

COUNTY of KANE
PURCHASING DEPARTMENT
KANE COUNTY GOVERNMENT CENTER

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January 10, 2019

ADDENDUM 1

Request for Proposal: #06-019

Title: Electronic Payment Card & ACH Tax Collection Services

The attention of all plan holders is called to the following question received before the deadline of January 16, 2019. Answer follows the questions below in **bold**:

1. Why is the County looking to change payment providers at this time? What payment processes would the County like to change or what new features would it like to implement with the new system? **Contract Expires**
2. What is the County's rate of online payment adoption through its current online payment provider? **2.35% for credit cards and 1.19% for debit cards.**
3. Does the County currently have, or has it considered, a self-service online process that allow payers to create their own payment plan for property taxes? **No**
4. Does the County currently have, or as it considered, a self-service online process that allows payers to schedule automatic recurring payment using saved remittance? **No**
5. Does the County currently have, or has it considered, a self-service online process that allows payers to opt into paperless billing? **No**
6. Does the County currently have, or has it considered, the ability to deliver not just one, but multiple email reminders to payers of each open invoice prior to its due date? **No**
7. Does the County currently have, or has it considered, that ability to deliver SMS text reminders to payers of open invoices? **No**
8. Does the County currently allow, or has it considered, cash payments at local retail stores (e.g. CVS, 7-Eleven, Family Dollar) to alleviate foot traffic in County offices? **No**

9. Does the County currently have, or has it considered, kiosks to accept walk-up payments? **No**
10. Does the County currently receive paper checks from banks as a result of customers paying their bills, online through their banks web site? Would it like to receive fewer paper checks? **Yes, we do receive paper checks, we are not interested in ACH payment initiated by the customer's personal bank account.**
11. Does the County currently have or has it considered, the ability to payers to pay multiple invoices, even from different billing systems, in a single transaction? **We currently have this ability.**
12. Does the County currently have, or as it considered, the ability to pay non-invoiced County fees for permits, licenses, and other County transactions online? **N/A to this current RFP.**

Please acknowledge receipt of this addendum in the space provided on Page 19 of the Proposal document. Thank you for your interest in the Kane County procurement process.

Sincerely,

Maria C. Calamia

Maria C. Calamia, CPPB
Assistant Director of Purchasing