



Solicitation Information
January 9, 2019

Addendum #1

RFI # 7597696

TITLE: Division of Taxation Cashiering System

Submission Deadline: January 22, 2019 at 2:00 PM (ET)

Please Note:

Submission Deadline has been extended from January 16, 2019 to Tuesday, January 22, 2019 at 2:00 PM (ET).

Attached are vendor questions with State responses. No further questions will be answered.

Gail Walsh
Chief Buyer

Vendor A

1. Does the Department want Responders to provide responses to the Scope of Work?
Yes, please detail how the vendor would meet the scope of work
2. Where in the proposal should responders provide answers to the Specific Requirements found on pages 7-12 of the RFP?
Itemized, in the response to section 3

Vendor B

1. Could you please provide more details on the expected\desired business rules for the following functionalities?
 - CM-15: The system must adhere to business rules when initiating a cash drawer
 - CM-17: The system must adhere to business rules when initiating balance of a cash drawer
 - CM-23: The system must adhere to business rules when initiating balance of a cash drawer

Detailing of how business rules are applied, where they are configured, what extensibility options exist and what value added to expect via bundled consulting services

2. Could you please clarify if you are asking for support to allow Debit card numbers to be entered manually for the requirement below? Pin based Debit cards are typically required to be swiped, unless they have a Visa or MC logo on them.
 - PM-04: The system must accept and process bank card (ACH Debit) via data entry as a payment method

If the swipe is not working and the number itself must be typed in to initiate payment. If not available, please indicate as such.

3. Is the requirement below related to the authorized credit & debit card payments as maintained in the settlement file? Or, the transactional data saved in the Cashiering database?
 - PR-16: The system shall save the payments made to a staging table utilizing customized mapping to a document type (and its line items)

Both, as the transactional data must be saved, along with its corresponding reference to the settlement file in order to proactively release the transaction upon bank confirmation.

4. What is the Use Case for the requirement below? It's not clear how the Division of Taxation is intending to use this functionality.
- PR-17: The system shall allow for xml schema validation of the exported line items prior to save
- If the taxpayer is paying a remittance and filing a form, and the form is configured to have data entry for required line items, the system will save the data in xml format. The data must then be validated against the allowable fields and data types, as stored in our processing system.**
5. We log the information below for all the activities done from the Centralized Control Center, tracking all system parameter changes. This information is saved as a text file which could be reviewed at any time. Would this be adequate or additional reporting would be required.
- LR-09: The system must track each feature, screen and/or taxpayer id that each user id views
 - LR-10: The system must track each feature and/or screen initiated by user id
- Yes, that would theoretically be acceptable, provided that the text itself can be aggregated and interpolated for inquiry**
6. We use a combination of the receipt number, POS workstation number and the location number to come up with a unique number for the transaction across the enterprise. Would this method satisfy the requirement below? What is the expected maximum length the DLN?
- PR-01: The system must allow for a creation of a document locator number (DLN)
- yes, this would be sufficient**
7. Can the integration through the API provide a consolidated bill? Otherwise, we could add line items in a transaction for the items provided to present a total amount due and then distribute the payments to the proper accounts on your end. Would this approach be acceptable? We would need to know your distribution rules if this is something you would like us to do.
- ES-03: The system must allow for a service to create a consolidated bill for a taxpayer for all underpaid periods
- Yes, the retrieval of consolidated bill line items is accessible via a service. Distribution rules would be configured during the project, for payment application**

8. General questions:

- Rhode Island Division of Taxation's current Integrated Tax System (ITS):
 - i. Could you provide more details on the supported methods of communications through the existing APIs: Java\C++, Web Services, etc...?
 - ii. Does the interface support both the customer account lookups and posting once transactions are completed?
a standard SOAP message can be utilized, generally through web services, for retrieval of all information. The posting of completed transaction would be saving to a specific integration table.
- Which imaging system does the Division of Taxation department use?
We currently use Open Text
- Who are your current Credit Card Payment and Check processing vendors?
The cashier does not currently handle credit cards, but the Division does receive credit card payments via New England Interactive via website. Checks are processed by the cashier to Webster bank via desktop icl process.
- Do you currently use any pin pads to process card payments? If so, which model and type?
The vendor would suggest the pin pad based on best practices
- On your website you charge convenience fees 2% plus \$1.00 transaction fee. Do you charge convenience fees for in person payments or self-service payments as well?
Please provide both options
- Are the references to the "userless" mode, standalone PCs with keyboard and mouse that are setup in an area with access to the public? Or, true Kiosk configuration with virtual keyboard?
Yes, this would be a public area setup. Please provide response to both types of machines.
- If the latter, is your expectation to have bills and coins to be collected at the Kiosks, or just credit and debit cards?
Just credit and debit cards

Vendor C

Questions

1. How many transactions are expected per annum?

200,000

2. Which payment gateway is used for card authorization?

We currently do not have a payment gateway, so we will explore options provided by vendor.

3. Are you using any POS/PED terminal currently for processing credit/debit card?

The POS/PED would be suggested by the vendor based on best practices

4. We believe that each counter will have only one cashiering terminal. Is it true?

We are looking for a minimum of 3 cashiering terminals in total.

Following are the questions from list of specific requirements:

Logging & Reporting	LR-09	The system must track each feature, screen and/or taxpayer id that each user id views	Please explain the requirements Any and all user interaction and service interaction must be logged with traceability of all information
Processing	PR-16	The system shall save the payments made to a staging table utilizing customized mapping to a document type (and its line items)	Please explain the requirements Must have a service that can save different schemas to an integration table

Processing	PR-25	The system must allow for alerts to display, based on external service, when a taxpayer is selected	<p>What external services are referred here?</p> <p>This would be a service that calls our processing system and would return any messages for display</p>
Processing	PR-28	The system must allow for the postmark date to be defaulted	<p>Please explain the requirements</p> <p>The system must have the ability to default the post mark date upon enter a transaction</p>
Processing	PR-29	The system must allow for a user to enter a postmark date other than the default	<p>Please explain the requirements</p> <p>The system must have the ability to default the post mark date upon enter a transaction, but allow for the user to change it</p>

Processing	PR-30	The system must allow for the postmark date to be decoupled from the settlement date	<p>Please explain the requirements</p> <p>The system must have the ability to default the post mark date upon enter a transaction, which is not necessarily the same as the posting date for which the bank will give credit</p>
Processing	PR-31	The system must allow for the automated and/or manual rolling the postmark date based on custom work day calendar	<p>Please explain the requirements</p> <p>The system must have the ability to change the postmark described above.</p>

Vendor D

1. AU-12: Can you provide a sample use case for how the system will be used in userless/kiosk mode? Do you wish to give taxpayers the ability to submit any payment in userless mode?

This would be reduced set of functions, such as submitting a payment, that the taxpayer would initiation at a machine located in a public access entry.

2. LR-07: Can you provide more information regarding the “Microsoft BI” application? Is this a separate system with which the POS will integrate?

Mircosoft BI is a business intelligence enterprise reporting suite that can import accessible data. It resides on a stand alone system.

3. PM-12: Which countries do you accept check payment from?

We accept most foreign checks, provided they are in US dollars. Please provide handling procedures if those checks are not able to be processed automatically.

4. Can you provide an estimate for volume of transactions (number of transactions, and dollar amount of transactions) that will be processed by the system in a given year?

We expect around 200,000 transactions per year

Vendor E

1. Page 6 Section 2, Background: The second sentence states that the current system requires replacement that includes an “intuitive graphical interface for cashier and customer”.

Question: Is RI Division of Taxation desiring dual monitors at each of the cashiering stations for both cashier and customer (taxpayer) to view simultaneously?

We are anticipating a single monitor. While not a requirement, we would be interested in hearing more about this capability. Please provide a response for both single monitor and dual monitor.

2. Page 6, Section 3, General Scope of Work: Second bullet indicates the installation of 3 to 4 cash counters and associated peripherals. Question: Is the vendor to bid the hardware components for the cashier workstations such as receipt printer, monitor, cash drawer and credit card reader? Will RI Division of Taxation provide the PC/Workstation for these cashier locations or should the vendor proposed them within their response and provide pricing?

Please include hardware components in the price. If built off of a PC, a PC will be provided by the state, along with a mouse, keyboard and non-touch screen monitor.

3. Page 6, Section 3, General Scope of Work. Question: Who does RI Division of Taxation use for clearing/processing credit cards that are used to make payments?

The Division does not current initiate any credit card transactions. The credit card payments we receive now are processed by New England Interactive and we just receive the deposit.

4. Page 6, Section 3, General Scope of Work. Question: For credit card payment transactions, are the fee’s associated with the clearing of the credit card paid for by the taxpayer, or by RI Division of Taxation?

Please provide both options

5. Page 6, Section 3, General Scope of Work. Question: What is the ITS system the proposed cashiering system is to interface?

Revenue Premier

6. Page 6, Section 3, General Scope of Work. Question: What are the number of cashiering transactions that are processed each day by the 3 to 4 locations?
Please assume a maximum of 200,000 annual transactions
7. Page 6, Section 3, General Scope of Work. Question: Are all the cashiering stations in one location?
Yes, however kiosk would not be in the same location
8. Page 7, Specific Requirements, AU-12. Question: How many kiosks are required?
only required are the 3-4 cashiering stations. Please provide optional cost per kiosk
9. Page 7, Specific Requirements AU-15 and AU-16 appear to be the same requirement. Please confirm if these are duplicates.
Correct, they are duplicates as in the released RFP.
10. Page 7/8, Specific Requirements CM-08 and CM-11 appear to be the same requirement. Please confirm if these are duplicates.
CM-08 is the business rules to require a reason and CM-11 is the capability to provide a reason
11. Page 8, Specific Requirements CM-13 and CM-14. Question: What are the two differences in these requirements?
CM-14 differs as it would be used periodically during the shift to check the cash draw against its expected results. CM-13 is at the initiative of each shift.
12. Page 8, Specific Requirements LR-07. Question: Please elaborate on what is the Microsoft BI system that is mentioned in this requirement?
Microsoft BI is a business intelligence enterprise reporting suite that can import accessible data. It resides on a stand-alone system.
13. Page 9, Specific Requirements ES-10 through ES-14. Question: Please elaborate on what is the P&I that is mentioned in these requirements?
These refer to a service that would call the ITS system to recalculate P&I, and then return the updated figures
14. Page 10, Specific Requirements PM-17. Question: Can RI Division of Taxation state what mobile based payment methods that are required for the system to process?
At this time, mobile based payment methods may be considered to be Apply Pay, Android Pay, and Microsoft Digital Wallet Payments.

15. Page 10, Specific Requirements PM-14 and PR-05 appear to be the same requirement. Please confirm these are duplicates.
They can be considered the same requirement, containing both the need to process the document and the payments
16. Page 10, Specific Requirements PM-15 and PR-06 appear to be the same requirement. Please confirm these are duplicates.
They can be considered the same requirement, containing both the need to process the documents and the payment
17. Page 1, Specific Requirements PM-16 and PR-07 appear to be the same requirement. Please confirm these are duplicates.
They can be considered the same requirement, containing both the need to process the documents and the payments
18. Page 10, Specific Requirements PR-16. Question: Can RI Division of Taxation provide more specifics on this requirement where it mentions mapping to a document type and its line items?
Must have a service that can save different schemas to an integration table. Each document type may have a different schema type, and corresponding data entry within the system.
19. Page 11, Specific Requirements PR-17. Question: Can RI Division of Taxation provide more specifics on this requirement? What exported line items are being referenced?
this refers to the lines saved in PR-16. As they are saved in a particular schema, the data type and schema node but be validated against the master schema for that document type
20. Page 11, Specific Requirements IM-01. Question: Are the items that will be required for scanning that are associated with the payments full page (8.5 x 11) size items, or coupon/voucher size items?
Please provide options for both
21. Page 14, Cost Proposal, item 8 indicates that separate section for pricing for any potential/required 3rd party/partner integration is required. If the vendor is to use API's from the ITS system, how will we be able to determine these costs?
The pricing is only to call the ITS API. If changes to the ITS API are needed, that will not affect the cost of this implementation

22. Page 18, Section 7 Proposal Contents. With the Technical Proposal limited to twelve (12) pages, we do not see where the vendor is required to response to each of the Specific Requirements listed in the RFP? Please confirm this understanding.

We believe 12 pages would be sufficient to respond each requirement in narrative. Please note pictures may be added in an appendix if needed.

Vendor F

Related to the following lines in the "Specific Requirements" table in section 3:

CM 17 (& 23) - The system must adhere to business rules when initiating balance of a cash drawer. Please define or elaborate on the 'business rules' referenced here.

Please explain how business rules are applied, where they are configured, what extensibility options exist and what value added to expect via bundled consulting services

- *PR 04 - The system must allow for double keying of payment amount for each transaction, for selected or all user ids. Please clarify this requirement, and/or provide a specific example if possible, to explain the required functionality.*

To minimize errors, this requirement asked for the actual payment amount to keyed in twice.

- *PR 17 - The system shall allow for xml schema validation of the exported line items prior to save. Please elaborate on this requirement.*

this refers to the lines saved in PR-16. As they are saved in a particular schema, the data try and schema node but be validated against the master schema for that document type

- *PR 18 - The system must allow for the release of the saved payments on a staging table after confirmation of bank acceptance. Please provide additional information on the saved payments/staging table process for clarification on this requirement.*

This is the requirement to save to a staging table. A program from the ITS will pick up the transaction and corresponding remittance for process. The purpose of this requirement is to capture output after bank processing.

- One additional question for you (not related to the specific RFP requirements): The RFP indicates (Section 7.A.2) that a completed Rhode Island W-9 form is required to be submitted with the original copy – as a US-based company owned by a Canadian-based parent company, we have a Form W-8ECI which takes the place of a W-9 form. Is it acceptable that we solely include this W-8ECI form to comply with Proposal request 7.A.2, without filling out the generic W-9 form from the Division of Purchases website? I have attached a copy of our form W-8ECI here for reference if needed.
Yes, please include W-8ECI instead of W-9.