

COUNTY of KANE  
PURCHASING DEPARTMENT  
KANE COUNTY GOVERNMENT CENTER

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January 16, 2019

**ADDENDUM 3**

**Request for Proposal: #06-019**

**Title: Electronic Payment Card & ACH Tax Collection Services**

The attention of all plan holders is called to the following question received before the deadline of January 16, 2019. Answer follows the questions below in **bold**:

1. Can the County provide a pricing sheet for what exactly we are needing to price? i.e. Point of Sale Equipment, Convenience Fees for ACH/Debit/Credit, etc.? **No expense to the County. Convenience fees are charged directly to the taxpayer. Currently there is no service fee for ACH.**
2. Is the County wishing to stay with the current Point of Sale solution of credit card terminals connected via a dedicated internet connection? **Current equipment is not owned by the County. Vendor would have to provide.**
3. Is the County interested in a Point of Sale Solution that encompasses a terminal connected to the clerks work station? **Terminal not connected to Collection Program.**
4. How are receipts currently handled for Point of Sale transactions? **Printer on terminal.**
5. Is the County interested in 2-way SMS functionality? Example: the County can send alerts via SMS to constituent. Constituent can send SMS to the County, (i.e. 'Bill Due' alert sent via SMS to Constituent>Constituent can pay immediately from that SMS)? **No**
6. What is the County's current fee per transaction & per current channel offered? Does the County currently absorb or pass on Convenience Fee to Constituent? **Online: ACH is free, Credit Card is 2.35%, Debit Card is 1.19%. Over the counter transactions are 2.35% for Credit & Debit Cards. Convenience Fee is**

**passed on to Constituent.**

7. How many electronic transactions does the client currently process (or anticipate processing) per month? And what is the mix (%) of these electronic payments from Debit vs. Credit vs. ACH? **Based on last year's experience:**

	<b>Credit/Debit</b>	<b>ACH</b>
<b>May</b>	<b>832</b>	<b>7493</b>
<b>June</b>	<b>720</b>	<b>3175</b>
<b>July</b>	<b>202</b>	<b>698</b>
<b>August</b>	<b>638</b>	<b>5230</b>
<b>September</b>	<b>803</b>	<b>2865</b>
<b>October</b>	<b>297</b>	<b>743</b>
<b>Total</b>	<b>3,492</b>	<b>20,204</b>
<b>%</b>	<b>15%</b>	<b>85%</b>

**We do not track the difference between Credit & Debit, but the use of debit cards is minimum.**

8. Please confirm any/all software vendors, whether in-house, 3<sup>rd</sup> party or custom, that could require integration with new ePayment Solution vendor (i.e. ERP etc.). **Devnet, Inc.**
9. Does the County accept cash payments today? If so, for which Product/Dept/Entity/Division? And how much per Product/Dept/Entity/Division. **Yes, cash payments are accepted for tax payment (Collector).**
10. Kiosk Questions:
- Total number of payments?
  - Number of payments by type (Cash, credit card, debit card, ACH)?
  - Amount of cash processed each week/month?
  - Will the kiosk be the only place on site to make a cash payment?
  - Are there any payment fees currently in place?
  - Are there any rules/regulations around charging fees?
  - Do you want complementary billers on the kiosk as well? From other County depts. Or from other companies?
  - Is there a daily ACH requirement of all cash payments?
  - Does the County require all cash payments to be insured?

**N/A – no kiosk**

Please acknowledge receipt of this addendum in the space provided on Page 19 of the Proposal document. Thank you for your interest in the Kane County procurement process.

Sincerely,  
*Maria C. Calamia*  
 Maria C. Calamia, CPPB  
 Assistant Director of Purchasing