



October 9, 2019

**ADDENDUM #1  
RP033-19**

**Provision of Online and Toll-Free Court Payment Services on an Annual Contract**

This addendum is being issued to answer the below summation of questions that were received for the above solicitation:

Q1: Could the County advise as to what specific improvements the County is looking for over the way the process works currently?

**A1: Service providers are encouraged to submit a proposal that is most advantageous to their firm. Respondents are encouraged to submit if they can be responsive to the specific range of requirements needed or requested in this solicitation.**

Q2: Can the County confirm the Journal Technologies eCourt CMS version currently installed?

**A2: eCourt, Release: 2015.20-SR4-b179. The County will be upgrading to a newer version before the end of the year.**

Q3: Is the County's eCourt CMS hosted in-house or with Journal Technologies/AWS?

**A3: eCourt is hosted in house but will be moved to JTI/AWS next year.**

Q4: Are there any additional interfaces required beyond eCourt CMS?

**A4: No**

Q5: Please provide an estimated project start and go-live date expectations.

**A5: The project will start immediately after the contract is awarded and executed and the go live date should be approximately one month later.**

Q6: Please confirm that Value Payment Systems' PayLocalGov is the current online processor for the payments outlined in the scope of this proposal?

**A6: Value Payment Systems is the current online payment processor.**

Q7: Please provide processing rates (paid by cardholder or absorbed) associated with the current provider?

**A7: The current VPS fees are 1.00% for debit cards, 2.50% on credit cards and a \$2.75 minimum on everything.**

Q8: Does the County currently assess a fee to the cardholder for online payments?

**A8: No.**

Q9: Does the County have any ration projections of how total payment transactions will be split between online web payments and toll-free call center payments?

**A9: In 2019 17,823 citations were paid through web portal, 8,610 citations were paid by phone and 5,191 citations were paid by IVR.**

Q10: Can the County provide an annual estimate of annual chargeback payment amounts and transaction totals?

**A10: 2019 Web Payments – Amount \$1,199,773.25 – Transaction Volume 9,859**

**2019 IVR Payments – Amount \$525,020.25 – Transaction Volume 4,339**

**2019 Chargebacks – Amount \$630.00 – Transaction Volume 5**

Q11: Does Gwinnett County Recorder's Court own a license to the JustWare API? If so, is it currently installed within their environment?

**A11: No, there is no JustWare API in the application.**

Q12: Would Gwinnett County Recorder's Court allow the successful service provider direct access to the JustWare API, or instead prefer to install a proxy service within their environment?

**A12: N/A, see A11**

Q13: Will JustWare supply the defendant's courtroom location via API to the successful service provider?

**A13: N/A, see A11**

Q14: Regarding the solicitation, Question # 13 of Section 2, on Page 7, how many cash payments does the Court anticipate to collect monthly at specified retail locations?

**A14: Cash Payment has not been previously offered so it's difficult to even estimate how much the service will be used. The County expects that it would be fewer than what is paid by IVR.**

Q15: Does the Court currently collect each defendant's phone number when issuing a citation? If so, is that information stored in the CMS database?

**A15: The court does not collect a phone number and it is not stored in the CMS.**

Q16: Does the Court request consent from each defendant to send SMS messages to them in the form of notifications: i.e.: "opt-in"?

**A16: That is how it has been done in the past. The County doesn't currently have text notifications.**

Q17: When does the current service provider's contract expire?

**A17: January 31, 2020**

Q18: What is the latest date the successful service provider would be required to go live?

**A18: February 1, 2020.**

Addendum # 1

RP016-19

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Thank You

Terri Shirley  
Purchasing Associate II

This addendum should be signed below and returned as part of your proposal package.

Company Name \_\_\_\_\_

Authorized Representative \_\_\_\_\_