

Questions & Answers
RFP for Fine Payment Processing
Job Number 21-15-KMC
February 27, 2015

Following are the questions received as part of the RFP process and the City's responses to those questions:

1. It is stated that Kirkland is requesting an "All Internet-based, card-not-present processing technology" however, line 6 states Kirkland requests "On-site payment processing capability". Please explain the discrepancy.

Response - Currently we are looking for phone/internet-card not present payment processing.

2. Line 6 under Transaction Options and Services, "On-site payment processing capability." How many locations/ stations are currently processing and what type of on-site processing is desired by Kirkland.

Response - We have 3 credit card/debit machines at our front counters by a separate vendor. Not included in this RFP.

3. Line 8 under Transaction Options and Services, "Agency initiated payment Acceptance or Denial capability." Are the courts requesting the ability to accept or deny payment – Please explain further? Is the court requesting that the customer pay a given dollar amount? If so, we will require a link with Kirkland and the systems will have to be interactive.

Response - Yes. If the vendor pays the incorrect amount due, the Court wants to limit the funds paid to match the amount due.

4. Line 1 under Additional Capabilities, "Work with multiple payors and assemble a payment over multiple accounts" Please clarify and provide examples.

Response - Individuals could be on individual or paying multiple tickets with separate case numbers.

5. Line 2 under Additional Capabilities, "No software or hardware installation required" – Is Kirkland requesting a totally isolated system - Please provide clarification - Are Terminals considered Hardware? Internet gateways? If the

court wishes to setup monthly payments, onsite payment processing will require access to the internet and potentially a capture mechanism.

Response -We would receive emailed payment reports.

6. Line 3 under Additional Capabilities, "No integration required but provide ability to integrate with user facility financial, accounting and cashiering systems"– If no integration is required what is the preferred method to receive reports? If integration is requested, which Kirkland software programs would have to be integrated with? And would that integration be approved?

Response – Emailed.

7. Line 2 under Pricing and Liability Coverage, "Absorb all chargeback liability" – Are you defining chargeback liability as expenses related to the chargeback processing or the payment made to the courts? Please clarify the number of annual chargebacks occurred.

Response - 1-5 per month average.

8. Regarding the Professional Services Agreement: Our Agreement contains detailed information regarding standard procedures within the card processing industry, including Card Organization rules and requirements that must be followed by all processors and all merchants, including governmental agencies. Our Agreement should control because it will memorialize the specific agreement among the parties related to our services. Will Kirkland allow this language to be part of the contract negotiation phase?

Response – The agreement that will ultimately be executed is subject to negotiation. Proposing firms are at liberty to submit their standard agreements as an alternate to using the City's standard Professional Services Agreement. Proposing firms may also submit elements of their standard agreement that they believe should be included in the City's standard agreement by attachment. However, where there is a conflict between the City's agreement and any requirements of the service provider's agreement, the conflict must be resolved. The final agreement must be reviewed and approved by Kirkland's City Attorney's Office.

9. How does the City of Kirkland intend on funding electronic payment processing of fines? Is the City interested in a Convenience Fee or Visa Government Higher Education business model?

Response - Customer Pays transaction/processing fees.

10. Please provide the estimated annual transaction volume (count) of this engagement.

Response - Unknown at this time, would be phasing in as previous vendor phases out. Current vendor processes approx. 4500 payments per year.

Issued by:

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