

RFP # 2018 - 001 Electronic Payment Processing Services Reference Questions

1. What type of selection process did you employ – RFP, single source? Single Source
2. What other vendors did you consider? MyFlorida.com
3. On a scale of 1-5, with 5 being the highest, how satisfied are you with the skills of the people from nCourt who worked on this engagement? 5
4. What one thing could nCourt have done to improve your overall experience with them? Nothing comes to mind. We have always had great service and communication.
5. If applicable, on a scale of 1-5, with 5 being the highest, how satisfied are you with the vendor's call center functionality? 4
6. Would you hire this vendor again? Yes