

RFP # 2018 - 001 Electronic Payment Processing Services Reference Questions

1. What type of selection process did you employ – RFP, single source?

We used a single source. We engaged nCourt and completed implementation in the fourth quarter of 2012

2. What other vendors did you consider?

We did not consider any other vendors during this process.

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?

Definitely 5. Working with nCourt from the sales team, to local contact, development and help desk has been very good. They always respond and are quick to resolve any questions or issues. We have not engaged the call center directly.

4. What one thing could nCourt have done to improve your overall experience with them?

nCourt expanded our online presence for paying court fines and fees. We moved to paying traffic outside of the 20 day and included options for school election, partial payments, partial payment plans. The biggest impact was true integration with our software vendor for auto cashiering and posting the transactions. Now the clerks only have to review and complete the process like a D6 release if required.

Using nCourt and marketing the online credit card dramatically reduced the foot traffic at our payment windows. Since implementation we have processed over 23,337 online transactions with a total of 4.5 million dollars.

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?

We have not directly engaged the nCourt call center, however, from a clerks perspective whether it is information technology or the comptroller division we have enjoyed good experiences with the support department.

6. Would you hire this vendor again?

Yes. We are currently engaging nCourt to develop new initiatives which will better assist our citizens and the office.