

Q and A:

Question # 1 – Given that respondents will need additional information including transaction volumes to respond to this RFP and due to the holidays, would you be able to extend the RFP deadline?

Answer – The Clerk's Office does not anticipate extending the deadline.

Question # 2 – Would the Clerk be amenable to establishing a deposit account with the awarded financial institution to facilitate the settlement of transactions?

Answer – The Clerk's Office will consider all solutions as proposed and make a determination based on maximizing overall taxpayer benefit.

Question # 3 – Is this solicitation separate from a previous RFI for Credit Card Services issued by Collier County in December 2016?

Answer – Yes.

Question # 4 – In addition to the Clerk, are there other Collier County Departments that will utilize the services described in this RFP?

Answer – No, that is not anticipated at this time.

Question # 5 – When is your current contract scheduled to expire?

Answer – The current contract expires August 11, 2018.

Question # 6 – When do you expect to implement the services under consideration?

Answer – Our goal is to have the services under consideration in place at the time the current contract expires.

Question # 7 – What is the processing fee payers currently pay?

Answer – The current processing fee is \$5.00 per transaction.

Question # 8 – Of the "Total Payment Transactions" included in the Addendum, how many of those are currently processed using the online system?

Answer – Currently, card transactions are only accepted through the online system. Cards are not currently accepted over the counter. In addition, only criminal fines and traffic citations may be paid by card. Attached please find a spreadsheet showing total FY-2017 payment card transactions by month.

Collier County, Florida
Clerk of Courts
Online Payment Card Processing (Criminal Fines and Traffic Citations)
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)