CITY OF KINGMAN

MERCHANT CARD
PROCESSING SERVICES FOR
PERMITTING AND LICENSING

FIN22-002

RESPONSES TO PROPOSER QUESTIONS

Responses Dated: August 8, 2022

Question 1. What platforms or gateways can CentralSquare go through?

Answer. The payment providers that interface with the e-portal are as follows:

- Authorize.Net
- CardKnox
- CSI (JetPay)
- Elavon (Converge)
- PayFlowLink (PayPal)
- Paymentus
- USA ePay
- CentralSquare Payments - CentralSquare's own payment platform

Over-the-counter payment providers are Paymentus and CardKnox.

Question 2. Will the City accept electronic signatures such as DocuSign on forms that require signature?

Answer. Electronic signatures via DocuSign will serve as original signatures.

Question 3. In reference to the table on p. 4-5, will the City please break down the transaction volume by payment method? (i.e., what percentage of the total transactions are paid by credit card? E-check? Etc.)

Answer. Currently the City only accepts credit card payments for business licensing and permitting so all volumes listed are credit cards.

Question 4. The City requires one original and three copies. What qualifies as an original?

Answer. The differences between an original and copy are the signatures. Signatures on the original must be original signatures or electronic signatures via DocuSign.

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