

The State Bar of California  
**Online Payment Services**  
Request for Proposal: Questions and Responses

**24. What was last year's transaction volume and dollars collected for each of the payment types: annual membership fees, annual registration fees and purchases. Additionally, what is the average payment amount?**

*The transaction volume and dollars collected for the 2006 Billing Year:*

*Annual Membership and Registration Fees*

*Volume: 189,624*

*Amount collected: \$62,780,110.*

*Average payment amount: ~ \$330.*

*Purchases*

*Volume: 60,774*

*Amount collected: \$4,129,426.*

*Average payment amount: ~ \$68.*

**25. What is the annual growth in payment volume? Do you foresee this increasing due to other circumstances?**

*We anticipate having around 4,000 new members (members and registrants) per year. Using the 2007 membership fee and registration fee, this will amount to approximately \$1,600,000 increase in payment.*

**26. Through what methods (mail-in, walk-in, call-in, etc.) do you receive payments today? (Approximate percent of each method?)**

*The State Bar of California currently receive payments through the following methods:*

- ACH, credit card and debit card payment online through our website at <http://www.calbar.ca.gov>  
Approximates to 6% of total payment*
- Mail in check payment  
Approximates to 94% of total payment*
- Credit card and debit card payment by faxing in card information  
Immaterial*
- Walk-in check payment  
Immaterial*

**27. We would also need to know the average dollar volume of transactions processed via ACH and Credit Card transaction either annually or daily?**

*Based on figures retrieved from the 2006 billing cycle, the dollar volume of transactions processed via ACH and credit card transactions annually is approximately \$3,050,000.*

**28. With regard to Credit Card transactions what is the average dollar amount processed per transaction?**

*Based on figures retrieved from the 2006 billing cycle, the average dollar amount processed per transaction is approximately \$330.00.*

**29. What organization is the incumbent for this service relationship?**

*Wells Fargo Bank is the current online payment services provider for the State Bar of California.*

**30. Is the State Bar committed to changing vendors at this time? If so, why?**

*Yes, the State Bar of California is committed to changing vendors at this time. Our current online payment services vendor will no longer support its online payment services by March 2007.*

**31. Does the need to hold payment history include the need to include billed amount to be displayed along with the payment transaction history?**

*The State Bar of California is interested in understanding what the prospective online payment services vendor can offer in terms of providing payment transaction history and billed amount. This includes the user interface, its underlying architecture and the database schema.*

**32. Please explain what are the vendor's requirements related to "applications hosted by third party software companies using other online payment systems".**

*The State Bar of California has a working relationship with various third party software companies. These third party software companies have implemented applications that are available on the State Bar of California*

website (<http://www.calbar.ca.gov>) to provide services and products to members and registrants of the State Bar of California, as well as to the general public.

*Some of these applications offer online payment through online payment services vendors other than the one currently used by the State Bar of California. We would like to eventually consolidate all online payments through our chosen online payment services vendor.*

*It our responsibility to coordinate with these third party software companies to consolidate online payment with the chosen online payment services vendor. However, this does not preclude the chosen online payment services vendor to be involved in discussion forum, implementation and unit testing to bring the consolidation to completion.*

**33. Do you intend to use an existing merchant card provider, or engage in negotiation with the vendor's merchant card provider?**

*The State Bar of California is open to negotiation to use the merchant card provider of the chosen online payment services vendor.*

**34. What functional staff position will be represented on the evaluation team?**

*The members of the evaluation team comprises of:*

- Director of the Information Technology Department*
- Project Manager in the Information Technology Department*
- Developer in the Information Technology Department*
- Manager in the Finance Department*
- Editor in the Media Information Services Department*
- Director of the Admissions Department*

**35. Does the State Bar intend to deploy a 'convenience fee' model for any or all payment transactions at any time during the contract period?**

The Board of Governors of the State Bar of California has elected to eliminate the convenience fee charge for the 2007 Billing Cycle.

**36. If the decision communication date were to be delayed from the stated December 11 date, will the deadline for acceptance testing be moved forward?**

It is unlikely that the communication date will be delayed from the stated December 11 date. However, if it is delayed, the Information Technology Department is open to negotiation to move the acceptance testing forward.

**37. In the Request for Proposal ("RFP") for Online Payment Service Section B. Online Payment Services Specification – Each proposal must include a detailed description of each area of the Online Payment. Should the response include a vendor solution for all areas including those that are already performed on The State Bar web site (e.g. provide ability for members to authenticate themselves and view forms required for payment, provide current applications/forms etc.)?**

Yes, the response should include a solution for all the areas, including those that are already performed on the State Bar of California website. We are very much interested in knowing what the prospective online payment services vendors can offer in terms of a comprehensive online payment services system.