

## RFP # 2018 - 001 Electronic Payment Processing Services Reference Questions

1. What type of selection process did you employ – RFP, single source?  
GovPayNet was already a vendor utilized at the Jail
2. What other vendors did you consider?  
Credit card vendor with the bank we were using
3. On a scale of 1-5, with 5 being the highest, how satisfied are you with the skills of the people from GovPayNet who worked on this engagement?  
5
4. What one thing could GovPayNet have done to improve your overall experience with them?  
Timing was not the best with the implementation of a pay hike the day after Thanksgiving. Gary Mogged, Regional Manager was always there if we had an issue and the customer service is excellent. If you ever have to cancel a credit card transaction GovPayNet makes it so simple.
5. If applicable, on a scale of 1-5, with 5 being the highest, how satisfied are you with the vendor's call center functionality?  
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6. Would you hire this vendor again?  
Yes