



BOONE COUNTY, MISSOURI
**Request for Proposal #: 26-05JUL11 – Electronic Payment Processing for the Boone
County Collector of Revenue (Credit Card and E-Check)**

ADDENDUM #3 - Issued June 16, 2011

This addendum is issued in accordance with the Introduction and General Information in the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal Documents. Offerors are reminded that receipt of this addendum **should** be acknowledged and submitted with Offeror's *Response Page*.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

The County received the following questions and is providing a response below:

- 1) **Question:** Does the County desire a “no cost” model, whereby all fees necessary to fund the gateway and merchant services are collected from the payer through a convenience fee? It appears that this is the way the County is collecting online payments today, however, section ‘5.1. Fees’ appears to ask for some of the fees commonly charged to the merchant in a non-convenience fee environment.

Response: Yes, the County prefers a “no cost” approach to allow taxpayers the option of using credit cards to make property tax payments. Any transaction fees that are charged would be passed along to the taxpayer in the form of a “convenience fee”. The County will make it clear to the taxpayer that the County does not charge or retain any of the fees.

However, the County understands there may be some charges and fees that it considers “cost of doing business”. These should be addressed by the responders in section ‘5.1. Fees’.

- 2) **Question:** Under section ‘3.2 Contractor Requirements, subsections c, e, & f’, the County asks about USPS mail and in person credit card acceptance and it’s noted that the Collector will process through an online method. Can it be assumed that the Collector plans to receive these payments via mail and in person and then enter them into the administrative site of whichever online gateway firm is chosen? Are the six credit card swipe machines a mandatory requirement to utilize the online gateway for in person payments?

Response: It is anticipated that payments received via mail or paid in-person would be processed through a web based payment processing system. Mailed in payments would be keyed into the system by office staff to complete the transaction. Taxpayers paying in person would swipe their card and the web based system would be populated from this swipe to complete the transaction.

The use of the credit card swipe machines would be a convenience to the office staff and to help cut down on data entry into the web based payment processing system.

The responder is to determine if the devices will be sold, leased, or provided free of charge.

By: Melinda Bobbitt
Melinda Bobbitt, CPPB
Director of Purchasing

OFFEROR has examined copy of Addendum #3 to Request for Proposal # **26-05JUL11 – Electronic Payment Processing for the Boone County Collector of Revenue (Credit Card and E-Check)**, receipt of which is hereby acknowledged:

Company Name: _____
Address: _____

Phone Number: _____ Fax Number: _____
E-mail address: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____