



October 11, 2024

**Addendum No. 1
RP047-24**

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

[Gwinnett County is postponing the deadline for proposals to October 18, 2024](#)

Questions and Answers:

Q1. How does the Recorder's Court define Value when evaluating an RFP?

A1. As the RFP states, does the vendor offer any services that goes above and beyond the RFP requirements that sets them apart from their competitor? Examples: Advanced tools to detect and prevent fraudulent transactions, Does the provider offer exceptional customer service and support? 24/7 availability with prompt assistance whenever needed? Knowledgebase and resources with self-help tools and documentation? Dedicated account managers or representatives? Etc.

Q2. How would the Recorder's Court define the ideal vendor/partner for this RFP?

A2. Ideally a vendor will meet every requirement in the RFP. Have a history of successful implementations in similar environments, especially within a traffic court system. The ability to tailor solutions to meet the specific needs and workflows of Recorder's Court. Seamless integration with our case management system. A commitment to high system availability and minimal downtime. Provide a user-friendly interface that is easy for both court staff and defendants to navigate and optimization for mobile devices to allow for convenient payments on the go. Fair and competitive pricing for the services provided. Prompt and effective customer support, including technical assistance and troubleshooting.

Q3. Outside of the requirements listed, are there any other key items that a responding vendor should be aware of?

A3. No

Q4. Can you expand on potential issues that the current environment has been causing staff?

A4. There are no current issues.

Q5. Has there been constituent feedback provided to you expressing discontent with the current environment?

A5. No

Q6. Have you had issues regarding the responsiveness of your current vendors when reaching out for service or support?

A6. No

Q7. Can you provide the titles for the individuals that are serving on the evaluation committee?

A7. No the names and titles of the evaluation committee are confidential until the project is awarded.

Q8. Can you share your expectations around implementation project start date and go live?

A8. Early 2025

Q9. Can you share the titles of the individuals who will be assigned to your implementation project?

A9. No the implementation project team is currently not created.

Q10. Is the Recorder's Court currently passing on fees to the payor? If so, can you share that fee for both card and ach/eCheck transactions?

A10. We only accept credit, debit and cash at our customer windows. Gwinnett County pays the fees. Our contracted fees with Elavon are .035% sales amount and \$.03 per transaction. This is in addition to interchange rates/fees charged by the card brands that are not negotiable.

Q11. Can you provide a full list of transaction types in scope (traffic citations, code ordinance violations, animal control violations, etc.)

o **Also, can you specify which transaction types require account/invoice balance lookups?**

A11. Basically, we have traffic and non-traffic violations. Traffic citations, code ordinance violations and animal control violations are the only transaction types that we have. Every citation that is paid will require a balance inquiry into our system to return a balance owed.

Q12. What are the guidelines that you have in place and can you let us know how much volume as far as dollar amounts, transactions, and if there are any in-person terminals needed, as well as how many terminals?

A12. We do not require in person terminals as we have a solution in place for those counter transactions. In 2023 there were 18,181 web payments, 3,999 IVR payments and 395 payments made to live agents totaling \$3,061,051.

Q13. How will prospective bidders be notified of any addenda – will they be posted on the Bids and RFPs page of the County's website, or will we be notified via email?

A13. The notification of addenda will be via email, posted to our Bids and RFPs page of the County website, and formally posted to the GPR website.

Q14. How does the County define a successful project?

A14. Successful projects are delivered on time, within budget, and meet all business requirements.

Q15. Can the Recorder's Court outline all customer-paid fees?

A15. Yes

Q16. Can the Court provide the latest 3 months of merchant statements for any County-paid fees?

A16. To be answered in an additional addendum.

Q17. Can the Court provide the annual debit card transaction count and volume?

A17. To be answered in an additional addendum.

Q18. Is the Recorder's Court happy with the service that the current vendor provides? If not, please advise as to any problems/challenges.

A18. Yes we are.

Q19. We understand that the Fee Schedule must be submitted in its own separate envelope. How many copies of the Fee Schedule (printed and/or electronic) does the County require?

A19. The County only requires 1 original copy of the cost proposal. Please do not include cost information with anything else.

Q20. Will the County accept electronic signatures, and/or scanned copies of original ink signatures, on forms requiring signatures?

A.20 For the original copy the County requires it to be a wet signature.

Q21. Will the County accept electronic notarization, and/or scanned copies of original notarized forms, on forms requiring notarization?

A21. For the original copy the County will not accept electronic notarization and/or scanned copies.

Q22. The County is currently paying for card processing fees (not passing fees to the payor), and the charges are 3.5% on card volume, and 3 cents per transaction.

A22. Yes we are.

Q23. The Recorder's Court is currently not accepting eCheck/ACH payments?

A23. Correct

Q24. What current marketing services does the County receive from the incumbent vendor?

A24. Informational brochures for the clerks window.

Q25. Could the County confirm that in-person payments are not in scope for this opportunity?

A25. Correct

Q26. Could the County provide the following financial information, or alternatively, a merchant statement (by which we can calculate this information) for the utilities and development services departments?

- **Total annual payment volume (transactions & amount)**
- **Payment volume by channel (e.g., Web, POS, IVR)**
- **Payment types by channel (e.g., card, ACH)**
- **Breakdown of payment type by channel (ACH vs. CC vs. DC)**
- **POS devices required**
- **Current POS terminals**

A26. Items 1-2 are included in the RFP, All credit cards, not sure about this but can find out from Ncourt, No, No.

Q27. Does the County require real time validation of e-checks?

A27. N/A

Acknowledge receipt of this addendum on the firm information page of the request for proposal.
Sincerely,

Michael Milstein
Purchasing Associate II

PRE-BID CONFERENCE

RP#047-24

Representative Name

Company Name

Phone #

E-Mail Address

(DEPARTMENT REPRESENTATIVES SIGN-IN AT BOTTOM)

1.	<u>Jimmy Gilligan</u>	<u>Pay It Gov</u>	<u>612-709-0857</u>	<u>jgilligan@payitgov.com</u>
2.	<u>Murdoch Miller</u>	<u>AdComp Systems, Inc</u>	<u>877-575- 7694</u>	<u>j.murdoch.miller@gmail.com</u>
3.	<u>Olivia Johnson</u>	<u>Catalis Payments LLC</u>	<u>407-936-3517</u>	<u>ojohnson@catalisgov.com</u>
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