

COUNTY of KANE  
**PURCHASING DEPARTMENT**  
**KANE COUNTY GOVERNMENT CENTER**

**Theresa Dobersztyn**  
Interim Director of Purchasing

719 S. Batavia Ave., Bldg. A, 2<sup>nd</sup> Floor  
Geneva, Illinois 60134  
Telephone: (630)232-5929  
Fax: (630) 208-5107



January 13, 2015

**ADDENDUM 3**

**Bid No. & Title: 04-015 Electronic Payment Card and ACH Tax Collection Services**

The attention of bidders is called to the following changes, clarifications and/or additions/deletions to the original bid document and they shall be taken into account in preparing the BID and shall be part of the contract.

**CLARIFICATION**

1. What is the current convenience fee for credit cards?  
**A. 2.27%**
2. Which bank is the County's banking services provider where funds are deposited?  
**A. The County has approximately thirty (30) banks with collector accounts. The main distribution bank is Chase Bank.**
3. Please supply the number of e-check returns in the last 12 months, if available.  
**A. The County had one chargeback during this time.**
4. Please supply the number of chargebacks in the last 12 months, if available.  
**A. The County had two-hundred (200) chargebacks on lockbox payments.**
5. The RFP asks for "annual sales volume" in the Company Background portion. Is the County looking for volume of electronic payments processed?  
**A. Yes.**
6. Page 1 of 7, 1.2, Bullet Point, how does the Treasurer's current Zing Card system handle the separation of transactions for the tax payment and the fee processing payment? Does each transaction require a separate card swipe?  
**A. One swipe for two separate transactions.**

7. Page 8 of 9, C.02; how would the County prefer to receive certification on responses to items C.02.1 through C.02.4?
  - A. **Through the USPS mail.**
8. Attachment B pg. 9 or 14; 4.3; how does the County define misdirected payment? Is a misdirected payment considered one of the following: an error by a County staff member, customer or both; payment with an incorrect routing number and/or bank account number? Please clarify.
  - A. **An incorrect routing number or an incorrect bank number would be considered a misdirected payment.**
9. Attachment B pg. 11 of 14; 5.5; please list all of the tax programs that are included in this RFP?
  - A. **The property tax program utilized by Kane County is Devnet.**
10. Attachment B, pg. 12 of 14; 5.8; please provide a copy of Exhibit 1, Wire Transfer Service Schedule. Please list the abilities that the County expects of vendors for reconciliation to New York state's accounts. Please define dishonorment. Is dishonorment similar to a chargeback? How does the County currently handle chargebacks, including notifications? Is the New York State bank account under the County's ownership and/or control? Is this the account to which the County will require funds to be deposited?
  - A. **The Treasurer is not sure what all of the references to a hypothetical New York Bank are about. Kane County is located in Illinois and we disburse funds to local government entities in Kane County, Illinois. A dishonorment and chargeback are considered to be synonymous.**
11. Regarding clarification on question 5 from Addendum 2, we do not require collateralization on collector accounts. They are not part of the County's financial policy. They are not County funds until distributed to the County.
12. Attachment B pg. 12 of 14; 5.9; does the County want to receive notification following a second dishonorment?
  - A. **Yes.**
13. Can you please clarify what type of account the County is referring to in Section V-Accounting and Reporting? Is this a bank account, customer account, the County's tax program accounts or otherwise?
  - A. **This refers to a checking account.**

Please respond accordingly and confirm your receipt of Addendum 3. If you have any additional questions, please fax to (630) 208-5107 or via e-mail.

Sincerely,

Theresa Dobersztyn, C.P.M., CPPB  
Interim Director of Purchasing