

SAN FRANCISCO SUPERIOR COURT
FAQs
Questions due March 10, 2026

RFQ 38-25-001
TITLE Payment Processor

Similar or duplicative questions have been consolidated.
Clarifying wording in brackets [].

NO. QUESTIONS (56)	ANSWERS
1 With the Q&A's being posted on 03/13/2026, this only leaves Vendors 2.5 business days to respond with a complete proposal. Will the [Court] consider extending the deadline?	Due to time constraints, proposers qualified to participate must already have the API built to tie into an online records request portal built by Granicus which should greatly reduce the amount of time needed to submit a proposal. However, the proposal deadline was extended in Revision No. 1 of the RFQ that was posted on the Court's procurement webpage.
2 Will the Court accept a cover letter and an executive summary as part of the response to the RFQ?	A cover letter and executive summary is not desired, but can be submitted, however, may not be passed to Evaluation Team.
3 The RFQ states "All sections must be separate pages with titles as indicated...". A title is not indicated for [attachments].	Attachments already have titles. The Court is not asking for titles on top of documents from the Court that already have titles. The requirement for titles on parts asking for a Title is to make it easy and clear for the Court to find parts of response.
4 "The court will not sign Bidder's documents." Is this reference to contracting?	Yes. The Court uses its own contracting document when contracting with Vendors.
5 "The Court will not sign Bidder's documents." Does this include opening account agreements?	The Court uses its own contracting document but Vendor's documents can be added as attachments but cannot have provisions that conflict with any Court provision.
6 Even though it seems [the Court is] asking for a fully funded service fee model, [the Court] seems to be asking for pricing across a multitude of different payment options. Is it acceptable to offer simplified fees based exclusively on payment type?	Yes.
7 What are the current fees for users paying by credit card, debit card, and electronic check?	3.5%: payments made online, via mobile devices, and payment IVR, including chargeback protection, paid by the court customer using the service. 3.5%: payments made at locations throughout San Francisco County utilizing Contractor provided PCI, EMV-ready card readers, including chargeback protection; paid by the court customer. 5.0%: payments taken in Contractor's live, bilingual call center services for payment processing, including chargeback protection, paid by the court customer . 5.0%: payments taken using Contractor's outbound notification services to aid in the notification of upcoming and past due payments prior to the Court engaging collection agency services; court customer phone numbers provided by the Court. \$1.00: If ACH payments are taken at Court windows or using online and mobile device payment processing, or payment IVR, including chargeback protection, paid by the court customer . \$4.00: ACH payments taken through Contractor's live, bilingual call center services for payment processing, including chargeback protection, paid by the court customer using the service. \$4.00: ACH payments taken through Contractor's outbound notification services to aid in the notification of upcoming and past due payments prior to the Court engaging collection agency services; court customer phone numbers and citizen participation consent obtained and provided by the Court.

8	What was the total dollar volume for e-payments for the last twelve months? Please break down by card brand/payment type (MasterCard, American Express, Discover, Visa, and ACH/e-Checks) and [breakdown] payment channels (in person, online, mail/phone).	The total dollar value for e-payments from July 1, 2024 through June 30, 2025 was \$6,590,877.71.(In-person equalled \$899,866.71 and online equalled \$5,691,011.00.) The Court does not know the card brand/payment type because the Court does not process the payments. The Court does not track the customer's location (in-person, online, etc.)
9	What was the total number of transactions for e-payments for the last twelve months? Please break down by card brand/payment type (MasterCard, American Express, Discover, Visa, and ACH/e-Checks) and [breakdown] payment channels (in person, online, mail/phone).	The total number of transactions from July 1, 2024 through June 30, 2025 was 23,695. (In-person equalled 5,663 and online equalled 18,032.) The Court does not know the card brand/payment type because the Court does not process the payments. The Court does not track the customer's location (in-person, online, etc.)
10	Only card payments are authorized real time. Would NACHA approved account verification services for ACH payments suffice?	Yes.
11	If [Vendor] provides our PCI and SOC audits, does that fulfill the Security Clearance requirement?	Yes that would fulfill the requirement.
12	Per the Court's requirement to include a copy of security clearance, would the Court consider PCI DSS Assestation acceptable documentation towards this requirement?	Yes this would be sufficient.
13	Service fees are limited on American Express transactions. Can [the Court] provide the American Express program [the Court is] in currently?	The Court does not know the American Express program because the Court does not process the payments.
14	What is [the Court's] average ticket size/amount for card payments?	The Court's average ticket size/amount for card payments is usually around \$40 for certified copy of Abstract and .50 per page thereafter. Complaints, minutes, and commitments is roughly \$45-\$50 per request.
15	Would [orders from international location] be via card only or would [the Court] expect to accept from a non-US-based financial banks?	The Court does not accept payment from non-US-based banks.
16	Regarding fee waivers mentioned in Appendix B, Section 1.D: Is this referring to service fees only?	Fee waivers refer to all fees, including Court fees and service fees.
17	What percentage of transactions are granted fee waivers?	There is a very small percentage that are granted fee waivers. For example from July 1, 2024 through June 30, 2025 it was 0.55%. (36 fee waivers granted out of approximately 6,500 fee waiver requests.)
18	Regarding fee waivers mentioned in Appendix B, Section 1.D, please describe how the Court currently facilitates fee waivers. For example, for reporting purposes, is the Vendor expected to process a transaction for \$0.00, or should no transaction be processed at all?	Requests that are granted a fee waiver will bypass the payment collection step.
19	Is [the fee waiver transaction] a formal refund process?	Usually requests that are granted a fee waiver will bypass the payment collection step. However, there may be occasions when the fee waiver is granted subsequently which may require a refund of all Court fees and all service fees.
20	Vendor understands there may not be any collection of some or all fees associated with a granted Fee Waiver request. How would [Vendor] know not to charge a fee before the payment is made?	Requests that are granted a fee waiver will bypass the payment collection step.
21	"Vendor guarantees payment to the Court of all amounts collected, regardless of any chargebacks, assessments, or returns, less fees that Vendor keeps." Please clarify. The guarantee is only for the original payment that is made through the payment portal, and the funds are given to the Court. However, if there are chargebacks or returns, is this part of the guarantee?	Yes, chargebacks/returns are part of the guarantee. Chargebacks and returns, as well as assessments, are absorbed by Vendor. Vendor must still pay the Court without refund to Vendor.
22	Does the statement "shall be at no cost to the Court" mean [the Court] would like [Court customers] to absorb all fees via a service fee model?	Yes, Court customers will pay all fees. However, the Court cannot incur any costs associated with 'purchasing' the transaction. Vendors will collect fee(s) from non-fee waiver Court customers, but if there are chargebacks, assessments, returns, etc., Vendor cannot pass them back to the Court.

23	How many chargebacks occurred during 2025 (and/or 2024)?	There were approximately 20 chargebacks in 2025.
24	Will the Court confirm that crediting and debiting of Chargebacks will be completed in accordance with the card association rules, such that payment of chargebacks is the responsibility of the merchant and not the payment processor?	The Court cannot incur any costs associated with the payment of online document requests. The responsibility has to remain with the payment processor.
25	What are the average balances that would be kept in the account for collateralization?	There are no funds kept in any Court account for collateralization.
26	Appendix A, Sections 1.D.i.4–6 describe taking an initial "Deposit Amount," collecting authorization for a subsequent "Balance Due" (with a cap), and then either automatically withdrawing the balance or issuing a refund. How is the deposit amount calculated?	The deposit amount is determined by the Court. The amount would be provided to the Court customer at the time the initial request is made through the Portal.
27	What triggers the automatic subsequent payment or refund?	The processing of the Portal request by the Court would result in the final amount due being calculated which would trigger the need for a subsequent payment or refund.
28	How are final amounts calculated for payment or refund?	The amounts are calculated based on the efforts and the final product produced to fulfill the request made through the Portal.
29	How will [the Court] be updating account balances for partial payments?	The Court will update in the Portal the amount due from the Court customer.
30	For partial payments, [does the Court] need a real time notification to make updates?	The Court would need to know a deposit has been made before the Court can begin to process the request so a delay in notification of receipt of deposit is not desired.
31	For partial payments, what if two partial payments are made in the same day before end of day?	It's not possible for a Court customer to make two deposits for same request.
32	It sounds like [the Court is] looking for an "autopay" model that collects funds based on what is owed. In order to do so [the Court] would have to provide [Vendor] with the amount due and the [Court customer] would have to sign up for autopayment services. Is this consistent with what [the Court is] asking for with this requirement?	Yes this would be consistent with what the Court is requiring.
33	[Does the Court] anticipate any upcoming changes that could increase or decrease annual transaction volume (new services, policy changes, fee structures, etc.)?	No.
34	"Due to intermittent internet connectivity loss, Vendor will attempt to create a rollover File Transfer Protocol (FTP) capability to avoid disruption in the online payment service." Can [the Court] please elaborate on this? Does this mean sending a duplicate file after the disruption?	There are many ways to address the prevention of transaction failures due to intermittent internet connectivity loss. Vendors should include in their proposal their method.
35	Would [Court customers] authenticate in the Granicus system?	Yes.
36	If [Court customers authenticate in the Granicus system, would [the Court] be interested in a single sign on integration or URL redirect from [the Court's] site to [Vendor's]?	The Court would be interested in an URL redirect from the Court's site to the Vendor's.
37	Would [the Court] expect [Court customers] to create an account in the system or would these payments be one-time payments?	Most likely the public would create accounts due to the need to pay a deposit and possibly owe a balance. For the Court's justice partners (District Attorney, Public Defender, etc.), they will most likely create accounts in the system for invoices to be pushed to them for total amount due rather than immediate payment method.
38	Will the Granicus system provide each [Court customer] a unique customer number to identify them in [Vendor's] system?	Yes, the Granicus system would identify each Court customer.
39	Please clarify the Vendor's role (scope and requirements) for an outbound notification service to aid in the notification of upcoming and past due payments?	Vendor will provide to Granicus post back information that will allow the Court to know that payment has been made.
40	How many total devices/terminals are currently in production?+[Consolidated-Contracts-FY25-26-Round 2.xlsx]CollabCourts!\$A\$5:\$U\$49	The Court currently has 15 devices for records requests purposes.
41	Please provide a breakdown of devices by location, department, or use case (e.g., front counter).	The devices for records requests are located at the clerk windows at the main courthouse (CCC) on McAllister Street and at the Hall of Justice (HOJ) on Bryant Street.

42	Are additional devices expected to be added in the next 12- 24 months?	No.
43	How many point of sale devices will the Court require?	Up to 15.
44	What types of card acceptance devices or terminals are currently deployed (e.g., EMV countertop terminals, mobile readers, virtual terminals, integrated PIN pads)?	The Court currently uses countertop terminals. The devices can capture standard credit card transactions either by chip, magnetic stripe, or NFC/Tap. The NFC/Tap feature also allows users to use mobile phones with electronic wallet to perform a transaction. The device also has an integrated keypad which allows the user to enter their PIN for Debit card transactions.
45	Who is the current terminal manufacturer or model (e.g., Ingenico, Verifone, Pax)?	Ingenico
46	Are [payment] devices connected as standalone, integrated with a POS, or browser based?	Most are standalone. A few are integrated with a POS.
47	Do the [payment] devices support EMV, NFC/contactless, and PIN debit?	They support PIN debit.
48	Are there any legacy or unsupported [payment] devices that require replacement?	No
49	[Does the Court] currently use any mobile or tablet-based card acceptance devices?	No
50	[The RFP states the Court is] looking for a long list of data element to be provided with payment for posting. How will [Vendor] get that data?	The data required will be collected through the Portal at the time of request submission by the Court customer.
51	[The RFP states the Court is] looking for a long list of data element to be provided with payment for posting. Will [the Court] be passing [data] to [Vendor] during the redirect to [Vendor's] website [or will the] [Court customer] manually enter it?	The data will be passed to the vendor during the redirect with validation by the Court customer for some elements such as name, address, email address.
52	Who is [the Court's] current merchant services provider and will [the Court] be willing to switch to [Vendor's] preferred provider?	The Court currently uses Catalis for merchant services. For now, Catalis will continue to provide services for all Court programs that are not records requests.
53	"Vendor will provide live, bilingual (English and Spanish), technical support for Court clients making payments within the payment processing system." Is this referencing within the portal and IVR or is this referring to a call center for [Court] clients?	The Court currently uses IVR.
54	Would [the Court] be open to a support model where [the Court] services [the Court] customers while [the Vendor] provides support to [the Court] as [the Vendor] customer?	The Vendor needs to provide the support to the Court customer for payment processing issues.
55	Please provide the expected number of monthly calls to the call center for support and/or payment.	The Court does not know the answer to this question since the Court does not field these calls.
56	What systems will call center agents utilize to access client information to handle inbound calls?	The Court customers would contact Vendor by telephone if payment processing his having issues, therefore, the Court customer will verbally communicate their information.