

ORANGE COUNTY COMPTROLLER RESPONSE TO PROPOSER QUESTIONS FOR RFP #2016-02-OR

#	Proposers question	Comptroller's Answer
1	Is RFP 2016-02-OR being driven by the County Tax Collector or the Clerk of the Court?	Neither, it is driven by the Orange County Comptroller Office.
2	Under Scope of Work, regarding number 12, what is the extent of the interface you seek between the contracted proposer's auction application and Tyler's TDSM? For example, would a nightly data load of information on your FTP site in csv format be sufficient or are you looking for a real time interface with Tyler's TDSM. Please advise what would specifically constitute an "effective" interface and what are the acceptable formats.	An XML format is envisioned as the acceptable format. We are looking for a system that is user-friendly with minimal time lag in updating our current TDSM. We are providing the opportunity for the proposer to provide their systems advantages in this area.
3	Under Scope of Work, regarding number 14, you state that contracted proposer must provide a means for a bidder to send a wire transfer from the bidder to the Comptroller's bank account. Since all funds must be deposited in a public depository (paragraph 16(a)), can you confirm that you are just looking for the auction system to be able to account for payments made by wire to the Comptroller and not that the contracted proposer take in the wired funds and then subsequently deposit them with the Comptroller?	Yes, funds will be deposited with the Comptroller, not the selected vendor. The vendors system will only facilitate the process.
4	Under Scope of Work, regarding number 14, you state that registered bidders will not be permitted to initiate ACH debits on the Comptroller's bank account. Does this mean that you will not allow electronic ACH deposit refunds to be permitted? Would ACH deposit refunds be permitted if, prior to the refund, Comptroller was able to approve/initiate the refund process through the contracted proposer's auction application? If ACH refunds are not permitted, how do you envision the ACH deposit refund process working? Will the deposit refund process be initiated with the auction application electronically noticing the Comptroller of the refund request and the Comptroller then handling the request manually by cutting a refund check.	ACH Debit is not acceptable, only ACH Credit. Refunds will be by check (10-25 days). Such requests should be initiated through the auction application and pass that request to the Comptroller for processing.

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5	Under Scope of Work, regarding number 16, will you be permitting deposits and/or final payments to be made by credit cards? If a convenience fee/surcharge is not permitted with credit card transactions, who will absorb the associated interchange fees? How do you envision payment by credit cards working and how do you envision utilizing your epayment provider Wells Fargo in this process?	Credit cards will not be an acceptable form of payment .
6	Under Scope of Work, regarding number 17, it states that the application must allow for the withdrawing of bids before an auction begins. How long before the auction begins does the Comptroller want to accept bids and at what point would bids no longer be allowed to be withdrawn?	We anticipate having a requirement for ACH deposits to be in place 3 day prior to the sale. Bids can be accepted once the sale is set and the minimum bid has been finalized. Withdrawal of bids must be processed prior to the start of bidding.