



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 1 to the Request for Proposals (RFP) K21-0037-25 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. 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: Section 2.2.1: Please provide transaction count and dollar value volumes, by card type (Visa, MasterCard, American Express, Discover) and payment form (ACH, credit, debit)

Response: We currently do not accept ACH or debit. I will see if I can see some stats on this but it may be a payment count only and not by CC type.

2. Question: Section 2.2.4: Does your current Contractor guarantee payment to the designated court related (bank) account(s) and is responsible for collecting any over limit or failed credit card transactions and the handling of refunds? If we cannot guarantee payment or perform collection services as described, would our response be considered non-responsive?

Response: Yes, the current contractor guarantee payment to the designated court related bank accounts. We do not allow failed transactions to proceed and fees may be refunded by us but the fees would need to be refunded by the processing company. Yes, for guarantee payments.

3. Question: Section 2.2.5: Does your current Contractor generate and provide daily summary and detailed transaction reports that are emailed to those designated by the CPF and/or JIS? If we could not email reports, would the Judiciary accept our online reporting as sufficient?

Response: We would have to evaluate the approach.

4. Question: Is the AOC/CPF looking for a Service Fee model or do they plan to absorb any transaction fees?  
Response: At this time a Service Fee model
5. Question: If they plan to absorb transaction fees, do they refer they be netted out of their daily settlement or billed on a monthly basis?  
Response: Netted out
6. Question: Do they plan to allow multiple renewals on a single transaction? If so, will the AIS system perform the “shopping cart” functionality?  
Response: Currently we do not have a shopping cart functionality.
7. Question: Are they expecting e-Checks to be guaranteed payments or simply a ACH/NACHA file provided to their bank daily?  
Response: At this point we do not allow e-checks so we do not currently have a preference.
8. Question: Please explain if you are requiring the Merchant provider to absorbed any/all bad ACH and credit cards payments?  
Response: Payments no but convenience fees yes
9. Question: For 2019, please provide the number of transactions and the dollar amounts collected by Maryland Judiciary, Administrative Office of the Courts.  
Response: The number of transactions during periods: 7/1/2019-6/30/2020, were 41,277.
10. Question: Please provide the number of transactions and dollar amounts of physical checks processed for 2019.  
Response: The number of physical checks totals 2,821. There could be bulk payments by check to cover over 100+ attorneys in one payment. The dollar amounts for checks received for FY20 (7/1/19 - 6/30/20) = \$719,305.00.
11. Question: Can you tell us your current rate of returned checks (received by mail) for CPF?  
Response: For FY2020 (7/1/19 - 6/30/20) there were 4 checks returned for NSF, closed accounts, etc. The prior year there were 10.