

## Addendum

### RFP Clarification

1. **Section # - 2**

**Paragraph - A**

**Page # - 2**

**Text of Passage being questioned:**

*OSCCE pursues the collection of court-ordered financial assessments through a variety of State and private sector sanctions to the enforcement of judicial branch orders.*

**Question:** *Currently what is the case management system used? Or, are there multiple case management system(s)? What unique identifier relates the offender to payment?*

**Answer:** There are multiple case management/financial systems to which a payment could be applied. The identifying information will be input by the end user, based on screen requests for select information, and captured/stored by the vendor for OSCCE representatives to use in payment processing.

2. **Section # - 2**

**Paragraph - C**

**Page # - 2**

**Text of Passage being questioned:**

*The State desires to have a total of four (4) automated payment kiosks installed at the locations listed in section 1.*

**Question:** *What is the current ADP (Average Daily Population) of the (4) Probation and Parole offices listed in section 1?*

**Answer:** The ADP of the Probation & Parole Offices is unknown to us. All statistical information on DOC facilities would be maintained by DOC, if available.

3. **Section # - 2**

**Paragraph - C**

**Page # - 2**

**Text of Passage being questioned:**

*At the (4) locations listed in section 1, OSCCE expects a total of approximately (1000) transactions, totaling approximately (\$50,000) per month in an activity at the time of initial implementation.*

**Question:** *Currently what model does OSCCE follow to collect/accept payments? For example OSCCE accepts payments through money orders, cash, debit, credit card and online payments.*

**Answer:** OSCCE currently accepts cash, checks, money orders, debit/credit cards, web pays, ACH and payments by phone.

4. **Section # - 2**

**Paragraph # - F. Kiosks**

**Page # - 3**

**Text of Passage being questioned:**

*Kiosks must be constructed to withstand public usage in either an interior or exterior location.*

**Question:** *What elements (Wind/Rain/Snow etc) will the kiosks be exposed to when located in an exterior environment? Please give more details on exterior location? Will there be external shelter for the kiosks? Will vendor be able to negotiate exterior location?*

**Answer:** It is not known where these kiosks may end up, so it is unknown what type of protection may be available. Therefore, kiosks should be able to withstand all potential weather elements.

5. **Section # - 2**

**Paragraph – G.6**

**Page # - 3**

**Text of Passage being questioned:**

*All kiosks will provide (2) receipt copies to the end user of all approved transactions..*

**Question:** *Why are there (2) receipts? Can (1) receipt be a paper copy and (2) be an electronic copy*

**Answer:** -Two paper receipts will need to print. One copy for the end user and one copy for them to provide to their probation officer for proof of payment.

6. **Section # - 2**

**Paragraph – H. Monitoring**

**Page # - 3**

**Text of Passage being questioned:**

*Kiosks must be monitored by vendor with picture capture and/or visual recording...*

**Question:** *Can the kiosks be located in a room/Lobby that is monitored by camera's or video recording equipment that are not located within the kiosk?*

**Answer:** These machines will be housed in facilities not maintained by the Courts, therefore the State cannot guarantee the availability of lobby/room recording equipment. Therefore, kiosks must be equipped with safety recording/monitoring equipment.

7. **Section # - 2**

**Paragraph – K. 2. Technical/Data**

**Page # - 4**

**Text of Passage being questioned:**

*credit card virtual merchant (currently Govolution) **Question:** Does OSCCE have a commitment/contract with Govolution?*

**Answer:** The State has a contract with Govolution as the sole processor for credit card processing services as a virtual merchant.

8. **Section # - 2**

**Paragraph** – M.b. Maintenance

**Page # - 5**

**Text of Passage being questioned:**

*paying for telephone (data transmission) service if necessary...(other than electricity) related to day to day operations*

**Question:** *Is vendor authorized you utilize existing OSCCE data ports, switches, network?  
Will OSCCE offices provide electricity outlets at designated kiosk locations?*

**Answer:** Electrical outlets will be provided for the kiosk sites. The kiosks cannot access the State network, without completion of a second business case study and approval by DTI.

9. **Section # - 18**

**Paragraph** – C. 1. Proposal Evaluation Team

**Page # - 16**

**Text of Passage being questioned:**

*The team shall determine which vendors meet the minimum requirements...*

**Question:** *Will the evaluation team consider other products from the Vendor that would be a value add to the State of Delaware?*

**Answer:** All proposals will be reviewed, but anything outside the scope of this RFP will require approval of a new business case study and re-posting of the RFP to notify all vendors of a change.

10. **Section #: N/A**

**Paragraph:** N/A

**Page #:** N/A

**Text of passage being questioned:** *“Contract Specific Message: MANDATORY PRE-BID MEETING!”*

**Question:** *(a) What is the date, time, and location of the mandatory pre-bid conference? (b) Does the Vendor need to make any reservations to attend the conference, and if so what is the reservation procedure?*

**Answer:** (a) The pre-bid meeting is not a traditional face to face meeting, but rather the posting of responses to vendor inquiries on the appropriate State web site. (b) Not applicable, see above explanation.

11. **Section #: II**

**Paragraph:** C

**Page #: 2**

**Text of passage being questioned:**

The State desires to have a total of four (4) automated payment kiosks installed at the locations listed in Section I

**Question:** (a) Is the OSCCE interested in a web-based payment solution from the vendor that would allow for payments from home? (b) If so, may a description of such a service to complement the kiosk payments service be included in the Vendor's proposal?

**Answer: (a) OSCCE currently has a web based payment system which allows the public to make payments from home. (b) Not applicable, see above explanation.**

12. **Section #:** II

**Paragraph:** K.2

**Page #:** 4

**Text of passage being questioned:**

Vendor must be able to support the State approved credit card virtual merchant (currently Govolution) as the processor for all credit and debit card based transactions with no additional fee to the State or to the State's virtual merchant.

**Question:** Although it is understood the RFP is specifically requesting professional services to provide the hardware and software for accepting incoming fees and depositing to the State via Govolution, would the State accept an alternative proposal for a complete end-to-end fee payment solution that the Vendor can provide to State for absolutely no cost to the state (initial, annual, or per transaction) with minimal transaction fees to the user?

**Answer: All proposals will be accepted and reviewed, but any considerations outside the scope of this RFP cannot be implemented without following State procedures including review of a business case study and/or re-posting of a new RFP outlining proposed changes to our services request.**