1. On page 10 of the RFI there is mention of an Appendix C but there is no appendix C. Can we get appendix C? Please disregard reference to appendix C. Our error – it was referenced in an earlier RFI draft but should have been removed from final.

2. On page 5, paragraph 2, there is a reference to Appendices B-D. Can we also get a copy of Appendix D? Please disregard reference to appendix C. Our error – it was referenced in an earlier RFI draft but should have been removed from final.

3. Please provide information about the DAS NHFirst system. What is its purpose and what information do we need to exchange with it and why? We will not be integrating directly with Odyssey, but through a service layer. Also, we will not be integrating with our accounting system, but with DAS NHFirst system, which is the state's electronic funds system.

4. On page 7 "Metrics" -a) Describe how data are used to inform decision-making algorithms and improve processes. Can you please elaborate? Can you clarify what is envisioned related to "decision-making algorithms"? Data is used to inform any decisions related to the case, i.e., whether the sentence has been fulfilled, whether the payment plan is appropriate, etc.

5. Given the vision for the online payment portal to be accessible at the e-filing kiosks, are the current kiosk's capable of taking a payment? No. The kiosks allow for members of the public to access the efiling system and some online resources in the courthouses. We hope the payment portal could be accessible online, and thus people could use the kiosks to access the payment portal.

6. What is the expected or desired start date for the project? We would like implementation by summer 2023.

7. How will the vendor/provider receive the case management data file? Will the State send a file on a daily basis to the vendor via FTP or will the State make available APIs to call the data in real time via web services? Please provide further details on how the vendor will receive the data and the responsibilities of the vendor. The information will be accessed through the case management system, Tyler's Odyssey product, via a service layer. We do not anticipate any active sending of information from the court to the vendor.

8. Does the awarded vendor have to be integrated to Tyler Odyssey? If yes, will Tyler work in partnership with the vendor to become fully integrated? The vendor needs to be able to access information in Odyssey and update information in Odyssey once payment is made.

9. Please provide the number of kiosks, and the make and model, that NHJB currently uses. We have at least one kiosk in every courthouse. It's a desktop computer connected to a limited internet. It is used for accessing our efiling system and our website to print forms.

10. Please provide the number of POS devices, and the make and model, that NHJB currently uses. Every courthouse has at least one credit card machine.

11. Does NHJB currently offer ACH as an option for payment, or plan to add it? If the vendor recommends it, we would consider adding it as a payment option.

12. Is the phone system an IVR, or do constituents speak directly with a court administrator to run a credit card transaction? Constituents speak directly with a court staff person to pay the transaction.

13. Are all payments fines from offenders? Would the payment portal include accepting payments from lawyers for court fees? Payment should be able to be made by anyone on behalf of the person sentenced to pay the fine. This system is not intended to accept court fees.

14. What is the average transaction amount? We do not have that information.

15. What is the breakdown between credit and debit? We do not have that information.

16. What payment methods are allowed today? Would alternative payments be accepted (apple pay, google pay, etc) Payment is allowed by credit/debit card, cash, and check. We would welcome information on accepting other payment types.

17. Will this RFI cover in person payments too? No

18. How many transactions occur per month on average? The answer is not currently available.

19. What is the current annual dollar volume processed for credit cards, and annual number of credit card transactions? The answer is not currently available.

20. What is the current annual dollar volume processed for checks, and annual number of checks processed? The answer is not currently available.