



BOONE COUNTY, MISSOURI

Request for Proposal #: 33-22AUG19 – Credit-Debit Card Processing Services for the Boone County, Missouri Offices of Circuit Clerk, Sheriff, and Prosecuting Attorney

ADDENDUM #6 - Issued August 13, 2019

This addendum is issued in accordance with the RFP Response Page 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 Form*.

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. Would the County consider the development of one IVR setup to process payments for the Sheriff, Clerk, and Prosecuting Attorney's offices for when the defendant calls into the IVR (phone)? (i.e. press one for Sheriff, press two for Clerks office)

Response: Please describe this as an option in your RFP response with additional information so the County can learn more about it.

2. How is your current provider allowed to charge a 7% fee? This rate exceeds Visa's fee limit.

Response: The Visa fee is 2.3%. The remaining 4.7% is to the current provider for functionality provided.

3. Can you explain home payments from section 2.8.3? Will the County allow for delayed settlement or manual settlement to accomplish the delayed ACH file?

Response: At home is when the defendant goes online or calls the vendor to make a payment (not speaking to a court or county employee). These need to be separate from all other electronic money coming in so that the court can tell the difference. The court needs the information ahead of receiving the ACH to ensure it in fact does belong to us. (People think they owe it to Boone County when actually it is a City of Columbia ticket. We need to review these before we get the money so if it is not ours then we can contact the vendor and let them know the money does not belong to us.)

4. Would the inability to provide 24/7/365 support automatically disqualify an Offeror?

Response: Yes. Our jail is included in this service and they are ea 24/7/365 facility.

5. In addendum #3 question #7; a question was asked of the number of chargebacks, in which the County responded, "Current provider guarantees all payments and we are not always made aware of a chargeback. Current provider assumes all the risk for chargebacks, and that is not passed on to the County." In the best interest of the County as regards to the lowest rate to its constituents, can the County ask incumbent vendor how many chargebacks occurred in 2018, and what the respective dollars amounts were?

Response: Our current vendor says "We don't keep records that way. Once the case is finalized, it is removed from our processor".

By: 
Melinda Bobbitt, CPPO, CPPB
Director of Purchasing

OFFEROR has examined **Addendum #6** to Request for Proposal# **33-22AUG19 – Credit-Debit Card Processing Services** receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

E-mail: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____