



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP) K21-0057-29 Maryland Business License Electronic Payment Services

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

1. Question: Who is your current payment service provider and what are the current rates?
Response: The Judiciary does not currently have an incumbent for these services.
2. Question: Is there an estimated date of award??
Response: No, there is not an estimated date of award.
3. Question: Would AOC kindly consider extending the RFP due date?
Response: No, requests for an extension of the due date and time will not be granted.
4. Question: When is the "go-live" date (this is the date that requires everything to be up and running)?
Response: See section 4.2 of the solicitation.
5. Question: Would the AOC consider an electronic submission for the RFP response given our continued workplace limitations due to COVID-19/pandemic issues?
Response: No, proposals may only be accepted via mail or drop off to the facility listed in Section 1.5 of the solicitation.
6. Question: Does the Judiciary accept electronic checks as payment?
Response: Yes, but this project will not be accepting checks as a form of payment.
7. Question: How many transactions does the Judiciary process annually and what is the value of those transactions? Please break down those figures by card type/method of payment.
Response: The total number of license transactions are approximately 108,000

annually. The method of payment was cash or check, totaling approximately \$15 million.

8. Question: For integration, will this be done via flat file or API?
Response: API would be preferred, but we will accept both. Offerors shall state their integration capabilities as a part of their technical submittal.
9. Question: Do you send/receive real time messages/API calls with your current gateway provider?
Response: No
10. Question: Do you send/receive file transmissions from your current gateway provider?
Response: No
11. Question: Does the Administrative Office of the Courts (AOC) plan to open an account with the awarded contractor to deposit funds?
Response: No, the AOC has an existing account in place for these purposes.
12. Question: Please clarify the statement in 2.2.3: The Contractor shall ensure that users have the ability to enter unique information to determine the amount to be paid. What information does the AOC anticipate will be entered in the Payment system that is not collected and passed by the Business Licensing system?
Response: The Judiciary anticipates for the users to be able to enter their business license number into the payment portal to retrieve the payment amount from the business licensing system.
13. Question: What is the name of the eLicense vendor that hosts your website at https://jportal.mdcourts.gov/license/index_disclaimer.jsp?
Response: The Judiciary does not currently have a vendor that provides these services.
14. Question: Who is your current online payment gateway provider? Do you utilize the I-FRAME technology in your current platform?
Response: The Judiciary does not currently have a gateway provider.
15. Question: Please clarify the statement in 2.2.12: Transfer of funds from other sources will not be accepted.
Response: Funds should only be transferred to designated accounts that will be provided by the AOC.
16. Question: Please provide annual transaction volumes and fees collected for business licenses by credit card and ACH.
Response: At this time, a majority of our court locations are not accepting credit card payment for licenses.

17. Question: Please provide the annual volume of returned checks by volume and dollar amount.

Response: See #16 above.

18. Question: Can you provide the transaction volume for 2019 and 2020 with a breakdown credit/debit vs. e-check (ACH)?

Response: At this time majority of our court locations accept payments for licenses by cash or check. In person credit card payments currently represent an extremely small percentage of overall payments, though no precise figures are currently available.

19. Question: Do you collect payments over any other channels besides the internet? IVR? Customer service representatives? If so, how is that volume broken out over a monthly basis?

Response: For licenses, we only accept payment in person or by mail.

20. Question: What's your current volume break down of ACH and credit/debit cards per month?

Response: See #19 above.

21. Question: There was a question about service fee model (customer absorbs vendor fee) vs the courts absorbing the credit card vendor fee.

Response: At this time, the Judiciary plans to pursue the service fee model. However, if a prospective Offeror wishes to provide both options with its proposal, the Judiciary would consider the information for future changes.

Issued by: Joeshia Brawner
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