

February 18, 2016

Town of Berlin

Bid #2016-16

Online Tax Payment Software

**Addendum #1**

**ATTN:** Please review the responses below to questions received to date:

1. Please provide the annual volume of tax volume collected by the Town? **\$65 million**
2. Please provide average transaction amount? **Values vary greatly on property taxes. Typically \$300 to \$400 for motor vehicle, which is our most frequent type billed.**
3. Does the town prefer a convenience fee model, whereby all costs associated with the service are covered by a fee to the payor? **Yes**
4. Does the town currently pay fees in addition those paid by the payor for services? **No**
5. Do you currently charge convenience fees? If so, what is the fee for credit, debit, and electronic checks? **Current vendor, Official Payments, charges a fee based on % of tax PAID.**
6. What credit cards are you accepting currently? **MC/VISA/AMEX/DISC**
7. Do you take electronic checks and are they guaranteed or non-guaranteed? **Yes. Not guaranteed.**
8. Is this RFP for online (web) payments only or does it include Point-of-Sale payments? **Online or Phone. No Point of Sale.**
9. Do you accept payments via IVR or telephone? **Yes**
10. How many merchant IDs are currently in use? **NONE**
11. How many tax bills does the Town issue annually and what frequency are they? **36,000. Once a year for Motor Vehicle and Personal Property. Twice a year for Real Estate.**

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