



**ADDENDUM NO. 2
TO
RFP 2022-01 ELECTRONIC PAYMENT
PROCESSING SERVICES**

Issued December 9, 2022

Addendum No. 2 contains the answers to all questions received from vendors by November 14, 2022, 5:00 p.m. Mountain Time. Pursuant to Section 2.2.3 of the Instructions to RFP 2022-01 Electronic Payment Process Services, this Addendum No. 2 amends the RFP as set forth herein.

Acknowledgement of Addendum No. 2

Section 6 of the Instructions to RFP 2022-01 Electronic Payment Process Services provides that "the Offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment," and that "[f]ailure to return a signed copy of each amendment acknowledgement form with the Proposal may result in the Proposal being found non-responsive."

Offeror hereby acknowledges Addendum No 2.

Printed Name: _____

Signature: _____

Offeror Name: _____

Date: _____

Question	RFP Section	RFP Page	Question	Response
1	General		How do you receive reporting today?	Depends on the current vendor. One vendor provides financial reports online through a user login. The other is provided directly from the vendor when requested.
2	General		Instructions state transactions are to be accepted over the counter. Will other forms of acceptance be utilized as well? If so, what are the estimated percentage of transactions to be accepted for the following: in person, over the phone (MOTO) or web based (ecommerce)?	<p>We currently accept over-the-counter and web-based payments. The web-based payments are processed separately through our case management system's vendor portal and are not a part of this RFP.</p> <p>For purposes of the RFP, we are looking for an over-the-counter solution immediately with the ability to implement an over-the-phone option at a future date. We are unable to determine the percentage of in-person to over the phone since this functionality is not currently available.</p>
3	General		Beside stand-alone terminals, are there any other modes of payments taken today?	Payments are processed at clerk counters using stand-alone terminals and at certain desktops using a USB credit and debit card reader. We currently take payments as part of the case management system, but web-based payments are not part of this RFP. We do not currently take IVR payments.
4	General		Are you looking for a new POS system to replace what you are using today or utilizing your existing website?	We will continue to record the transactions in our existing case management system.
5	General		Do you have an interest in accepting checks/ACH?	No.
6	General		Do you have an interest in taking payments over the web?	No. We currently take web-based payments as part of the case management system. Web-based payments are not part of this RFP.
7	General		How are payments accepted today? Could you take us through your card acceptance experience process and how is the information reconciled? (Customer comes to counter for payment.....)	<p>Processing Credit/Debit Card Payments</p> <p>Customer Interaction - In-Person at Counter</p>

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				<ul style="list-style-type: none"> • Informs the clerk of case number(s) they wish to pay • Informs the clerk of the amount they would like to pay • Clerk is signed on to a specific till in the court case management application • Clerk records the court payment into the court case management application • Clerk assesses the credit/debit card service fee on the case financials in the court case management system • by entering the following fields: <ul style="list-style-type: none"> • Payment Method - Credit/Debit Card • Amount & Ref # (Last Four of Card) • Payment Type - Case Payment • Payor's Name • Clerk processes the credit/debit card transaction (court fee & service fee) in the credit merchant terminal or the credit card merchant online application (depending on vendor) • After the card processes successfully, the clerk will finalize the receipting process in the court case management application

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				Reconciling – Batch Detail Report Printing from Terminal or Vendor Online Application <ul style="list-style-type: none"> • Lead account clerk retrieves the batch detail slip from each terminal or online credit card application • Lead account clerk reconciles/deposits all associated tills in the court case management application • Lead account clerk pulls balancing reports which identify total transactions processed as credit card/debit card • Lead account clerk reconciles case management application reports to the batch detail report from the credit card terminal or online application • Lead Account Clerk turns monies and reports to the County Auditor for entry into county accounting application • County Auditor performs reconciliation of county bank accounts to court fine/fee records and confirms the ACH transaction has been deposited and is reconciled with previous reports
8	General		Are you using an IVR system today and if so, which one?	We are not currently using an IVR system.
9	General		If development work is needed on your end for integration, do you have	ISC is unsure the kind of “integration” to which this question is referring. ISC

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			resources to complete the scope of work? This may include website development.	has very limited resources to complete any development work, including website development. To the extent a vendor proposes development work, vendor must describe in its proposal the ISC resources necessary to complete the development.
10	General		Is a signature required for card present service fee transactions?	A receipt from the credit card system is signed by the card holder.
11	General		Does the state intend to continue to use the devices in use today?	No. As part of the RFP, we are requesting information on the devices/equipment that would be rolled out as part of the statewide implementation.
12	General		Are you currently processing with multiple processors or just a single processor?	Assuming this question is asking how many vendors we currently use to process over-the-counter credit and debit card payments, we currently use two vendors.
13	Contract	p4 s19	Do devices shipped to replace broken existing items also need to be new?	Section 19 of the Contract is amended to add the following two sentences at the end: "If new property or equipment initially installed breaks or otherwise becomes inoperable, replacement property or equipment does not need to be new, but such replacement property or equipment must be of the same quality, provide the same functionality, and be fully supported by Contractor. Contractor has all the same obligations to cover all costs, including labor, for replacement or repair of replacement property or equipment that it has for the new property or equipment initially installed."
14	Attachment 4	p1	Attachment 4 states the fee schedule should be based on interchange plus with a convenience fee. Other documents stated service fees were required. Service fees and Convenience fees are not interchangeable. Which will the courts be using?	ISC will be collecting a service fee associated with each card transaction. The fee will be based on a percentage of the transaction total. The service fee charged by ISC is intended to cover merchant service fees, including credit card issuer's interchange fees and credit card processor fees. We are requesting vendors break out these fees when providing fee information in the RFP.

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15	Attachment 5	p4 s12	Please clarify which party has been breached in this scenario; ISC or Offeror?	Page 4, Section 12, of Attachment 5 refers to a breach of the Services (as defined in Section 6 of Appendix A to the RFP Instructions) provided by Vendor to the Idaho Supreme Court.
16	Attachment 5	p6 s19A	Could clarification be provided about "State-written applications"?	'State-written application' could include, but is not limited to, integrations or data manipulation for the purposes of advanced reporting or data analytics.
17	Attachment 5	p6 s19A	What other entities may ISC import and export ISC data from?	ISC IT may utilize third party contractors or data storage providers for the purposes of integration or data manipulation for the purposes of advanced reporting or data analytics.
18	1.4		Will there be notations of updates included on the page or will the documents themselves be updated?	If the Idaho Supreme Court changes any procurement dates for this RFP, it will do so by setting forth the new date(s) in a separate document entitled "Amendment [#]," and posting the Amendment to https://isc.idaho.gov/iscrfp .
19	9.1.1		Will the state consider purchasing peripherals, transferring ownership to the state?	No. As stated in the RFP, except for the computer system provided by the Idaho Courts, vendor must provide all hardware necessary for the solution. Vendor will remain the owner of all hardware it provides, and vendor must be fully responsible for addressing any issues with such hardware it provides, to include but not limited to, installation, repairs, and replacements.
20	9.5.d		Could "export capability of all transactions" be defined and clarified?	The ability for the ISC to export financial data from the system for analysis purposes. This functionality would need to support exporting the data for one county or all Idaho counties.
21	Attachment 6		Can the scope of single sign on (SSO) be clarified? Does this apply to the entire ISC network, or does it apply to the proposed point-of-sale application?	This applies to the proposed service. If there are any end user web portals or end user agents, integration with the State's SSO solution is preferred.
22	General		Is the ISC looking for a cashiering solution that can accept multiple payment types?	No. Just the processing of debit and credit card payments.

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23	SOW 9.2	15	Does each Court need their own MID for separate settlements, etc.? Or, will all Courts be on the same MID?	Each County must have their own MID for separate settlements.
24	General		How many users does the ISC estimate needing to fulfill the Scope of Work?	ISC does not know what this question is asking and thus is not able to provide an answer.
25	General		Is the ISC able to extract a daily payment file with balances owed?	This is not currently set up.
26	General		Is the ISC able to provide a sample import file format for review?	This is not currently set up.
27	SOW 9.7 Req. a	18	Does the ISC require Tyler Odyssey to work with the vendor on real-time posting of payments?	No. There is no need for this at this time. If ISC later decides to pursue such integration, ISC would work with Tyler and vendor on such integration.
28	SOW 9.1.1 Bullet #1	14	Is the ISC able to provide a volume breakdown (payment count and dollar amount) for each Court?	See summary attached. As stated in Section 9.1.1, this information is provided solely for illustrative purposes and is not a guarantee of future receipts or total business that vendor can expect as a result of being awarded the Contract. Whether to implement the vendor's solution in a specific location is in ISC's sole discretion, and ISC will work with vendor in good faith to determine how many card readers will be provided and used at each location selected by ISC.
29	SOW 9.1.1 Bullet #5	14	When the ISC references virtual desktop, does that refer to a virtual terminal that payments are made through, or the need to access a cloud based portal?	The equipment used to process credit cards (card reader hardware) must work in a Virtual Desktop Infrastructure environment.

Idaho Judicial Branch - Statewide OTC Transaction Counts/Dollars for Last 4 Years

State Fiscal Year		SFY 2019		SFY 2020		SFY 2021		SFY 2022		4-Year Average	
District	County	Sum of #	Sum of	Sum of #	Sum of	Sum of #	Sum of	Sum of #	Sum of	Average #	Average \$
		of Receipts	Payment Amount	of Receipts	Payment Amount	of Receipts	Payment Amount	of Receipts	Payment Amount	of CC Receipts	Amount of CC Receipts
	1 Benewah	221	\$ 29,953	205	\$ 32,611	170	\$ 30,565	212	\$ 28,752	202	\$ 30,470
	1 Bonner	1,764	\$ 199,987	1,039	\$ 112,955	1,090	\$ 100,407	1,293	\$ 141,599	1,297	\$ 138,737
	1 Boundary	251	\$ 28,029	197	\$ 27,937	309	\$ 44,996	230	\$ 31,503	247	\$ 33,116
	1 Kootenai	3,218	\$ 507,238	6,457	\$ 872,810	10,019	\$ 1,241,690	10,088	\$ 1,098,754	7,446	\$ 930,123
	1 Shoshone	430	\$ 56,889	715	\$ 113,771	919	\$ 168,736	969	\$ 159,368	758	\$ 124,691
1 Total		5,884	\$ 822,096	8,613	\$ 1,160,084	12,507	\$ 1,586,393	12,792	\$ 1,459,977	9,949	\$ 1,257,137
	2 Clearwater	340	\$ 30,170	222	\$ 21,904	158	\$ 17,966	158	\$ 18,834	220	\$ 22,218
	2 Idaho	320	\$ 32,544	151	\$ 16,524	325	\$ 33,329	272	\$ 28,799	267	\$ 27,799
	2 Latah	801	\$ 97,009	528	\$ 58,382	268	\$ 30,039	670	\$ 85,154	567	\$ 67,646
	2 Lewis	72	\$ 6,903	30	\$ 3,102	17	\$ 2,059	42	\$ 7,698	40	\$ 4,940
	2 Nez Perce	2,032	\$ 295,967	1,558	\$ 200,622	1,399	\$ 167,293	1,326	\$ 172,724	1,579	\$ 209,152
2 Total		3,565	\$ 462,593	2,489	\$ 300,534	2,167	\$ 250,686	2,468	\$ 313,208	2,672	\$ 331,755
	3 Adams	429	\$ 59,739	448	\$ 52,785	512	\$ 60,338	445	\$ 56,812	459	\$ 57,419
	3 Canyon	7,486	\$ 755,848	6,388	\$ 616,131	6,287	\$ 620,613	6,505	\$ 627,769	6,667	\$ 655,090
	3 Gem	390	\$ 51,261	395	\$ 50,069	527	\$ 72,320	478	\$ 64,173	448	\$ 59,456
	3 Owyhee	100	\$ 17,590	89	\$ 12,212	75	\$ 9,436	101	\$ 17,868	91	\$ 14,276
	3 Payette	1,880	\$ 183,545	2,268	\$ 209,810	1,858	\$ 213,684	2,118	\$ 225,575	2,031	\$ 208,154
	3 Washington	712	\$ 97,830	760	\$ 90,986	963	\$ 133,906	878	\$ 124,269	828	\$ 111,748
3 Total		10,997	\$ 1,165,813	10,348	\$ 1,031,992	10,222	\$ 1,110,298	10,525	\$ 1,116,467	10,523	\$ 1,106,142
	4 Ada	10,584	\$ 1,494,073	7,937	\$ 1,108,649	6,352	\$ 848,567	7,093	\$ 969,304	7,992	\$ 1,105,148
	4 Boise	578	\$ 74,082	449	\$ 59,111	591	\$ 77,709	462	\$ 77,149	520	\$ 72,013
	4 Elmore	2,012	\$ 237,545	1,667	\$ 176,835	975	\$ 107,111	824	\$ 88,772	1,370	\$ 152,566
	4 Valley	118	\$ 16,640	99	\$ 14,359	143	\$ 20,058	175	\$ 19,769	134	\$ 17,707
4 Total		13,292	\$ 1,822,340	10,152	\$ 1,358,954	8,061	\$ 1,053,445	8,554	\$ 1,154,994	10,015	\$ 1,347,433
	5 Blaine	1,326	\$ 159,469	1,327	\$ 153,894	1,540	\$ 193,770	1,388	\$ 187,501	1,395	\$ 173,659
	5 Cassia	2,118	\$ 267,126	1,429	\$ 165,082	1,138	\$ 155,224	1,311	\$ 186,760	1,499	\$ 193,548
	5 Gooding	318	\$ 52,283	260	\$ 37,327	258	\$ 37,992	234	\$ 43,504	268	\$ 42,776
	5 Jerome	999	\$ 119,570	354	\$ 37,111	-	\$ -	-	\$ -	338	\$ 39,170
	5 Lincoln	73	\$ 6,673	132	\$ 14,238	131	\$ 16,043	118	\$ 14,409	114	\$ 12,841
	5 Twin Falls	3,837	\$ 503,802	3,258	\$ 433,474	3,534	\$ 484,319	3,715	\$ 516,580	3,586	\$ 484,544
5 Total		8,671	\$ 1,108,924	6,760	\$ 841,126	6,601	\$ 887,347	6,766	\$ 948,755	7,200	\$ 946,538
	6 Bannock	4,132	\$ 487,149	5,001	\$ 595,021	6,403	\$ 882,959	6,172	\$ 799,491	5,427	\$ 691,155
	6 Bear Lake	128	\$ 15,089	169	\$ 22,840	156	\$ 22,871	205	\$ 21,248	165	\$ 20,512
	6 Caribou	466	\$ 66,737	778	\$ 117,972	968	\$ 163,322	1,146	\$ 188,296	840	\$ 134,082
	6 Franklin	433	\$ 74,309	646	\$ 100,497	821	\$ 122,670	678	\$ 113,935	645	\$ 102,853
	6 Oneida	182	\$ 21,542	330	\$ 41,093	354	\$ 48,971	256	\$ 32,067	281	\$ 35,918
	6 Power	179	\$ 21,354	187	\$ 35,565	192	\$ 26,456	205	\$ 28,703	191	\$ 28,019
6 Total		5,520	\$ 686,179	7,111	\$ 912,987	8,894	\$ 1,267,248	8,662	\$ 1,183,738	7,547	\$ 1,012,538
	7 Bingham	1,396	\$ 157,967	1,076	\$ 124,421	1,071	\$ 120,028	1,733	\$ 208,266	1,319	\$ 152,670
	7 Bonneville	6,391	\$ 636,684	8,607	\$ 853,565	8,753	\$ 977,633	7,664	\$ 823,349	7,854	\$ 822,808
	7 Butte	72	\$ 9,786	83	\$ 13,550	17	\$ 2,438	42	\$ 5,086	54	\$ 7,715
	7 Clark	35	\$ 4,719	33	\$ 5,530	35	\$ 5,084	18	\$ 2,889	30	\$ 4,555
	7 Custer	77	\$ 14,749	70	\$ 15,457	60	\$ 7,129	69	\$ 15,844	69	\$ 13,295
	7 Fremont	1,093	\$ 161,010	1,229	\$ 184,984	1,848	\$ 286,154	1,795	\$ 249,228	1,491	\$ 220,344
	7 Jefferson	381	\$ 48,213	427	\$ 59,601	490	\$ 63,913	657	\$ 81,136	489	\$ 63,215
	7 Lemhi	242	\$ 35,020	386	\$ 55,564	364	\$ 56,375	377	\$ 56,646	342	\$ 50,901
	7 Teton	497	\$ 79,462	636	\$ 100,968	600	\$ 110,006	519	\$ 100,627	563	\$ 97,766
7 Total		10,184	\$ 1,147,612	12,547	\$ 1,413,638	13,238	\$ 1,628,758	12,874	\$ 1,543,070	12,211	\$ 1,433,269
Grand Total		58,113	\$ 7,215,557	58,020	\$ 7,019,315	61,690	\$ 7,784,176	62,641	\$ 7,720,209	60,116	\$ 7,434,814