



REQUEST FOR BIDS Q & A
Payment Card Merchant Services

Village of Deer Park
23680 W. Cuba Road
Deer Park, IL 60010

RFB Due: April 11, 2025, 10:00 AM CST



REQUEST FOR BIDS Q & A:

Please note, the deadline to submit questions related to this bid is Friday, April 4, 2025, at midnight.

QUESTIONS AND ANSWERS (as of April 4, 2025, at 12:00 PM CST):

Q1: We are in the process of scoping out what this project would look like, and I was curious if you would be able to share the estimated annual number of card transactions and the estimated annual card sales (\$) volume you are anticipating?

A1: The Village of Deer Park currently accepts cash or check only. We collect payments for Sewer Billing (170 customers billed quarterly, approx. \$500,000 per year). Business Registration fees are collected annually (approximate 125 businesses with an annual total of \$65,000). We also collect payments for permits and bonds which can vary year to year depending on the number of commercial and residential permits – it can range from \$125,000 to \$300,000 or more annually.

Q2: What is the annual processing volume?

A2: The volume is unknown as the Village currently is cash or check only and does not accept credit or debit cards at this time. See answer to question one for estimates of volumes.

Q3: Can we get a breakdown of volume of credit cards and debit cards?

A3: N/A

Q4: What is the annual transaction count?

A4: N/A

Q5: The RFP states "Vendor will be responsible for providing two (2) payment processing terminals". Will this cost be passed to Deer Park or is it expected that the vendor provide the terminals at no cost?

A5: It is up to the vendor to determine how they will structure the cost of the terminals.

Q6: Does Deer Park have a preferred pricing structure?

A6: No

Q7: How much is the Village willing to spend on integration costs?

A7: The Village is not willing to spend any amount on integration costs. The RFB specifies that the vendor must currently integrate with both Caselle Connect and the Civic Systems Portal.