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### ADDENDUM 1

To: All Interested Proposers  
From: Lucy Balderama, Inventory Bid Technician  
Date: February 13, 2015  
Subject: RFP# 15-005, Automated Payment Kiosks for the County of El Paso

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**This addendum has been issued to notify vendors of the following questions:**

1. The RFP states that the system is to be "no-cost-to-the-County". Additionally it states that "Kiosks must be able to charge a service or convenience fee to the user in addition to their court assessment. The additional service fee collected shall be returned to the County. " It would appear that this gives no option for the vendor to recover its costs. Could you clarify your intentions with regard to vendor cost recovery?

**Response:**

- a. "No-cost-to-the-County" means the County doesn't pay for the machines installation, or maintenance, etc. The users of the machine will pay for everything through a transaction fee established by the bidder.
  - b. "Kiosks must be able to charge a service or convenience fee to the user in addition to their court assessment. The additional service fee collected shall be returned to the County." Same answer as "a". If the County wishes to add a service or convenience fee, the machine should be able to add it and those funds returned to the County. The service or convenience fee is in addition to the transaction fee paid by the user. When collected, the bidder should be able to differentiate: 1) the fine, 2) the transaction fee, and 3) County's service fee.
2. Does the County currently accept funds through public kiosks for any other purpose?

**Response:** Currently, the County has two payment kiosks located at each of our jails. The public can put funds into an inmate's commissary account.

3. Does the County envision using their own credit card merchant account, or the vendor's merchant account?

**Response:** The RFP says "The County has a 3-year agreement with Value Payment Systems, located in Nashville TN for credit card processing services in which all credit

card transactions are run through Value Payment Systems, if possible. Proposer should state in their proposal, if their kiosk and software has the ability to utilize Value Payment Systems as their credit card processor. (If so, provide the associated transaction fee. If not, provide information about your current credit card processing company)". Answer: Yes, unless the bidder cannot link to Value Payment Systems.

4. What other means will be available to the public to make payments to Court agencies. If the Kiosk system works as well as expected, will the County change existing payment procedures?

**Response:** Currently citizens can pay their fines in person or on-line. We don't expect these two options to change. The kiosk is intended to provide an additional convenience to customers.

5. Is the estimate of (500) transactions per month based on 10% existing payment volume, with total current payment volume of (5,000) transactions per month?

**Response:** No. We provided the "500 transactions" as a base number so all bidders will use this number to calculate their fee.

6. What is the current average payment amount currently received. What is the maximum and minimum payment received?

**Response:** Cannot answer. Your question asks for current payments received for all "in-person" and "on-line payments". This number will not determine what the average payment; minimum or maximum will be at the kiosks. Bidders should provide a scale of fees based on the dollar amount collected (from \$1.00 - 1,000+).

7. Does the County currently allow payment by credit card?

**Response:** Yes, as stated in the RFP.

8. Does the County currently charge a service fee for cash or credit card transactions?

**Response:** Currently, The County doesn't charge a fee for cash payments as they are paid in-person. Currently, our credit card vendor charges a fee for credit card transactions.

9. Can the County describe the basic nature of the interface with Odyssey Court Management software? Is it a real-time interface? Is there an API using web services?

**Response:** Our Case Management System servers are not directly accessible externally, however, the interface is a real time API that we will make available through a web service.

10. Will the County allow for posting of posters and/or signage related to the service?

**Response:** Yes.

11. Will the County help facilitate placement of data and electrical at Court locations?

**Response:** Facilitate – Yes. The financial aspects of placement are the burden of the bidder.

12. Can you describe the locations that where the initial deployment of (2) kiosks will be placed?

**Response:** Don't know yet. We expect them to be inside a facility in the lobby area.

13. What are the hours of operation at the selected sites?

**Response:** County office hours are 8:00am – 5:00pm. We're trying to place kiosks in places where customers can also pay in the evening and weekends.

14. Is there video surveillance at the selected sites?

**Response:** No answer. Sites haven't been selected yet.

15. Are kiosks required to accept coin?

**Response:** No.