

Responses to Inquiries

RFP 22-6-5

7/7/2022

Inquiry submitted by	Inquiry	Response	Response From
Dallin Mace Milestone Utility Services	I'm emailing in regards to RFP # 22-6-5. Is it possible to get the transaction volume and amounts for the Village of Addison? In efforts to demonstrate pricing for the payment processing service, it would be helpful to know the transaction volume, transaction amount (annual or monthly for both) and your mix of transactions (Visa; Mastercard; AMEX; ACH).	A spreadsheet with the requested information will be available on our website through Vendor Registry. Addition # 1 File Name: "Village of Addison Online Credit Card payments 9 2021 - 6 2022"	Finance Department Village of Addison
Dallin Mace Milestone Utility Services	Would we be processing payments through any other outlet than online? Meaning in-person/IVR?	No, however if you have an IVR application, we would be interested in information.	Roseanne Benson Director of Finance Village of Addison
Dallin Mace Milestone Utility Services	In regards to the 8,000+ missing account data, how are they paying their bill? IVR and Mail in? Looking at the data, the average transaction amount is 672 transactions.	We accept payments at the front counter and thru lockbox. We also have a drop box that residents will drop checks into for payment. We have a sizable number of cash customers that come to the counter to pay.	Roseanne Benson Director of Finance Village of Addison
Dallin Mace Milestone Utility Services	Do you anticipate your customers adopting the portal and using it more frequently than in the past?	I am not sure. Again, we have a lot of cash and check payments at the counter or thru the lockbox. Time will tell.	Roseanne Benson Director of Finance Village of Addison

