

Q and A – 12/19/2017

Question # 1 - Is the County looking for pricing with the Proposal responses?

Answer – Yes.

Question # 2 – Are the processing fees for the electronic payments absorbed by the County, or are these assessed to the payers via convenience or service fees?

Answer – The processing fees are assessed to the payers.

Question # 3 – Would it be possible to get information on the current processing volume (either annual totals, or average monthly volume by type)?

Answer – Yes; see attached spreadsheet. Please note that it represents the total number and value of transactions processed by the Clerk's Office.

Question # 4 – Is it the County's intention to simply obtain payment processing capabilities for the current Call Center, or are you looking for the respondents to replace the current Call Center with their vendor-provided solutions?

Answer – The Clerk's Office desires to explore options to mitigate the workload of its current in-house Call Center through a vendor provided solution. However, all responses to the Request for Proposal will be considered.

Collier County, Florida
 Collier County Clerk of the Circuit Court
 Total Payment Transactions Processed for FY-2017 *
 October 1, 2016 - September 30, 2017

	Approx. Number of Transactions		Estimated Total Dollar Value		Avg. per Transaction
Court Related:					
Criminal	12,563	\$	4,389,329	\$	349
Traffic	35,634	\$	5,226,917	\$	147
Probate	10,867	\$	1,921,120	\$	177
Family	2,281	\$	653,801	\$	287
Juvenile	156	\$	15,219	\$	98
Civil	21,063	\$	28,402,830	\$	1,348
Non-Court Related:					
Recording	112,045	\$	108,922,663	\$	972
Value Adjustment Board	615	\$	9,200	\$	15

* - Please note that the Clerk's Office cannot guarantee that these activity levels will be maintained in the future.