



**BOONE COUNTY, MISSOURI**  
**Request for Proposal #: 26-05JUL11 – Electronic Payment Processing for the Boone  
County Collector of Revenue (Credit Card and E-Check)**

**ADDENDUM #2 - Issued June 14, 2011**

This addendum is issued in accordance with the Introduction and General Information in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum **should** be acknowledged and submitted with Offeror's *Response Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

The County received the following questions and is providing a response below:

- 1) **Question:** Will a word version of the RFP be made available to the respondents?

**Response:** Offerors may e-mail [mbobbitt@boonecountymo.org](mailto:mbobbitt@boonecountymo.org) to request a Word version of the RFP.

- 2) **Question:** Can you confirm what company currently provides your merchant services

**Response:** Greek Management Inc. for mailed and pay in-person transactions. Official Payments Corporation for online and IVR transactions.

- 3) **Question:** Is the merchant contract available for review?

**Response:** There is not a current, existing contract.

- 4) **Question:** How many departments/locations are collecting tax payments?

**Response:** This RFP is for the office of the Boone County Collector of Revenue only.

- 5) **Question:** Can you confirm that the financial data provided in RFP section 3.1 Background or 5.1 Fees, represents the entire volume of card and e-check transactions collected from the gross tax revenue referenced in Addendum #1 (Personal Property = \$23,222,719.03 and Real Estate \$116,949,685.67)?

**Response:** The financial data provided in RFP section *3.1 Background* represents the actual credit card and e-check usage for the collector's fiscal year ended 02/28/2011. The data provided in *5.1 Fees* are estimated usages to be used by the Offeror to provide a fee schedule. The tax revenue referenced in Addendum #1 represents the gross tax revenue collected from all payment mediums - check, cash, money orders, credit cards and e-checks.

- 6) **Question:** Can the County provide a breakdown by card type (VISA/MasterCard/Discover/American Express)?

**Response:** Not at this time

- 7) **Question:** Within 3.2. e&f, can you confirm that the County is not presently assessing a convenience fee through the USPS or Payment In-Person channels?

**Response:** There is a 3.90% convenience fee assessed to the taxpayer for credit card payments received via mail or paid in-person. This fee is not charged or retained by the County; but rather by the 3rd party payment processor.

- 8) **Question:** Can you clarify the term on-line method in 3.2.e&f?

**Response:** It is anticipated that payments received via mail or paid in-person would be processed through a web based payment processing system. Mailed in payments would be keyed into the system by office staff to complete the transaction. Taxpayers paying in person would swipe their card and the web based system would be populated from this swipe to complete the transaction.

- 9) **Question:** Can you clarify the term e-check? Is this check conversion at a point of sale or is this more akin to a draft from a constituent's checking account?

**Response:** For purposes of this RFP, e-check is not defined as check conversion at a point of sale terminal. It is anticipated that taxpayers would enter their bank account and routing number online or through the IVR system to process their tax payments.

- 10) **Question:** Does the County anticipate collecting fees, fines or other non tax revenue in the future?

**Response:** The primary payments processed via credit cards and e-checks would be real estate and personal property tax payments. The collector's office sees a benefit in allowing licenses, permits and various special assessments to be processed via credit cards and e-checks as well.

- 11) **Question:** Is the County accepting payments through any third party payment gateways? If yes can you provide the name of these gateways and where they are being used(PayPal, Authorize.Net, VeriSign etc.)?

**Response:** No

- 12) **Question:** Is the County using a billing/AP system?

**Response:** No

- 13) **Question:** What is the name of that billing/AP system?

**Response:** Not Applicable

- 14) **Question:** Does the County anticipate using any of the credit acceptance features in that billing system at some point in the future?

**Response:** Not Applicable

**15) Question:** The County references that the Contractor is responsible for providing six (6) credit card terminals in 3.2.f. Is it the expectation that these devices be provided to the County at no cost through the term of the agreement?


**Response:** The Offeror is to determine if the devices will be sold, leased, or provided free of charge and clearly outline that in their proposal response.

**16) Question:** If you are accepting payments online, do you currently have a return and privacy policy on your website?

**Response:** We have an internet disclaimer the user must click before proceeding with a payment.

**17) Question:** The County is able to accept American Express online and assess a convenience fee but not through its other channels. Is that because the online service is provided by a different vendor?

**Response:** Yes, we use a different vendor that allows for taxpayers to use American Express as a method of payment online and via IVR.

By:   
**Melinda Bobbitt, CPPB**  
**Director of Purchasing**

OFFEROR has examined copy of Addendum #2 to Request for Proposal # **26-05JUL11 – Electronic Payment Processing for the Boone County Collector of Revenue (Credit Card and E-Check)**, receipt of which is hereby acknowledged:

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

Authorized Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized Representative Printed Name: \_\_\_\_\_