

RFP FOR THIRD PARTY PAYMENT VENDOR – ADDENDUM #1

NOTICE TO ALL BIDDERS: THE RFP DOCUMENTS REMAIN UNCHANGED AND PROPOSAL DUE DATE AND TIME REMAINS UNCHANGED. THE FOLLOWING QUESTIONS ARE BEING ANSWERED TO PROVIDE ADDITIONAL CLARITY TO THE DOCUMENT.

1. Does the District have a preferred table of contents for our proposal? We see the list of requirements in Section 3.2.3, as well as the evaluation sections in 3.5.4. Is there a specific order/format of these requirements that the District would prefer for proposal organization?
Please follow the recommended organization in section 3.2 of the RFP.
2. Do you require our Cost proposal to be submitted/sealed separately from the rest of our proposal? ***While not required, this is preferable. If you do not keep it separate, a non-scoring member of our team will have to redact this information for the selection committee. This will save us time if you keep it separate.***
3. How many credit card terminals does Boone County need for in-person online transactions?
Three is the maximum we will need.
4. How many customers does BCRSD currently have enrolled in paperless billing per cycle? **2047**
5. Does BCRSD plan to migrate existing paperless users or start fresh? ***Start Fresh***
6. What is BCRSD's total Bill Print Cost? ***We cannot answer this, as it is merged with Boone Electric Billing currently. We estimate this will cost us approximately \$5,000 per month depending on how quickly we can migrate people back to paperless billing and auto-pay.***
7. Is printing is handled in house or by a third party, and if outsourced, who is the vendor? ***This is currently performed by Boone Electric and we cannot answer this. Printing/Mailing is not a requirement of this RFP. We will ultimately be seeking a new vendor for this.***
8. Will a blank copy of a master service agreement be sufficient? **Yes**
9. Can BCRSD please provide 6 month of detailed merchant statements showing transaction volumes and associated fees? ***See the answer to #10 below. Appendix I in the RFP and the information in #10 below is as much information as we can produce from Boone Electric.***
10. Can BCRSD please provide a complete breakdown of all fees tied to your current online payment vendor and any other online payment related fees from banking institutions or third parties, including card and ACH processing rates, interchange and assessment fees, processor markups, customer fees, IVR fees, monthly or platform charges, PCI or compliance fees,



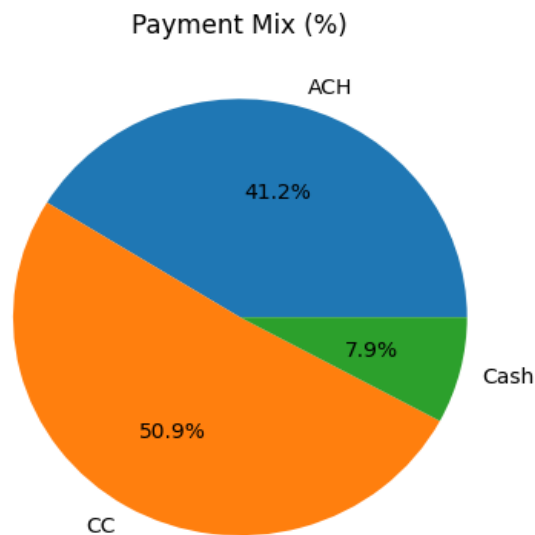
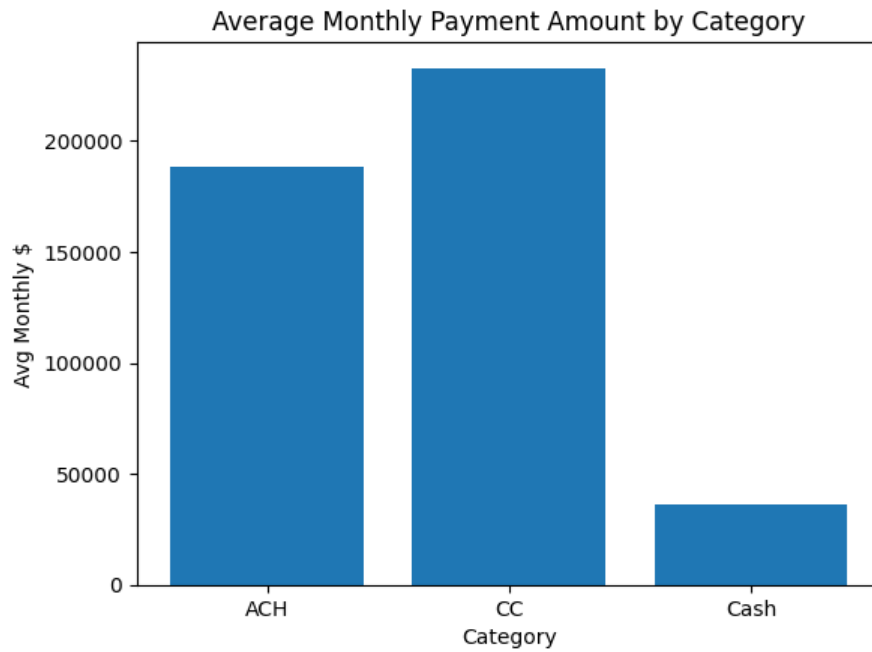
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chargebacks, refunds, and any other costs? ***This request cannot be accomplished by Boone Electric, as the fees are intertwined in a way that cannot be accurately extracted from their database. Boone Electric currently charges us a 1% flat rate on all credit card and ACH transactions by dollar volume. This is their workaround because they do not know what our true cost is due to the complicated intertwine. For the sake of bidding purposes, please see the attached chart. We recognize that there are various fees that need to be identified in your proposal which include any of the fees listed in this question. However, for the simplicity of determining an estimated monthly cost, bidders should make the following assumptions based on our transaction volumes for 2025. Assume 2,928 accounts using ACH for a payment volume of \$188,273 per month. Assume 3,487 accounts using credit card for a monthly transaction volume of \$232,828. Assume 503 customers pay in cash for a monthly transaction volume of \$35,982. We intend to score proposals based the pricing portion of the proposal by multiplying your unit charge rates for each of these items by the applicable number of accounts or dollar volume (whichever is applicable.) Other unit rates need to be identified, but are not part of the scoring of the pricing portion of the proposal response.***

See attached page for more data for answer to Question #10.

Average Yearly Data | Period: 2025

Category	Avg Nbr of Accts	Avg Payment Amt (\$)	% of Total
ACH	2928	\$188,273	41.2%
CC	3487	\$232,828	50.9%
Cash	503	\$35,982	7.9%



Key Insight: Credit card payments represent the largest share of revenue, followed closely by ACH. Cash payments remain a small portion of total collections.