



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

**ADDENDUM #6 - Issued July 7, 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 question and is providing a response below:

**1) Question:** In 3.2.a.B. on page 10 and on page 12 in 3.3.D.5 you use two acronyms that need clarification so we can meet the need properly.

By referring to an IVR (Integrated Voice Response) company, we suppose that you are referring to phone-in payments, possibly recorded by a secure voice messaging service that would not have to be re-keyed into your in-house billing system.

In addition, an IWR (Integrated Web Response) company, we suppose that you are referring to taxpayer keyed payments online that would not have to be re-keyed into your in-house billing system.

Please confirm or correct our definitions of IVR company and IWR companies.

**Response:** We envision IVR being an automated voice response payment system in which taxpayers would make property tax payments by entering a bill number, an amount to pay and either their credit card or bank account (echeck) information via the telephone. We would receive a detailed transaction report the following business day from the processor as to the bill numbers and amounts paid. The collector's office would then process the payments. There would be no direct link from the IVR system and collector's tax file.

IWR is what we consider an online payment processing portal. The property tax payment information will be contained on the county's website; and, taxpayers will start the online payment process by accessing the collector's site. Once the taxpayer selects which bill(s) to pay, the taxpayer should be directed to the online payment processor's system to complete the transaction. There will have to be some interface between the collector's payment database and the payment processor's system in regards to transmitting the tax bill information. We would receive a detailed transaction report the following business day from the processor as to the bill numbers and amounts paid, along with any applicable payer information. The collector's office would then process the payments. There would be no direct link from the online payment system and collector's tax file in regards to auto-posting property tax payments.

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

OFFEROR has examined copy of Addendum #6 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: \_\_\_\_\_