

April 11, 2019



Bid #2019-14

Credit Card Processing

Addendum #1

Q: Can the Town please explain the conditions that resulted in issuing an RFP for credit card processing services at this time? What specific payment or customer communication features is the Town looking for that are not provided by its current vendor?

A: The Revenue Department is looking to take credit card payments in the office. Currently, the only way to pay by credit card for a taxpayer is to pay online with Invoice Cloud. Many taxpayers have expressed interest in paying by credit card at the office.

Q: Can the Town please confirm that its office will be open on Monday, 22 April – the day after Easter – to receive and open bids?

A: The town offices will be open on April 22nd

Maryssa Tsolis
Purchasing Agent