Questions and Responses, IFB # 420 Payment Processing Services

No.	Section	Bidder Question	DCSS Response
1	General	Will all users be directed to your existing website where they can choose to "make a payment online"?	**Successful bidder will be responsible for creating and maintaining the website. This website is not required to direct customers to make a payment online with DCSS.**
2	General	Would you like the option to offer one-time guest payments as well as allow payers to create an account for future payments?	**Only services requested in the scope of work are needed at this time.**
3	General	If you want to offer the option for user to log in and create and account, will you be maintaining the log in credentials on your system or would you like us to manage that process?	**Log in credentials should be maintained by the successful bidder, any customer service issues regarding login credentials should be resolved by the successful bidder.**
4	General	Would the agency be able to provide us with a list of outstanding payments due/account balance to improve the payment and data accuracy?	**DCSS will not be providing outstanding payments to successful bidder. The successful bidder may track payment issues with users of their system.**
5	General	What payment frequency options do you need – Recurring (payment date/amount determined by payer), AutoPay (payment date/amount determined by biller), One-Time Payment?	**Payment frequency options are listed in the scope of work. One-time payment is sufficient for this contract.**

No.	Section	Bidder Question	DCSS Response
6	General	Do you need the ability to take payments on behalf of your clients via phone if they call in to you directly? Make in person payments outside of kiosk payments?	**The scope of work lists all necessary avenues of payments needed for this specific contract. This contract does not list phone call payments.**
7	General	How do you plan to post payments to the appropriate account? Data transmission of file with posting information? API call for posting data? Other?	**Payment information will be received electronically by the successful bidder through an Automated Clearing House Network.**
8	General	What are your other reporting requirements in addition to posting payments?	**Reporting requirements can be found on page 50 of the invitation for bid. Please see AA, BB, and JJ.**
9	General	What requirements do you have to migrate data from your existing platform to the new platform?	**The current contractor is responsible for migrating services to the successful bidder, with the assistance of the successful bidder.**
10	General	How many different bank accounts are you depositing into? How many ACH biller IDs are being used? How many different Merchant IDs are being used for credit card payments?	**This information is unavailable at this time.**

No.	Section	Bidder Question	DCSS Response
11	General	Do you have any existing volume for 1. Different payment types – credit card by card type, debit card, ACH? 2. Different channels – Online, IVR, Kiosk?	**Fiscal Year 2023 Actuals Kiosk Contract:** 1. **Cash: 111,093 payments** 2. **Credit: 17,574 payments** 3. **eCheck: 890 payments** **Other payment volumes will not be shared at this time.**
12	General	Do you want to offer the option to make payment via phone using our IVR system?	**We are not looking to add phone call payments for this contract.**
13	General	What is your timeline for production of this service? Do you have any specific deadlines to meet? Any project dependencies?	**The projected start date for this contract is 5/1/2025.**
14	Exhibit A, pg. 48	Must the service be provided via an actual smartphone app or can the providers website be compatible for mobile support?	**Yes.**
15	Exhibit A, pg. 48	For cash received. Are you expecting the provider to pick up cash from onsite payments for non-kiosk payments? How often would the pickups be needed? How many and what locations are included?	**Please reference scope of work, page 50. Successful bidder is not expected to pick up cash for non-kiosk payments.**

No.	Section	Bidder Question	DCSS Response
16	Exhibit A, pg. 49	What information is available to the provider to remove duplicate profiles in your system for payments?	**User profiles are managed by DCSS. DCSS handles any possible duplicate profiles for users. Any duplicate profiles for a mobile application created by the successful bidder would be the responsibility of the successful bidder.**
17	Exhibit A, pg. 49	Would you expect the system to accept eCheck payments via the online and mobile channels?	**Yes.**
18	Transaction and Revenue Projections	• What is the actual average payment amount? (The $100 example may not reflect real payments.) • What percentage of transactions are cash, check, credit card, or debit card? (Helps determine processing costs.) • Are there seasonal fluctuations in transaction volume? (Impacts cash pickup scheduling and system load.)	1. **The average payment via kiosk for the previous 6 months is $390.** 2. **86% Cash, 13.5% Credit, .5% e-check.** 3. **No, there are no considerable fluctuations.**

No.	Section	Bidder Question	DCSS Response
19	Fee and Cost Structure	• Can we charge different transaction fees for cash vs. card payments? (If yes, we can structure pricing to maximize profitability.) • Are users sensitive to transaction fees? (High fees could lower adoption rates.) • Does DCSS have a cap on processing fees for credit/debit transactions? (Ensures compliance and profitability.)	1. **All fees charged must be outlined and agreed upon before signature of contract.** 2. **Users are sensitive to transaction fees and have many avenues of payment to choose from.** 3. **DCSS looks to provide the most affordable options to our users.**

No.	Section	Bidder Question	DCSS Response
20	Kiosk Deployment and Maintenance Costs	• Who is responsible for kiosk installation and relocation? (If we must cover installation, we need to budget for labor and logistics.) • Are there specific branding, aesthetic, or accessibility requirements for the kiosks? (Impacts design and production costs.) • Are the kiosks required to be ADA-compliant? (If so, we need additional accessibility features.) • Who covers routine maintenance and repair costs? (Unexpected costs can eat into profits.) • What are the uptime requirements for kiosks? (A high uptime requirement means a stronger service team is needed.)	1. **The successful bidder is responsible for kiosk installation and relocation.** 2. **There are no specific branding or aesthetic requirements, but kiosks must be ADA compliant.** 3. **Please see 2** 4. **Successful bidder is responsible for maintenance and repair of their kiosks.** 5. **Kiosks must be available during the business hours of the location they are placed.**

No.	Section	Bidder Question	DCSS Response
21	Security, Compliance, and Risk Mitigation	• What are the security and compliance requirements for cash handling? (If we need armored car pickup, this is an additional cost.) • Does DCSS require specific encryption or security certifications? (PCI compliance and CJIS standards could impact software development.) • What are the penalties for failed transactions or outages? (To understand risk and liability exposure.)	1. **Security of cash handling decisions are made by the successful bidder. Please note that funds are guaranteed to DCSS.** 2. **DCSS and successful bidder must follow the data and security standards in Exhibit E, Data Security Requirements, page 65-75.** 3. **Failed transactions and outages are expected to be remedied in a timely fashion. There are currently no penalties.**

No.	Section	Bidder Question	DCSS Response
22	Competitive Analysis and Proposal Strength	• Who is the current vendor, and what are their weaknesses? (Gives insight into how we can differentiate.) • What are the key decision factors for DCSS in selecting a vendor? (Lowest cost, best technology, reliability, etc.) • Is there an opportunity to upsell or provide value-added services? (Such as additional payment types, reporting features, or advertising revenue.)	1. **TouchPay Holdings LLC.** 2. **DCSS will award to the bidder that is responsible and responsive and meets the qualifications listed in the IFB and provides lowest cost.** 3. **DCSS is only looking for services outlined in the IFB.**
23	Exhibit A, Section 6, Key Action Dates	Is it possible to extend the Written Questions and Final Date for Bid Submission?	**The IFB will not be extended beyond the current dates to ensure services start by the tentative contract start date listed in the Key Action Dates.**