

COUNTY of KANE  
PURCHASING DEPARTMENT  
KANE COUNTY GOVERNMENT CENTER

Theresa Dobersztyn, C.P.M., CPPB  
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



March 8, 2016

**ADDENDUM 2**

**Request for Proposal #14-016**

**Title: Electronic Check and Credit/Debit Card Services**

The attention of all plan holders is called to the following questions which were submitted before the deadline of March 11, 2016 and have been answered below in **bold**:

1. Does the CityView Software have the ability to accept a post-back file? **Regarding the post-back file, we need to clarify exactly what you mean by post-back file. Is it an actual file of information that comes back that needs to have information recorded into CityView that may or may not need attribute fields to house the information, or is it a confirmation that a payment has been made, or is a file that verifies that the name on the card is valid, etc. As a matter of additional information, CityView would not allow that. Any lastly are there any specific formats that are requested for the post-back file?**
2. What gateways are being used and are there any POS terminals being used? **Gateways would need to be established with CityView and New World. Other gateways may need to be established for other departments who do not use CityView and as noted previously we currently do not use any POS terminals.**
3. Page 16/"G" Anticipated Transactions: How many transactions make up each of the annual amounts that were collected in 2014 for the Health Department, Division of Transportation, County Board, Development and Community Services and Environmental Management and all subcategories? **We do not track the number of transactions for each of the annual amounts as they reflect a large number of types of permits, licenses, and other items. In addition, fees vary from \$50 per transaction to thousands of dollars depending on the function. To provide an example, the Development Department issues Special Events permits where the base fee is \$50 and can go as high as \$1,000. The County Board processes about 50 liquor licenses a year with fees ranging from \$75 to \$3,050. Each department is unique in amounts of fees and number of transactions. In addition, other departments may want to also use credit card processing, and may come on board at a later time.**
4. Page 14/"D" denotes that no convenience fee of service fee may be collected from the constituent or the County for ACH transactions. Does this pertain to the Health Department only? May we charge a convenience fee or service fee for all other entities? (i.e., County Board Office, KDOT, Office of Development and Community

Services, Division of Environmental Management). **If there are convenience or service fees, the fees, the fees must be paid by the citizen and not the County for all offices and departments and not just the Health Department.**

5. Please provide the average ticket currently processing credit/debit transactions for the Health Department. Would \$1,067,000 be the annual gross dollar amount processed in the Health Card Department? **Please clarify what you mean by the average ticket. The number of transactions by department in the RFP is the annual gross dollar amount of their transactions and not their credit card transactions. Since the Health Department is the only department who takes credit cards (and only for online transactions), we cannot determine how much of future gross fees would be paid electronically.**
6. Page 10 Section C.04..G. The estimated transaction dollar amount provided...Does it refer to the annual dollar amount of permits or fees? **For the estimated transaction dollar amount provided—the numbers provided refer to the total annual amount of fees collected for functions that are currently performed in CityView. Some of these departments also would like to accept credit cards for functions not performed in CityView. We do not have total dollar amounts available on these functions.**
7. Page 15 III.A Please provide number of county offices interested in a POS along with estimate of annual dollar amounts w/average ticket that would be processed via the POS terminal. **There are 4-5 different County buildings that may desire to have POS equipment that is shared among departments or some departments may desire to have their own equipment. Others may not want any equipment. As the functions and foot traffic various by department, the decision to use POS function will be determined once the costs of equipment and service needs are evaluated. We do not have any history of annual dollar amounts and thus cannot provide accurate information regarding the total of average ticket that would be processed via a POS terminal.**

Please acknowledge receipt of this addendum in the space provided in the proposal document on page 2. Thank you for your participation in the Kane County procurement process.

Sincerely,

*Maria C. Calamia*

Maria C. Calamia, CPPB

Assistant Director of Purchasing