

Attachment A

Forms

Form A.1

Statutory Project Requirements

Request for Proposal 6556 Z1

Bidder name: _____

Part 1: Bidders are responsible to research Nebraska Revised Statutes for legal responsibilities when doing business with the State. References to certain State statutes and the Nebraska Constitution are listed below but are not all inclusive to the legal requirements of the contractor.

- a. Neb. Rev. Stat § 48-1122—Prohibition of Discrimination
- b. Neb. Rev. Stat § 73-205(3)—Technology Access Standards
- c. Neb. Rev. Stat § 73-506(2)—Service contracts with unspecified or unlimited duration
- d. Neb. Rev. Stat § 73-506(1)—The State cannot pay for deliverables not received
- e. Neb. Rev. Stat § 77-2301—The bank must be a state or national bank licensed to do business in the State and will cash State warrants free of charge
- f. Neb. Rev. Stat § 77-2387 to 77-2398—Collateral Requirements
- g. Neb. Rev. Stat § 81-2401 to 81-2408—Prompt Payment Act
- h. Neb. Rev. Stat § 81-118.01—Electronic Payment; acceptance; conditions
- i. Nebraska State Constitution, Article XIII, § 3—Prohibits indemnification and limitations of liability

Please answer the following questions with a check mark after the appropriate response. Any “No” answer may eliminate the bidder from further evaluations.

Part 2: If the bidder does not agree to provide collateralization of State deposits, the bidder will be eliminated from further evaluations.

Yes ___ **No** ___ Does the bidder agree, without exceptions, to meet State statute requirements for collateralization of State deposits, currently estimated at \$3 million?

Part 3: One of the next three questions, must be a yes answer to continue evaluations.

Yes ___ **No** ___ Does the bidder agree to provide a Letter of Credit;

Yes ___ **No** ___ Or does the bidder agree to the Pooled Method for Collateral with Nebraska Bankers Insurance and Services Company (NBISCO);

Yes ___ **No** ___ Or does the bidder agree to pledge securities?

Part 4: Any no answer to the questions below will eliminate the bidder from further evaluations.

NA _____ **If the bidder agrees to a Letter of Credit or the Pooled Method for collateral the next two question do not apply**

Yes _____ **No** _____ If the bidder is providing pledged securities do they agree, without exceptions, to provide a statement of collateral every month?

Yes _____ **No** _____ Does the bidder agree, without exceptions, that collateral arrangements must require a signature of an authorized Treasury Management representative before release of collateral?

Part 5: Any no answer to the questions below will eliminate the bidder from further evaluations.

Yes _____ **No** _____ Is the bidder a state or national bank licensed to do business in the State of Nebraska and of approved standing and responsibility pursuant to Neb. Rev. Stat. § 77-2387(2)?

Yes _____ **No** _____ Does the bidder agree to cash Nebraska State Treasury warrants and warrants issued by the NCSPC free of charge and without requiring a fingerprint as required in Neb. Rev. Stat. § 77-2301(2)(a)?

Form A.2

Baseline Functional Requirements

Request for Proposal 6556 Z1

Each bidder must respond in a detailed manner how the bidder **will comply** with the following statements. This form will be part of the bidder proposal.

FR 1 – Equipment			
a.	Describe the ability to allow agencies to retain current credit card terminals. Bidder must review each terminal listed below and determine if the terminal can be used, reprogrammed or will need to be replaced at no cost to the State.		
Terminal	Can be used	Needs reprogramming	If terminal cannot be used, what is the recommended replacement terminal?
iCMP	yes or no	yes or no	
IDTech ISKD-534833TEB-B1	yes or no	yes or no	
Ingencio (Gas Pumps)	yes or no	yes or no	
Ingenico Desk 3500	yes or no	yes or no	
Ingencio Desk 5000	yes or no	yes or no	
Ingenico ICT 250	yes or no	yes or no	
Ingenico IPP 320	yes or no	yes or no	
Ingenico IPP 350	yes or no	yes or no	
Ingenico ISC 250	yes or no	yes or no	
Ingenico IWL 250	yes or no	yes or no	
Ingenico Move 5000	yes or no	yes or no	
Lane 3000	yes or no	yes or no	
Poynt 3G	yes or no	yes or no	
Poynt P3303 (wireless & internet)	yes or no	yes or no	
Poynt P3303-B (cellular)	yes or no	yes or no	
Verifone VX520	yes or no	yes or no	
Verifone VX680	yes or no	yes or no	

Additional comments:	
b.	Describe the method in which programming updates will be provided to agencies using existing terminals at no cost. (Free programming could include truncating card numbers, accommodating any Visa/MasterCard required changes or programming for automatic or manual batch closure at predetermined times).
Response:	
c.	Describe any product(s) that can be added to a terminal that would provide PCI alleviation, for example encryption and tokenization.
Response:	
d.	Describe the process to exchange a defective or damaged credit card terminal purchased or provided by the contractor..
Response:	
e.	Describe the availability of terminals that allow contactless payments. If any terminal listed above does not have the ability to accept contactless payments, explain how each terminal could be adapted to accept contactless payments.
Response:	

FR 2 – Vendors or Gateways		
a.	Agencies use several third-party vendors for services related to credit card acceptance, most are listed below. This list is subject to change. Indicate which vendors are certified with you and provide recommendations to replace vendors not certified with the bidder.	
Vendor	Certified with bidder	Vendor Recommendations
Active Network (Integrated with Cybersource)	yes or no	
Aspira	yes or no	
Authorize.net	yes or no	
Braintree	yes or no	
Bridgepay	yes or no	
Brown Paper Ticket	yes or no	
CardConnect	yes or no	
CashNet	yes or no	
Converge (Contractor Hosted Payment Page)	yes or no	
Cybersource	yes or no	
Cybersource (Integrated with Paciolan)	yes or no	

Fusebox (Contractor Solution to integrate with Micros)	yes or no	
Heartland Payment Systems	yes or no	
Official Payments	yes or no	
Payflow Link	yes or no	
Payment Express	yes or no	
PayPal	yes or no	
POYNT payment solution	yes or no	
Salesforce/Authorize.net	yes or no	
SimpleCirc (integrated with contractor hosted payment page)	yes or no	
Vantive (integrated with Tessitura)	yes or no	
Additional Comments:		
b.	Describe the process and timeline for a third-party vendor to certify with the bidder.	
Response:		

FR 3 – Merchant Identification Number Set Up		
a.	Describe the process to request a new MID. Provide an example of the set-up form or a checklist of all requirements. How often does this form change? Describe how the State is notified once the form has changed, and how.	
Response:		
b.	Describe the average time from when the request is received to the time the MID is ready for use.	
Response:		
c.	Describe the process to make changes on a MID. Include changing signers on the MID, address changes and adding card brands.	
Response:		
d.	Describe the ability to set up merchant ID at no cost to the State.	
Response:		

FR 4 – Online access for Merchant Activity

a.	Describe the secure online solution to view merchant activity.
Response:	
b.	Describe hardware requirements to access the online solution for merchant services.
Response:	
c.	Describe the process to allow users to view merchant accounts online. Detail how the bidder sets up user access or how the State Treasurer's staff can manage users.
Response:	
d.	Describe how user levels can be set. Example, one user can view one or two MIDs and other users can view all MIDs under the State.
Response:	
e.	Describe how chains/groups can be set up for all MIDs under one agency.
Response:	
f.	Describe how each agency can have one chain/group that will show on reports.
Response:	
g.	Describe how to view and download monthly merchant statements and the formats available from the online solution
Response:	
h.	<p>Merchant statements must be provided for each MID monthly, they should include, but not limited to the following information:</p> <ul style="list-style-type: none"> i. Merchant number; ii. Deposit details (processing date, transaction number, batch amount, adjustments, charge backs and net amount.); iii. Adjustment detail: processing date, batch amount, reason, deposit correction, amount; iv. Authorization detail: number of transactions, amount and authorization fees per card type; v. Other detail: description of item, number, rate/fee and total fee due. <p>Bidder should include a sample merchant statement and include a description of any information regarding fields of data on the merchant statement that are not easily identifiable. Describe options available to receive merchant statements.</p>
Response:	
i.	Describe how adjustments are reflected on the Merchant statement and provide an example.
Response:	
j.	Describe the ability to email or mail invoices for merchant fees at the request of the merchant .
Response:	

k.	Describe the ability to run daily or monthly reports and export reports in an excel format.
Response:	
l.	Describe the process to retrieve individual transaction details. for integration into NGPC software systems via web service.
Response:	
m.	Describe the ability to access reports and integrate into the NGPC software systems via a web service.
Response:	
n.	Describe the ability to search for credit card transaction(s) or refunds by merchant number, credit card number (using a portion of the credit card number {example: first 6 and last 4 or first 4 and last 6}, dollar amount or date range. Search results must include transaction date and authorization number.
Response:	
o.	Describe how to search by card number, batch number or batch total.
Response:	
p.	Describe the transaction retention period. The State requires a minimum of 13 months.
Response:	
q.	Describe the capability to search on a date range. The range must include specific criteria such as beginning date, ending date and by a specific month. The minimum search criteria must include the time, account number, order ID, MID, transaction date, authorization number, amount, card type approvals and declines.
Response:	
r.	Describe the ability and the process to initiate manual authorizations and manual credits.
Response:	
s.	Describe the process to return or refund all or part of an order.
Response:	
t.	Describe the ability and procedure used to void an order.
Response:	
u.	Describe how the agency can review user access to the online solution. Allowing agency managers to view employee access and terminate access with role or staff changes.
Response:	

FR 5 – Transaction Batching, Authorizations, and Processing

a. Provide a diagram reflecting the processing of a credit card transaction beginning with the point of sale (either internet or terminal) to the deposit of funds. The diagram must indicate the functions performed by the contractor and those performed by others including subcontractors along with dates when each function occurred.

Response:

b. Describe available government discount rates are available and explain how the State can qualify.

Response:

c. Describe any program(s) that would assist agencies to use best processing practices to avoid downgraded transactions.

Response:

d. Describe the ability to identify and eliminate duplicate transaction and batches, how is the notification provided? Detail how duplicate batches are handled and how notification is provided.

Response:

e. Provide a list of all card brands supported and any details regarding those card brands.

Response:

f. Describe the batch transaction process. Detail any limitations on the number of transactions in a batch or the number of batches submitted in a day per Merchant ID Number or Merchant Chain.

Response:

g. Describe the ability to offer both real time and batch processing. Provide details for both options.

Response:

h. Describe in detail what transmission methods are available. Describe what monitoring and notification processes exist if a transmission fails.

Response:

i. Describe the average time for terminal authorizations for both peak and non-peak hours.

Response:

j. Describe the average time for internet authorizations for both peak and and non-peak hours.

Response:

k. Describe in detail the procedures to reverse an incorrect authorization.

Response:	
I.	Describe how to authorize international credit card transactions.
Response:	
m.	Describe the ability to handle seasonal merchant activity. Do seasonal merchants receive a break in merchant fees during months there is no activity?
Response:	
n.	Describe what is needed for an agency to set up a seasonal MID. Can a MID be changed to seasonal after it is already set up? If so, describe what is needed to change a MID to seasonal.
Response:	
o.	Provide the system availability statistics for the last 12 months. Provide the longest period that you were unable to authorize transactions in the last year, including the source of the problem and how long it took to resolve the issue.
Response:	
p.	Describe the communication options available to advise of system outages.
Response:	
q.	Describe when and how often updates are made to the credit card system. What is the average downtime caused by the updates?
Response:	
r.	Describe the methodology to process fuel payments and detail how fuel transaction acceptance varies compared to a regular credit card transaction.
Response:	
s.	Describe the methodology to simultaneously process routine credit card transactions.
Response:	
t.	Describe the ability and the methodology to provide a hosted payment page that is secure and can be redirected from the agency website and is PCI compliant.
Response:	
u.	Describe what payment types can be processed on the hosted payment page.
Response:	
v.	Describe bidder's ability to process NCSPC credit card transactions as described, including any additional process improvement opportunities. Receipt information made on the website is entered by the payor and redirected to the contractor's website and transmitted to the contractor. A report of the previous day's payments is retrieved from the contractor's website and contains an excel spreadsheet with the totals and payors' information (name, phone number, and Agency Related Person(ARP) ID) and a text file is retrieved from their website in a NACHA CIE format that populates database tables within KidCare.

Response:	
w.	Describe bidder's ability to process NCSPC credit card transactions as described, including any additional process improvement opportunities. The automated phone system processes payments in a similar manner. The payor is assigned a unique bank card ID which identifies his/her payor information. Once the phone system has identified the payor, the payor can proceed to enter their credit card information NCSPC employees log into their website to retrieve credit card payment information for credit card transactions made by phone. Kiosk bank card payments are retrieved on their website and the CIE file is downloaded in the same manner as web and IVR payments.
Response:	
x.	Describe bidder's ability to process NCSPC credit card transactions as described, including any additional process improvement opportunities. The day the funds are received from the bank and the data is gathered from the terminal and E-Payment website, the payments are posted through KidCare Queue Manager and given the proper effective date. A cut off time of 11 PM CT was established, and funds received at the bank are carried over to the next business day if received between 11 PM CT and 12 AM CT. The amounts per the bank information reporting system are compared with the data downloaded into KidCare and statements from the merchant processor and the settlement reports generated by the lone terminal.
Response:	
y.	Describe bidder's ability to process NCSPC credit card transactions as described, including any additional process improvement opportunities. NCSPC also receives receipts from payments taken by a collection representative. The recovery staff member uses a credit card terminal to get immediate approval on the payment. These amounts are later compared to the settlement report credited the following day from the terminal the card was processed on and the merchant's previous day's bank statement. The NCSPC also uses web portal for bank card items that will be applied towards bad debt. NCSPC employees retrieve an .xml file containing all recovery payments made via the web portal.
Response:	
z.	Describe bidder's ability to process NCSPC credit card transactions as described, including any additional process improvement opportunities. NCSPC charges a 2.49% surcharge for web, phone and Kiosk credit card transactions; however, the surcharge does not apply on debit card transactions and the surcharge is waived when payments are made via the terminal and recovery web portal.
Response:	
aa.	Describe bidder's ability to allow DOR to continue using current contractors, Official Payments and Brown Paper Tickets, including any additional process improvement opportunities. If keeping current contractors is not an option, bidder must provide DOR with a product description, system capabilities, a sample application or website if available for consideration. DOR does not absorb any merchant fees associated with card payments. Bidder must disclose all the potential user fees associated with the transaction processing reporting or file creation for this type of program in the cost proposal of the RFP, including any fees charged to the taxpayer. DOR and the State Treasurer's Office will give final approval prior to solution implementation.
Response:	
ab.	Describe bidder's ability to provide DOR the information required, including any additional process improvement opportunities. The card payment origination services transmit payments to the merchant contractor for authorization and processing with funds settling to an account at the direction of the State Treasurer. Additionally, electronic files containing payment card transactions are transmitted to DOR in the NACHA standard CCD+ or PPD+ formats. These files will not include any reversal transactions. The vendors also provide a daily report of detailed payment transaction information by Merchant ID with the settlement date. File and reports must be made available for DOR to pick up through FTP via Secure Socket Layer by 5:00 AM CT on the day following the effective settlement time.

Response:	
ac.	Describe bidder's ability to provide NGPC with the following requirements, including any additional process improvement opportunities. NGPC uses POYNT.net to review all locations via an HTML dashboard. Configurable settings ensure the use of virtual terminals, reports, and electronic receipts. Each location is unique and may have 20 or more users logging into a MID, each with unique user ID's and passcodes. Refunds through the POYNT device are possible via the dashboard or the device that processed the original transaction. Refunds may be less than the original transaction but may not be more than the original transaction. Refunds may be processed through the dashboard by management.
Response:	
ad.	Describe the process used to assist the University of Nebraska to connect the POS system.
Response:	
ae.	Describe the options available to accept mobile transactions.
Response:	

FR 6 – Daily Settlement Report	
a.	Describe what time the settlement reporting is available in a method which is easy to use and not require State staff to look up each individual MID.
Response:	
b.	The settlement report must include the following information: transaction processed date, MID name and number, merchant chain number, and the batch total for each MID. (no bank account numbers should be listed on the reports). Describe the ability and methodology used to comply with the requirements and provide a sample of this report.
Response:	
c.	Describe the ability and methodology used to download the settlement report in an excel format as well as any other available formats.
Response:	
d.	Describe the ability and methodology used to view all transactions that make up a batch settlement total. Please provide an example.
Response:	
e.	Describe the methodology used to create a customized report showing settlement data.
Response:	

FR 7 – Settlement and Availability of Funds	
a.	Describe the transaction processing/transmission cutoff times for the Central Time Zone. Describe the process to adjust the nightly settlement time to ensure the settlement report exactly matches daily funds deposited into the Treasurer's bank account.
Response:	

b.	Describe how MIDs can have different settlement times and how those various settlement times can be supported.
Response:	
c.	Describe the process used to have transactions settle automatically or manually as selected by the agency and how you support the best settlement time for the agency.
Response:	
d.	<p>Bidders answering questions i. – vi. should assume there are no banking holidays included and Saturday/Sunday are the only non-business days. Bidders should also assume that State Agencies have either closed the batches manually in time for bidder’s processing cutoff’s or are having batches auto-close in time for the bidder’s cutoff.</p> <p>Bidders should use this sample calendar dates to provide their answers:</p> <p>Thursday, October 29 Friday, October 30 Saturday, October 31 Sunday, November 1 Monday, November 2 Tuesday, November 3 Wednesday, November 4</p>
	i. If the transaction is processed and batched on Thursday, October 29, what day and time will funds settle into the State’s bank account?
Response:	
	ii. If the transaction is processed and batched on Friday, October 30, what day and when will funds settle into the State’s bank account?
Response:	
	iii. If the transaction is processed and batched on Saturday, October 31, what day and time will funds settle into the State’s bank account?
Response:	
	iv. If the transaction is processed and batched on Sunday, November 1, what day and time will funds settle into the State’s bank account?
Response:	
	v. If the transaction is processed and batched on Monday, November 2, what day and time will funds settle into the State’s bank account?
Response:	
	vi. If the transaction is processed and batched on Tuesday, November 3 what day and time will funds settle into the State’s bank account?
Response:	
e.	Describe how the State can use multiple settlement bank accounts depending on how the merchant wishes to structure funds settlement.
Response:	

f.	Describe how settlement amounts will be listed separately on the bank statement either by chain number or by MID. Bidders should detail how Saturday and Sunday transaction activity will be listed on the bank statement (will funds be co-mingled with another day's activity or listed individually). Please provide an example.
Response:	
g.	Describe how the settlement of funds will be made to the State's bank account. State will not accept a funds availability schedule or settlement that would net merchant fees from the daily credit card batch settlements for any State Agency.
Response:	

FR 8 – Credit Card Customer Service and Support
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a.	Describe how customer support will be available toll-free 24x7x365 to State Agencies. Customer support must be able to help resolve terminal, authorization, and transmission issues at a minimum. Provide detailed information about the services offered by customer support.
Response:	
b.	Describe the length of time Merchant activity (specify by months, days) is available to customer support staff and the ability to view and provide batch detail information to the caller immediately. If research is required due to older information, what is the time frame the information will be available?
Response:	
c.	Describe service/performance level reports for customer service, technical support, ticket resolution, phone authorizations, and merchant onboarding.
Response:	
d.	Describe the process used for notification of scheduled and non-scheduled down time.
Response:	
e.	Confirm bidder will provide an account representative as a single point of contact responsible for the State and describe how this position handles escalation of contract related processing issues.
Response:	
f.	Describe how the agencies will be informed of upcoming changes related to terminals, online merchant portal and/or brand regulations.
Response:	

FR 9 – Chargebacks, Reversals and Refunds
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a.	Describe how quickly a merchant is notified of a chargeback once the contractor is notified. Describe the process of sending all chargeback information directly to the State agency responsible for the MID the chargeback relates to.
Response:	
b.	Describe what options are available and the process for chargeback information notification back to agencies.
Response:	

c.	Describe what assistance or training the agency will receive to resolve chargebacks.
Response:	
d.	Describe the percentage of chargebacks, received in 2020, that did not require Merchant intervention/involvement that was successfully resolved (the chargeback was reversed). (These would be cases where a transaction was returned as a duplicate charge, but it was clearly evident there was no duplicate charge to customer.)
Response:	
e.	Describe the methodology used to provide card reversals/chargeback procedures required by DOR. Card reversals or chargebacks are not to be debited through the banking system. The following steps are to be taken in situations regarding card payment reversals and chargebacks. <ul style="list-style-type: none"> a. The contractor must notify DOR in writing or through a web interface before any action is taken associated with a card payment reversal or chargeback. b. The notification from the card service provider must contain the original payment transaction information. c. DOR will research the payment to determine that the payment has not been refunded and will then send a notice of approval authorizing the card service provider to invoice DOR for the amount of the payment (net of fees). d. DOR will process the invoice and generate a payment to the card service provider.
Response:	
f.	Describe how the State bank account will be debited for chargebacks. Provide an example of how a chargeback will be shown and identified on the bank statement.
Response:	
g.	NCSPC requires that all returns (refunds, reversals and chargebacks) be debits to their bank account rather than offsetting daily credits, describe in detail how this requirement can be met.
Response:	
h.	Explain the arbitration process and the pass-through fees associated with the process.
Response:	

FR 10 – Contract Management	
a.	Describe how State Agencies' credit card transaction information will be reviewed on an annual basis. Provide recommendations on how the State Agencies can reduce merchant processing fees.
Response:	
b.	Describe how new services will be offered to Merchants.
Response:	
c.	Discuss what key performance measures are tracked and how this information is relayed to Merchant clients.
Response:	

d.	Describe how monthly reports will be sent to the contract manager. Two monthly reports are required. First report must include each MID and the transaction volume and counts, including any credits processed. Second report must include each MID and the types of transactions processed. Reports will be due by the 10 th day of the following month.
Response:	
e.	Describe the notification process to the contract manager in the event of a disaster, including the approximate length of time the contract manager will be notified after a disaster occurs.
Response:	

FR 11 – Compliance Issue Support

a.	Describe how assistance and support will be provided to State Agencies to interpret Card Association rules and regulations, how will agencies be informed of new rules and regulations.
Response:	
b.	Describe the process to train and inform agencies on changes and updates to Card Association rules and regulations, fraud-management and compliance mandates.
Response:	
c.	Describe the process to assist and support State Agencies in maintaining PCI DSS compliance. Participation in meetings and providing support services as necessary with compliance or data security issues is required.
Response:	
d.	Describe requirements needed to add credit card payment options to an agency website.
Response:	
e.	After a new MID is set up, describe the amount of time to complete PCI requirements before a Non-compliance fee is charged. If there is a time difference per level, detail the time for each level.
Response:	
f.	Currently the State is grouped into three levels for PCI Compliance. State Agencies are a level 2, the University is a level 3 and the State Colleges are level 4. Describe the ability and methodology that will be used to continue these levels of compliance.
Response:	
g.	Currently the University and the State Colleges provide PCI details through an online portal provided by the current contractor. Describe how level 3 and 4 Merchants are to provide details relating to each MID's compliance. What options are available to report PCI compliance?
Response:	

FR 12 – Disaster Recovery

a.	Describe how often your disaster recovery plan is tested including but not limited to the data replication process including real-time failover between various data centers.
Response:	

b.	Describe an incident where the disaster recovery plan was implemented. How long was the disaster recovery solution implemented for? How quickly after the disaster were the credit card transactions processed?
Response:	
c.	Describe any instance that the merchant services reporting has been down. Describe the disaster recovery solution to implement for reporting.
Response:	
d.	Describe any instance that bank reporting has been down. Describe the disaster recovery solution to implement for reporting.
Response:	

FR 13 – Online Bank Reporting	
a.	Describe how a secure online solution to view bank activity can be provided.
Response:	
b.	Describe hardware requirements for the online solution for bank transactions related to credit card activity.
Response:	
c.	Provide a link to demo the online bank solutions. If no demo is available, provide details for standard reports.
Response:	
d.	Describe available user security levels and/or user entitlements for the online solution, including whether security levels can be set by user, account, or dollar amount.
Response:	
e.	Describe the security measures the State’s Treasurer’s Office will be responsible for.
Response:	
f.	Describe the bank firewalls to protect customer information.
Response:	
g.	Describe the additional types of user authentication available besides user ID and password.
Response:	
h.	Describe the number of users the State can allow access to the online solution and how many can be on at one time.
Response:	
i.	Describe how the online solution upgrades are completed.

Response:	
j.	Describe how the previous day reporting will be available by 8:00 AM CT.
Response:	
k.	Describe when funds are available to transfer after settlement (same day, next day, etc.).
Response:	
l.	Describe the deposit information listed on the previous day report and how each deposit can be tied back to the agency and provide an example.
Response:	
m.	Describe all reports available online. Describe how the reports can be customized.
Response:	
n.	Describe information available on current day and previous day reporting. Example: Merchant ID or merchant name and amount.
Response:	
o.	Describe the ability to view, print, and download daily reports for previous day and current day activity, include all formats available.
Response:	
p.	The contractor must charge the State for all banking fees, excluding merchant fees, on a monthly analysis statement. Describe the ability to provide monthly analysis statements online. The account analysis must be made available online no later than the 15 th of each month for the previous month's charges. Online reporting must be downloadable in an editable file format. List available formats.
Response:	
q.	Describe the length of time data is retained and how to retrieve it. Explain any options for extending the data retention time frames.
Respond:	
r.	Describe how to initiate and complete wires, as well as make book transfers using the online solution.
Response:	
s.	Describe the method used to accept real-time payments and post them the same day.
Response:	
t.	Describe how repetitive wire templates can be set up online and for call in wires. Describe the process to set up and process both options.
Response:	
u.	Describe the notification received by the Treasurer's office for incoming and outgoing wires and how it will be provided. Please provide a sample notification.

Response:	
v.	Describe the method used to provide a daily Comma Separated Value (CSV) export of transactions on the bank account's prior day activity by 8:00 AM CT.
Response:	
w.	Describe the layout of the CSV format to be exported.
Response:	
x.	Describe how earning credits are calculated and provide a list of the prior 12 months Earning Credit Rate (ECR) used for bank analysis also include the current rate.
Response:	

FR 14 – Implementation and Post Implementation Support	
a.	Provide a detailed example that includes a step by step process of the implementation plan.
Response:	
b.	Provide an implementation timeline giving estimated lengths of time.
Response:	
c.	Describe the resources that will be available during the implementation plan, including but not limited to technical support, on-site visits and weekly or monthly calls.
Response:	
d.	Describe the methods used to communicate industry updates, rules and regulations. How often are they distributed or published?
Response:	
e.	Describe any on-going training available as upgrades or system changes occur.
Response:	
.	
Response:	
f.	Describe the warranty on any terminals, including all hardware components Detail how terminals are supported post implementation to provide uninterrupted service.
Response:	
g.	Describe how trained maintenance staff will be available and must be capable of diagnosing and isolating issues with the terminals.
Response:	
h.	Describe how credit card terminals that no longer function as designed will be replaced at no cost to the State.
Response:	

FR 15 – Other

a.	Describe what types of training will be offered on bank processes and procedures during the transition.
Response:	
b.	Describe how test cards can be used. Will test cards be provided upon request? What is their functionality and features? What is the lead time to set this up? Will there be a charge to provide test cards?
Response:	
c.	Describe any fines received for violation of rules or regulations of any Card Association not caused by a merchant customer, include when it happened and what it was for.
Response:	
d.	Describe how the merchant will be notified of any interchange and assessment fee changes.
Response:	
e.	Describe what supplies or signage can be provided or purchased to be used in conjunction with services offered.
Response:	
f.	Describe how adjustment will show on the merchant bank statement for pricing errors for a specific agency.
Response:	
g.	List all industry-related associations or organizations your company is a member or in which it has direct representation. Including but not limited to any company representation on MasterCard or Visa's boards or committees.
Response:	
h.	Describe how the State will receive assistance ensuring each MID is collecting all information required to avoid a downgraded transaction.
Response:	
i.	Describe how the State will receive assistance with Fraud Identification, including but not limited to the thresholds in place and how notification would occur.
Response:	

