

**STATE OF FLORIDA
DEPARTMENT OF REVENUE
REQUEST FOR INFORMATION
Child Support Payment Services**

RFI #: 17/18-01

INFORMATION REQUESTED

Interested vendors with the capability of providing child support payment services are encouraged to complete and submit a response to this Request for Information (RFI) 17/18-01 questionnaire. Each of the questionnaire categories should be acknowledged with concise but thorough information that addresses all points expected. Total response to this RFI should be limited to no more than twenty-five (25) single-sided pages.

This RFI is issued solely for information and planning purposes, and is not a method of procurement. Responses to an RFI are not offers and shall not be accepted by the Program to form a binding contract. Further, Program is not now seeking proposals and will not accept unsolicited proposals.

All costs associated with responding to this RFI will solely be at the interested party's expense, the Program will not pay for any information or administration costs.

Submissions received in response to this RFI will be used to determine whether a formal solicitation should be issued. Program reserves right to use information gathered through RFI process to develop a scope of services, which may be incorporated into a contract using a statutorily approved method of procurement.

Respondents are reminded that all materials associated with this RFI are subject to the Florida Public Records Statute [s.119]. It is not sufficient to merely state in general terms that the submission is proprietary in nature, and therefore not subject to release. If Respondent believes that any information in its response constitutes a trade secret, the Respondent shall submit with its response a letter, specifically identifying by page number, line, or other appropriate designation, that information which is alleged to be a trade secret and explaining in detail why such information is considered a trade secret. Responses must specifically identify which portions, if any, of the information provided is trade secret by following guidelines in Section 6.1 Proprietary Information in the RFI.

I. VENDOR PROFILE

1. Provide a brief description of your company including legal name, main office location and address, and years in operation.
2. Identify the name, title, address, phone number, and email address of the primary contact person for this RFI.
3. List any industry awards/recognition received, the awarding party, and the date received. Also include in your response any vendor certifications and/or professional associations or organizations.
4. Based upon your experiences, describe evolution of providing cash payment services.
5. Are your services available via an approved State of Florida Term Contract, Alternate Source Contract, GSA 70 or other cooperative purchasing contracts? If so, please provide contract number and additional information.

II. CASH PAYMENT EXPERIENCE:

1. Given your knowledge of providing cash payment services, what is the most important “lesson learned” piece of advice you can share with the Program?
2. What is your recommendation for providing access to payment services for our customers whose only payment option is cash?
3. What are key issues, as you see them, associated with meeting Program technical and federal rules and requirements as outlined by OCSE for providing cash payment services (Questionnaire: Section 3.1 System Detail.)?
4. What lessons can the Program learn from the experience of other government agencies implementing cash payment services solutions and what potential pitfalls can be avoided?
5. What additional information would be useful to the Program in preparing a formal solicitation for Cash Payment Services?
6. Are there any additional topics or requirements vendors would like the Program to address to determine interest in the project?
7. Are there other standards, features, or options in the current market that are not contemplated in the technical requirements or questionnaire?

III. CASH PAYMENT SERVICES

1. Vendors are invited, but not required, to submit Scope of Work documents, copies of purchase orders, brochures, or any additional documentation.
2. Based upon your experience, what type of locations are ideal for providing cash payment services? Please check all that apply.

Stand-alone **Retail** **Government/Public** **On-Line** **Other**

If **OTHER**, please describe:

3. What form of payment is accepted? Check all that apply.

Cash **Credit Card** **Debit Card** **Other**

If **OTHER**, please describe:

4. Have you provided cash payment services to other governmental and/or public agencies?

YES **NO**

5. What are the industry best practices for safeguarding customer information?

6. Do your payment services offer real-time payment posting?

YES **NO**

7. Do your payment services offer full transaction and reconciliation reporting?

YES **NO**

8. Can files be transmitted in an electronic format using the NACHA CCD+ or CTX format?

YES **NO**

9. Are transaction reports and/or real-time transaction statistics produced?

YES **NO**

10. Is customer interface available in English and Spanish languages?

YES **NO**

11. Processing Fee Schedule: (please provide cost methodology for fees, do not provide actual cost information).
 - A. Describe structure for payment services fee incurred by the Customer (Flat Fee and/or Incremental).
 - B. Describe structure for payments or fees incurred by the Program (if applicable).
12. What additional information should the Program consider when contracting for cash payment services? (do not provide actual cost information).

IV. Kiosks – if your company's payment services include kiosks, please answer questions 1-29.

1. Provide an overview of experience in providing kiosk services.
2. Please provide an overview of routine equipment maintenance.
3. Can files be transmitted in an electronic format using the NACHA CCD+ or CTX format?

YES NO

4. If payment processing network is down, thereby limiting the ability to process credit and/or debit card transactions, are kiosks still capable of accepting cash payments?

YES NO

5. Is updatable currency acceptor to safeguard against counterfeit funds considered standard equipment?

YES NO

6. Are kiosks monitored by vendor with picture capture and/or visual recording?

YES NO

7. Should Program request reproductions of transactional periods, what is the standard turn-around time for honoring request?

Less than 24 hours 24 hours Two business days More than two business days

8. Can vendors provide remote access to all kiosk transaction logs for kiosk end-users and authorized state employees to validate inquiries?

YES NO

9. Are transaction reports and/or real-time transaction statistics produced?

YES NO

10. Does kiosk technology permit a direct line communication to the Vendor's customer service?

YES NO

11. How are real-time customer support or navigational issues resolved?

Interactive Screen Toll Free number (posted on kiosk) Live Chat Other

If Other, please describe:

12. Is customer interface available in English and Spanish languages?

YES NO

13. EMV (Europay, MasterCard, Visa) enabled – do kiosks accept smart cards or chip cards?

YES NO

14. Are kiosks ADA complaint?

YES NO

15. Is it standard operating procedure for vendor to provide detailed information on the setup and configuration of all kiosks to contracted entity?

YES NO

16. Is it standard operating procedure for vendor to provide information on all processes and procedures including resolution procedures, where available?

YES NO

17. Is it standard operating procedure to provide information on standard troubleshooting techniques and resolution of common issues encountered in the normal operation and maintenance of kiosk technology?

YES NO

18. Is it standard operating procedure to provide knowledge sharing sessions to the Program regarding payment kiosk procedures and configuration information?

YES NO

19. Is it standard operating procedure for the vendor to coordinate kiosk installations, and provide input to Program Project Schedule and Plan – including disaster recovery?

YES NO

20. Is it standard operating procedure for vendor to provide consulting time to support Program team on an as needed basis either by phone, email, or onsite at the kiosk locations with regards to long term maintenance, configuration, and troubleshooting of kiosks?

YES NO

21. Is it standard operating procedure to provide necessary training, and documentation for payment kiosks?

YES NO

22. Is it standard operating procedure for vendor to provide Program's project management pre - and post-deployment support, including component testing, system integration testing, and user acceptance testing?

YES NO

23. Is it standard operating procedure for vendor to provide support activities associated with vulnerability scanning, as needed?

YES NO

24. Is it standard operating procedure for vendor to assist Program project team in security support, as needed?

YES NO

25. In your opinion, should vendors have a written security and confidentiality policy related to customer information?

YES NO

26. Are there any vendor certifications, industry standards, governing rules that the Program should consider?

YES NO

If yes, please provide additional information:

27. Are there any professional associations or organizations for cash payment service providers?

YES NO

If yes, please provide additional information:

28. Are there any technical training or certifications required of Program personnel?

YES NO

If yes, please provide additional information:

29. What additional information and/or features should the Program consider when evaluating kiosks as an option for cash payment services?

V. ADDITIONAL INFORMATION – INDUSTRY TRENDS, INNOVATIONS, PRODUCTS, SERVICES, OR BEST PRACTICES