

COUNTY of KANE
PURCHASING DEPARTMENT
KANE COUNTY GOVERNMENT CENTER

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March 14, 2016

ADDENDUM 3

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. What is driving this RFP? Is the county wanting something that is not offered or is this a mere formality because the current RFP is up for renewal? **Our State's Attorney determined that it would be required for us to go out to bid based on the following: (1) the current contract the Health Department had with Official Payments had expired (2) the scope of work has changed to include other departments and more options for taking electronic payments as well as specific requirement for how those funds were to be allocated (3) need to interface with CityView software system. Specifically in answer to your question, the County is wanting something additional. Each RFP will be reviewed based on the criteria noted in the RFP.**
2. Can you please share the transaction counts that make up the dollar values for each department listed? **We don't have transaction counts for the amounts listed by each department, and we are not able to determine what percentage of costs will be paid by credit card at this time. We anticipate as we have more online application functionality the amount of the transactions will rise.**
3. Can you please share the breakdown between credit cards and debit cards for the Health Department? **We have not tracked that information to date.**
4. What is your target transition date? When do you want to go live with awarded vendor? **We will need to take electronic payments before we go live with our CityView Portal which is expected to be later in 2016. Some departments may want to go live as soon as possible after the RFP, while others may need to consider equipment costs and budget for FY2017.**
5. Are the departments looking for a one-time, immediate payment solution only or an enrolled model where the customer can set up a profile to schedule future dated payments? Is recurring payment functionality required? Bill presentment? **It is expected that a one-time immediate payment solution is what our departments are seeking. If there are options for an enrolled model where customers can set up a profile to schedule future payments, a response regarding that would be**

appreciated. Based on our current permitting/licensing user base, we don't anticipate a lot of activity under an enrolled model, but this may be something that could benefit a couple of departments or other departments in the future. Recurring payment functionality is not required nor is bill presentment.

6. Does the County have their own merchant account where card funds are settled from a processor or from the vendor? **No, we do not have a merchant account.**
7. Does the County plan to use your own originator for ACH payments or the vendor's originator? **We currently do not take ACH payments, and we will have to make a decision on the best option for origination of ACH payments. Please provide information in your response regarding this.**
8. On a scale from 1 to 10 with 1 being extremely unhappy and 10 being extremely happy, how would you rank your incumbent? **We were satisfied with the services provided by our current vendor. Our current vendor, Official Payments, has also been acquired by another company.**
9. Regarding pricing, are you looking for a fixed cost or are you wanting a cost (interchange) + proposal? **A fixed cost was anticipated.**
10. Are you wanting an ebill solution in this RFP? **No**
11. Do you currently have text2pay in your services or are you wanting to add it to the deliverables of this RFP? **We do not currently have text2pay services, and this may be added as a deliverable option to the RFP.**
12. Are you currently offering and in-bound IVR solution to your customer? If so, what is the cost to you, i.e. per minute charges or a flat fee and who is the vendor for that? **We currently do not offer an in-bound IVR solution.**
13. Are you currently offering and outbound IVR? If so, who is the vendor and what rate are you being charged? If not, would you like that solution for customer contact for bill and emergency notifications? **We currently do not offer outbound IVR. You may provide a solution for IVR if desired.**
14. What rates is the county currently being charged for various departments? Are all the rates the same or do they vary depending on department? **Various County departments and offices have contracts with other credit card vendors, i.e. Treasurer, Coroner, Circuit Clerk. Their agreements are not part of this RFP. We have not reviewed their individual contracts to determine their rates, but they note the fees as follows: The Treasurer's Office notes that there is a 2.35% fee for credit card processing and a 24 cent charge for e-check. The Circuit Clerk notes that there is a 4.75% convenience fee with a \$2 minimum for credit card payments. Not all offices taking credit cards are noted here.**

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