

Q and A:

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.

Addendum Question

Question # 5 - Are the volumes listed on the Excel spreadsheet all transactions or all transactions via credit or debit card?

Answer – These volumes represent all transactions REGARDLESS of payment method.