



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
580 TAYLOR AVENUE
ANNAPOLIS, MARYLAND 21401

Pamela Harris, State Court Administrator
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Questions/Responses No. 1 to the
Request for Proposal (RFP) K15-0047-25
PAYMENT PROCESSING 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 who received the RFP. The statements and interpretations contained in the following responses to questions are not binding to 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.

Question: Will you consider making participation mandatory in order to optimize the efficiencies of the service and eliminate the processing of checks that you need to handle?

Response: No, not at this time.

Question: Will you consider extending the deadline of the proposal?

Response: Yes, the proposal deadline is now extended until 2:00 PM April 24, 2015.

Question: What is the current volume?

Response: Up to 38,000

Question: Would you like to be able to include a convenience fee for online credit card payments?

Response: Yes

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Question: Based on the Section 2.2 Background, it appears that Maryland is asking for a system for the collection of annual dues. Will the system be used to collect other payment types?

Response: No, not at this time.

Question: Should the system be designed to accept electronic checks?

Response: No

Question: Section 2.3 states “the service provider will guarantee payment and will be responsible for collecting any over limit or failed credit card transactions and the handling of refunds.” Are we to understand that the service provider is financially responsible to the State for any over limit or failed transactions or is this a requirement intended to push the responsibility for resolving the issues to the service provider?

Response: It’s a requirement of the service provider to resolve the issue.

Question: If we did not receive the notification of this RFP until after the pre-proposal conference, are we still able to place a bid for this RFP?

Response: Yes, you can still submit a proposal.

Issued by: Kevin Jones, Procurement Officer
April 09, 2015