

April 11, 2019



Bid #2019-14

Credit Card Processing

Addendum #2

Q: Is the current point of sale solution integrated with QDS or other software? or are they stand alone? How many POS devices are needed? Are there any issues with the current service provider? Can you provide an average tax payment amount for: Credit Card, Debit Card, ACH? Is the Town seeking a different fee structure than is currently being used?

A: The Town of Berlin is currently using an on-line only credit card processing system. The processing system is fully integrated with QDS, our software vendor. The Revenue Office is trying to offer additional services to our taxpayers by providing a credit card payment option for in office payments. There would be three POS devices needed for the payment windows. Last year, the on-line payments were approximately \$800,000.00 with any average ticket of \$2,100.00. The payments were approximately 80% credit, 15% debit and 5% ACH. The fee structure, while it is important, was not the major motivator of the RFP.

Maryssa Tsolis
Purchasing Agent