



Department of Finance

Purchasing and Contracts

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CLARK COUNTY, NEVADA

RFP NO. 602418-11

ELECTRONIC PAYMENTS PROCESSOR

April 23, 2012

ADDENDUM NO. 2

REQUEST FOR PROPOSAL

1. The RFP Opening Date of April 30, 2012 at 3:00:00 p.m. **has changed to Monday May 07, 2012 at 3:00:00 p.m.**

CLARIFICATION

2. Addendum No.3 will be forthcoming and will address the outstanding questions not answered herein and specifically Attachment A - Questionnaire, Tab 11 – Describe Your Fees and Costs.

QUESTION AND ANSWER

- Q1: Do all of your departments have PCs with available USB ports and internet access?
A1: Without an exhaustive look at the current (PC) hardware inventory, it is believed that almost all department PCs have USB ports. In many cases those devices are disabled for security reasons. Also, most PCs are connected to our County network which is connected to the internet
- Q2: Section B Page 2: The processor will provide detailed cost analysis regarding available customer service hours such as 24/7 operating versus business day hours. Does the County's anticipate this customer service availability is for the County personnel or the County's consumers?
A2: This customer service is for County personnel pursuing administrative and/or technical services assistance.
- Q3: Is it the County's intention that all applicable departments accepting payments via the Customer Controlled User Account provide a file to the vendors system with account information and the payment amount due?
A3: Please see Addendum No. 1.
- Q4: Contract V (B) are you seeking invoice billing for monthly processing or just equipment?
A4: Consolidated monthly invoicing showing processing, equipment leasing, and more.
- Q5: Is the contract term only through June 30th 2013?
A5: Please see Addendum No. 1

Q6: 20 (I) We do not believe it is compliant to prohibit a cardholder from cancelling a payment, is this a requirement?

A6: We do understand your question as we cannot find your reference [20 (I)]. However, we believe the only instance in the original requirements ATTACHMENT A – QUESTIONNAIRE that references prohibiting a cardholder from canceling a payment is in the area of Customer-Controlled User Accounts. Our stated purpose here is so that a Judge may impose a requirement on a person to make a regular payment (for...perhaps child support as an example) and that the Judge may not allow that person to stop automatic payments, once established, until legal circumstances change.

Otherwise, we have no reason to prevent a customer from changing their minds and their payment arrangements.

Except as modified herein all other specifications, terms, and conditions shall remain the same

Should you have any questions, I can be reached at (702) 455-2729 or chetanc@clarkcountynv.gov.

ISSUED BY:



Chetan Champaneri
Purchasing Analyst

Attachment(s): None

cc: Mary Fazzalano, Information Technology
Kevin Skinner, Information Technology
Adrienne Patterson, Treasurer