questions & Answers:**

**Q1.** What is the reason behind the RFP? Is there a challenge or shortcoming looking to be solved?

**A1.** CCBH does not currently accept credit card payments from customers/clients. There is no existing system in place.

The challenge or shortcoming to be solved is that CCBH needs to be able to accept all forms of payments from customers/clients, including credit card payments.

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**Q2.** What is the annual dollar volume processed for card and ACH? Can you split volumes between card and ACH? Can you provide the dollar volumes for each channel? (point of sale/online/IVR/other)

**A2.** This information is not available because CCBH does not currently accept credit card payments.

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**Q3.** Do you offer PIN debit?

**A3.** We do not accept any form of credit card or PIN debits at this time. CCBH would like to offer this form of payment method to consumers/clients.

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**Q4.** Do you apply a Service Fee and pass to the end user to any transactions? If not, are you interested to learn more?

**A4.** Any fees will be passed to the end user on all transactions. CCBH will not assume any of the service fees. We would be interested to learn more.

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**Q5.** What is the annual transaction volume processed for card and ACH? Can you split volumes between card and ACH?

**A5.** This information is not available because CCBH does not currently accept credit card payments.

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**Q6.** Please provide a list of all hardware/terminal's currently being used. What are the challenges or shortcomings related to existing hardware or current process? Are the terminals stationary or mobile? Are the terminals fully integrated with the gateway?

**A6.** CCBH does not currently accept credit cards. Therefore, we can't provide hardware/terminals currently being used.

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**Q7.** Are there any payment channels you would like to add, such as: text-to-pay, email link-to-pay, bill portal to present invoices, etc.?

**A7.** We would like to understand all payment channels and then decide what payment channels to offer that will best serve our customers/clients.

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**Q8.** Can you talk about the API integrations that are currently being used? What system/software are you currently integrated with your payments platform?

**A8.** We do not currently accept credit cards. Currently, we will need the system to integrate with two of our systems. The systems are Healthspace and Azalea. Healthspace is used for our Environmental Public Health programs such as Food Establishments, Household Sewage, Pools, etc. Azalea is our electronic medical record system for our clinical services.

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**Q9.** What is your reconciliation process?

**A9.** We do not have one because we do not currently accept credit card payments.

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**Q10.** Do you have all the reports needed to reconcile quickly and accurately?

**A10.** We do not have reports because we do not currently accept credit card payments.

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**Q11.** Are there any initiatives mandated for the DOH?

**A11.** Not exactly sure what is meant by this question. CCBH does have mandated programs that have a revenue base such as Food Service, Pools and Body Art.

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**Q12.** Do you have any monthly volumes for processing?

**A12.**

Service Area (Department)	Payment Type	Estimated Annual Transaction Volume	Estimated Total Annual Revenue	Average Transaction Amount
Environmental Public Health	Household Sewage	7000	\$1,015,000.00	\$145.00
Environmental Public Health	Food Establishments	5000	\$1,870,000.00	\$374.00
Environmental Public Health	Pools	600	\$330,000.00	\$550.00
Environmental Public Health	Body Art	110	\$66,000.00	\$600.00
Environmental Public Health	Animal Venue	80	\$12,000.00	\$150.00
Environmental Public Health	Rabies Tags	55	\$4,125.00	\$75.00
Environmental Public Health	Haulers, Installers & Service Providers	111	\$17,760.00	\$160.00
Nursing & Clinical Services	Vaccinations	200	\$18,000.00	\$90.00

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**Q13.** How is the County currently processing in-person transactions? What are the pain points?

**A13.** CCBH currently processes in-person transactions by accepting cash or checks. These transactions are batched daily and taken to the County Treasurer's Office for deposit.

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**Q14.** How many annual transactions does the County accept for each department taking part in this RFP?

- What is the breakdown of transactions by dept type (cash, check, card)? **Do not have information available.**
- What is the breakdown of transactions for in-person vs online? **All transactions are in-person or by mail.**
- What is the average dollar amount per transaction for each department? **See chart in question #12.**
- What is the current fee structure for credit/debit cards and checks/eChecks? **Do not have information available.**
- Does the County absorb fees or does the end user pay them? **User pays them.**
- What are all the different bill types for this project (i.e. child support, taxes) **See chart in question #12.**

**A14.** CCBH does not currently accept credit cards. Therefore, many of the information requested in these questions cannot be answered. See responses to questions after the stated question above in bold.

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**Q15.** What are the pain points or challenges the County experiences with their current online vendor?

**A15.** No pain points because we do not currently have a system that accepts credit cards.

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**Q16.** If the County were to change anything about their current online vendor what would it be?

**A16.** Not applicable. We do not currently have a system that accepts credit cards.

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**Q17.** How many POS terminals is the County looking for? How many different locations does the County need terminals at?

**A17.** We would need 2 stationary POS terminals at CCBH's main office location (and preferably one extra in case a terminal does not work).

We also need 1 POS terminal for a satellite clinic. It is undetermined at this time if this POS terminal should be stationary or mobile.

Finally, we would need 1 mobile POS terminal for our mobile unit.

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**Q18.** Who is the County's depository bank?

**A18.** Key Bank

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**Q19.** As part of the Scope for this project are we (the vendor) going to be in scope of any HIPAA data?

**A19.** We do not believe that the vendor will be in scope of any HIPAA data but if it is determined to be the case, the vendor will be required to sign a Business Associate Agreement.

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**Q20.** Specifications require that the vendor be able to support recurring payments including the ability to automatically charge customers on a regular basis. What type of recurring transactions does the County have a need for auto pay functionality and how often do customers need to be billed?

**A20.** CCBH would like to strike this specification as a requirement. We do not have a need at this time for this feature.