



STATE OF DELAWARE

**ADMINISTRATIVE OFFICE OF THE COURTS**

1 SOUTH RACE STREET  
GEORGETOWN, DELAWARE 19947  
(302) 856-5406 / FAX (302) 856-5408

38 THE GREEN, ROOM 107  
DOVER, DELAWARE 19901  
(302) 674-7480 / FAX (302) 856-5408

THE RENAISSANCE CENTRE  
405 NORTH KING STREET, SUITE 507  
WILMINGTON, DELAWARE 19801-3700  
(302) 255-0090 / FAX (302) 255-2217

**PATRICIA W. GRIFFIN**  
STATE COURT ADMINISTRATOR

TO: ALL OFFERORS  
FROM: ASHLEY TUCKER  
SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL  
CONTRACT NO. JUD17002-KIOSKS

**ADDENDUM #1**

This Addendum is issued to answer vendor questions. All other terms and conditions remain the same.

**Q. 1 Are you looking for the company who provides the kiosks to also offer credit card processing capabilities?**

Yes. The company that will provide the kiosks needs to have the capability to process credit card transactions on behalf of certain agencies, as well as the ability to pass through certain credit card transactions to a State approved vendor that processes such transactions.

**Q. 2 To clarify, certain agencies can use the recommended credit card processor of the kiosk company (assuming this isn't the State approved credit card vendor). Other agencies will require the use of the State approved credit card vendor to process transactions.**

Currently, all State agencies use the State approved credit card merchant. The selected vendor would be required to build an interface that securely hands the transaction off to the State gateway provider and in turn the State approved processor.

We have one exception, and due to the handling of federal regulations and accounting, that agency uses the kiosk vendor's credit card services through an interface that works with their specialized software system.

If there are development costs associated with the creation of these interfaces; please identify who is expected to incur the costs, even if the expenses are not known at this time.

**Q. 3 The court is collecting the payments and there is no "integration" or payment reporting portal discussed, only just two copies of the receipt as proof of payment? Payment is then transferred to the court nightly?**

There would need to be multiple interface programming to the State's criminal justice database (CJIS), the State's gateway provider (Govolution) and Child Support's database (Infomatix iAPPROVE API). It would be expected the vendor would develop all programming and deliver the product no later than October 31, 2017 as stated in Section II (Scope of Services), Sub-Section F of the RFP.

As to reporting portals, we requested remote access to all kiosk transaction logs under Section II (Scope of Services), Sub-Section M, item 6.

**Q. 4 Is vendor the operator of this solution?**

Vendor would be the operator, with special requirements for credit card operations. You would be the gateway and processor for Child Support, but hand off the transactions to the State approved gateway (Govolution) for Department of Correction and Court applications.

**Q. 5 RFP state that cash is managed by the operator. Is the same true for checks and credit transactions? If operator is the merchant of record (account holder) for the credit card and check stuff would money need to be collected and transferred out?**

Kiosks do not accept check payments at this time. Credit cards are a combination of the vendor being the complete solution, and handing the transaction off to the State approved gateway.

Credit Card transactions handed off to the State approved gateway would not have to be transferred out, as they would process in our accounting system(s). Credit card transactions where vendor is the complete solution would have to be transferred out daily. Check payments are not accepted at this time.

- Q. 6 For Cash, the state requires nightly transfers of all cash collected by ACH. The vendor would need to have an account with funds so that it can escrow the cash by ACH. The question is what level of automation does the ACH transfer need and is it XXXXXX's responsibility to trigger this transfer? To me, it seems vendor should collect the night nightly, deposit to the account and transfer the totals once the deposits are done by ACH as a manual process.**

There is no requirement on automation of the ACH processing for cash payments. We will provide vendor with an account to transfer the funds to, and leave the inner workings of the process to the vendor. We want to see a daily ACH processing of the cash transactions to our account.

- Q. 7 I assume the ACH transfer could encompass payments by check and credit that have cleared if the operator is merchant of record?**

Check processing is not accepted at this time. Credit card processing through the State approved gateway will not affect the vendor, but if the vendor is the complete solution for Child Support the funds should transfer nightly.

- Q. 8 I assume vendor is supplying the internet gateway? If so can they verify we are isolated by itself on the network as a "payment network" at the site?**

The kiosks cannot touch the State network structure. Vendor must develop and maintain a closed circuit that you supply.

- Q. 9 Do we know what PCI DSS compliance proof is required? I will have to get this quoted if we need a security company to come and initially assess us and then repeat the assessment later. If we use First Data they supply tools for PCI-SQA and auditing.**

There is a PCI attestation your IT security officer should complete at least annually; or if reviewed by an outside company, you should receive a PCI certification of some type. This must be completed at least annually and the attestation/certificate provided to the State for our records.

- Q. 10 What merchant account will be used? We are EMV compliant with Chase and First Data. We would need to verify that they are state approved?**

The EMV liability for the vendor will depend on the solution used. If you are the sole solution for Child Support then your compliance with either of these banks would be fine. In the case of using the State gateway (Govolution) and processor (EPX), you would have to work with those vendors to certify the EMV security requirements.

**Q. 11 I saw 2 documents posted previously, DOC\_17043Kiosks\_rfp and DOC\_17403Kiosks\_appB. Since these are not part of the current post on the Delaware Bids site, can I assume those are no longer relevant?**

Based on the contract number cited, DOC\_17043, this question cannot be answered as these are not Judicial Branch postings. Contact the State's procurement office for further information.