

Question and Answer

RFP 2014-01 "Kiosk Services for County Bill Payment"

1. What is the expected number of kiosks?
Webb County does not have a comprehensive plan for the use of kiosk. Webb County will rely on the recommendations of the proposer for the number and location of the kiosks. It is suggested that the proposer include in the proposal some discussion on the recommendation and implementation of the kiosk system.
The decision on the number of kiosk stations will be discussed and settled during contract negotiations.
2. What are the different types of transactions to be accepted at the kiosks?
The kiosk will accept fee and fines payments. Webb County will accept recommendations from the proposers for additional transactions. The decision for transaction type acceptance will be made during contract negotiations.
3. What accounting/billing software does Webb County use? Please specify by department if separate.
Webb County uses the AS400
4. What identifier (account number, driver's license) is used for various types of transactions.
This information will be made available to the selected proposer at time of contract negotiation.
5. What is the average number of monthly walk-up transactions at the prospective locations?
This information is currently not available. We will have it available during contract negotiations if needed.
6. What is the average payment amount per transaction type?
This information is currently not available. We will have it available during contract negotiations if needed.
7. Will Webb County provide an electrical connection?
We expect that the electricity used by the kiosk will be billed to the county within one of the current electrical accounts. The actual connection will be the responsibility of the provider/vendor if the kiosk requires special connections. It is recommended that during contract negotiations this question be discussed and addressed in writing.
8. Will Webb County provide a connection to the web?
The question of who will provide the connection to the web is to be addressed during contract negotiations
9. Can you provide information as to the user interface that is, can the user enter a case number that is being paid.
We believe that they would be able to enter that type of information. Much of it will depend on the particular software that is within the Kiosk.
10. What is the number of sites for kiosk placement / is there a number of kiosks per site?
Proposers will recommend a plan to the county; number will be addressed during contract negotiations. Webb County does not currently provide this service.