

## Q and A

Question # 1 Please describe how the Vendor will receive the amount owed and the names of the citizens that owe fees & fines?

*Answer - The vendor will not receive databases/lists of customers and amounts due; this cannot be a batch process. Databases will be hosted by the Clerk and must be updated in real-time. We currently believe the most likely solution will involve web based payments: accomplished through a vendor API, and counter payments (face to face) accomplished by industry-standard, encrypted card readers; however, we are open to all proposals that minimize the Clerk's risks involved with PCI compliance. The call center process could use the existing Clerk's website for court balance inquires but since a real-time payment posting process is required, we understand that a custom balance inquiry service may also be desirable.*

Question # 2 What is the website that a citizen goes to pay a fee/fine?

*Answer(s) -*

*Link for court cases (Traffic and criminal fines):*

<https://epay.collierclerk.com/#/>

*Link for recording payments via ACH:*

<https://www.collierclerk.com/recording/erecording-login>

Question # 3 Please list out all of service/processing fees that are charged for all of fees & fines listed in this RFP.

*Answer – Attached please find a list of fees and fines collected by the Clerk's Agency. Processing fees are charged as follows:*

*Online Card Payments for Traffic and Criminal charges is \$5.00 per transaction. ACH payments processed through the e-recording functionality are charges \$.26 per transaction.*

Question # 4 Please list all vendor(s) that currently are utilized for making a payment on a fee/fine.

*Answer - Card payments are processed by Priority Payment Systems. The Clerk's Agency uses PayZang LLC and Forte Funding for ACH processing.*

Question # 5 Does the County want citizens (friends & family) to be able to make a payment on behalf of the person who owes the fee/fine?

*Answer - Yes; we currently accept payments on behalf. However, certain case/account information is necessary in order to make the on behalf of payment.*