

RFP # 2018 - 001 Electronic Payment Processing Services Reference Questions

1. What type of selection process did you employ – RFP, single source?
 - a. RFP

2. What other vendors did you consider?
 - a. Point and Pay
 - b. Vectra Bank
 - c. Payment Service Network
 - d. Platinum Age

3. On a scale of 1-5, with 5 being the highest, how satisfied are you with the skills of the people from MSB Government Services who worked on this engagement?
 - a. 5 – Extremely High Skill/Service

4. What one thing could MSB Government Services have done to improve your overall experience with them?
 - a. Don't know of anything; very smooth throughout implementation and deployment.

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?
 - a. Haven't needed to use call center; generally support has been my named contact – very timely and focused response.

6. Would you hire this vendor again?
 - a. Yes