

Q and A

1. Are the local databases that must be updated outside of the aforementioned vendor applications?

Answer - No. Databases are part of each separate application and are all hosted locally behind our firewall. All databases are SQL.

2. What is the target go-live date?

Answer – The target go-live date is August of 2018.

3. Section c. of the Terms and Conditions mentions “the Clerk’s current case management and cashiering software.” Are these two separate applications?

Answer - The Clerk uses multiple cashiering systems. Showcase (Court Case Management), COR (Recording), and AXIA (Value Adjustment Board).

4. Who is the current bank of the Clerk’s office for depositing ACH transactions?

Answer – The ACH transactions are deposited in the Clerk’s First Florida Integrity Bank concentration account.

5. Can the exhibit forms be made available as Word Documents?

Answer - Yes. Please contact Sue Barbiretti at 239/252-2745.

6. In the event that the proposer cannot meet a provision of the Terms and Conditions, where is the appropriate place to document that in the response?

Answer – Please indicate the exception on Exhibit B and return with proposal.

7. In regards to Exhibit B, what should be done if there are more than three total exceptions?

Answer – Include another copy of Exhibit B and indicate “Exhibit B - Continued” on the document.

8. Can the Clerk’s office provide an annual breakdown of credit card transactions by card type?

Answer – Please see attached spreadsheet.

9. Can the Clerk’s office provide annual volume for credit cards, debit cards and ACH for all transaction types?

Answer – Please see attached spreadsheet.

10. How many annual chargebacks does the Clerk’s office have?

Answer – The Clerk’s Office had 19 chargebacks (net of related adjustments) over the period 10/01/2016 to 9/30/2017.

11. What is the current fee charged to customers for credit card and ACH transactions?

Answer – Credit card customers pay \$5.00 per transaction and ACH customers pay \$.26 per transaction.

12. Does the Clerk's office currently charge an additional fee for in person transactions?

Answer – No; the Clerk's Office does not currently process in person transactions by payment card.

13. How are the credit card fees paid by the customer determined?

Answer – The Clerk's Office calculated an estimate designed to recover all costs associated with taking an online payment card transaction.

14. Is it the intent of the Clerk's Office that the pricing proposed include merchant processing fees?

Answer – Yes.

15. Is it necessary for the proposer to pay the credit card processing fees?

Answer – No.

16. Describe how payment is made by the Clerk's Office to Priority Payment Systems for credit card processing.

Answer – Card processing fees are debited to the Clerk's First Florida Integrity Bank concentration account on a monthly basis.

17. Does the Clerk's office currently take recurring payments?

Answer – No.

18. For scheduled payments, how are the payment schedules set up and managed?

Answer – The Clerk's Office does not currently collect scheduled payments by payment card or ACH.

Collier County, Florida
 Clerk of Courts
 Online Payment Card Processing (Criminal Fines and Traffic Citations) and ACH Payments
 Fiscal Year 2017

	Gross Sales	Number of Transactions	Per Transaction Average	Amount of Refunds	Submitted Net Sales	Amount of Adj/Chargebacks
Oct-16	\$ 220,847.41	1,208	\$ 182.82	\$ (540.00)	\$ 220,307.41	\$ (281.00)
Nov-16	199,742.42	1,089	183.42	(1,412.00)	198,330.42	(477.15)
Dec-16	180,736.71	995	181.64	(2,167.00)	178,569.71	-
Jan-17	224,915.40	1,164	193.23	(280.00)	224,635.40	(191.00)
Feb-17	231,523.95	1,213	190.87	(416.00)	231,107.95	(118.00)
Mar-17	232,768.69	1,283	181.43	(1,100.00)	231,668.69	(681.00)
Apr-17	202,750.56	1,107	183.15	(897.00)	201,853.56	(205.00)
May-17	191,654.81	1,026	186.80	(511.00)	191,143.81	(265.00)
Jun-17	243,411.46	1,314	185.24	(1,150.50)	242,260.96	(1,051.00)
Jul-17	253,706.45	1,330	190.76	(566.00)	253,140.45	(205.00)
Aug-17	279,654.20	1,461	191.41	(1,685.00)	277,969.20	(608.00)
Sep-17	225,245.83	1,109	203.11	(607.00)	224,638.83	(1,841.00)
Totals	\$ 2,686,957.89	14,299		\$ (11,331.50)	\$ 2,675,626.39	\$ (5,923.15)