

COUNTY of KANE
PURCHASING DEPARTMENT
KANE COUNTY GOVERNMENT CENTER

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March 8, 2016

ADDENDUM 1

Request for Proposal #14-016

Title: Electronic Check and Credit/Debit Card Services

The attention of all plan holders is called to the following questions which were submitted before the deadline of March 11, 2016 and have been answered below in **bold**:

1. Who is your current provider? **The Health Department is the only department currently taking credit cards, and they use Official Payments.**
2. Section II: Current Services – Letter D it states: 1. For electronic check fees and taxes: (a) No convenience or service fees are charged to the Citizen by Vendor. (b) No fees are charged to the County by the Vendor. (c) The County does not pay a returned transaction for each or an initial return transaction. Is the County paying the e-check fees with balances or are not fees charged to the county at all? **None of the departments currently take electronic checks and the County does not anticipate that they will pay electronic check fees with or without balances.**
3. Can you please provide estimated volumes for credit card/debit card and e-check transactions per location? **We are not sure what you specifically mean by “location”. The RFP noted the volume of total transactions that are now processed by each department. It will be difficult for us to determine what percentage of anticipated revenues will be paid electronically because with the exception of the Health Department no one else takes any type of electronic payment. The Health Department has not logged what percentage of their charges are paid by credit card, and they provide a wide variety of health services in addition to those for licensing and permitting. However, they note that in a permitting and licensing function about 3-15% of their permits and licenses are paid by credit card. If you are referring to specific physical locations of service points, there are about seven (7) different office locations where payments are accepted throughout the County which reflects the locations of various departments.**
4. Is there a placeholders list or list of interested vendors available as of today? **No, at the request of our plan holders we are currently not releasing that information.**
5. Does the CityView Software have the ability to accept a post-back file? **Checking with CityView.**
6. In what capacity does the County of Kane use CityView software? Is the County of Kane utilizing the CityView Portal or Mobil application or would you prefer your

payment processing vendor provide the portal and mobile application? **Kane County uses permitting, licensing, Code Enforcement, and Planning functions in CityView. The County is in the process of updating their Cityview platform to the current version. Portal will be added following this software implementation. Mobile will be added at a later time. It is anticipated that some other departments who do not use Cityview may want to accept credit card payments as well with a portal or mobile application from the software vendor.**

7. Does the County of Kane use CityView Cashier? If so, what is the make/model of the EMV compliant card readers in place? **We are licensed for Cashiering and Portal, but have not implemented these yet. We currently do not use any card readers but anticipate that some departments may want to.**
8. Does all of the departments within County of Kane use CityView software? **No.**
9. Please clarify Paragraph D, page 14: is this correct that no fees are charged to the County or the citizen? And is this for the Health Department? If not for the Health Department please indicate which departments County of Kane is expecting free of charge processing. **No fees are charged or collected by the County for any electronic fees. All fees are borne by the citizen or person making the electronic payment.**
10. Do you have any statements or information you can send to me about what your current volume of credit card processing and electronic check is each month? Also what gateways are being used and are there any POS terminals being used. **The first part of the question regarding volume of credit card processing was answered previously in the questions above. Only the Health Department currently processes credit card payments previously and none of the other department currently accept electronic payments. No POS terminals are currently being used. Gateway information is being reviewed and a response to this item will be forthcoming.**

Please acknowledge receipt of this addendum in the space provided in the proposal document on page 2. Thank you for your participation in the Kane County procurement process.

Sincerely,

Maria C. Calamia

Maria C. Calamia, CPPB
Assistant Director of Purchasing