**Response to**

**The Commonwealth of Massachusetts**

**Office of the State Treasurer and Receiver General**

**PPS Replacement Project**

**Request for Information (RFI)**

**Response Submitted By**

**[Insert Your Official Company Name Here]**

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# Vendor Response Document Instructions

Please respond to this RFI by answering the questions in the spaces provided. Vendors may choose to respond to all or some of the questions listed. The text boxes for answers may be expanded to fit the length of the responses. (The current size of the text box is not meant to indicate a requested response length.)

Vendors may also provide an additional narrative in a separate MS Word document (12pt font, single-spaced). Please include the official name of your company on the cover page of this document. Vendors may also attach marketing documents and screen shots to help in the review process.

# Vendor Questions

## Category 1 - Your Company

***Question 1.1:*** Are you responding as a: COTS Vendor, System Integrator (SI), or both?

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***Question 1.2:*** Describe your company. Do you have a local presence in Massachusetts? Please include your company’s Website URL.

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***Question 1.3:*** Please list a primary contact for your company. Include name, title, phone number, email address, and mailing address.

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***Question 1.4:*** The Office of the State Treasurer and Receiver General (TRE) is interested in understanding the depth of your company’s experience in areas relating to its project. Please provide the following information: When was your company formed? How long has your company been involved in payment solutions? Has your company implemented a similar COTS product for a state government agency previously? How often does your company deal with state government agencies? How long has this COTS product been available and how many versions has it undergone?

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***Question 1.5:*** Is your company currently listed as active on any Commonwealth of Massachusetts statewide information technology contracts?

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## Category 2. The COTS Solution

***Question 2.1****:* At a high level, describe your commercial off-the-shelf (COTS) solution. If desired, attach screen-shots to this response to aid your description.

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***Question 2.2:*** Which requirement(s), as listed in section 5 of the RFI, Requirements, are problematic to your COTS system? Are they in plans for future releases?

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***Question 2.3:*** Do you consider your COTS solution to be configurable (no code changes needed) or customizable (some code changes needed) during implementation?

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***Question 2.4:*** If code changes are required, how are the changes incorporated into future product releases once the system is in production?

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***Question 2.5:*** Section 4 of the RFI, A Typical PPS Process, contains a generic, high-level description of the current payment process. Describe how your COTS solution would implement this process. If desired, attach screen-shots to this response, to aid your description.

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***Question 2.6:*** Are there features to your solution that we have not asked for, but you think might be of interest to us?

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***Question 2.9:*** Do you consider your solution to be an “enterprise” solution? If so, how does your solution satisfy this concept?

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***Question 2.10:*** Where do you generally recommend that customers host the system (application and database): at an agency location, at a centralized state location, cloud based hosting or do you host for the customer?

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***Question 2.11:*** What products and technologies are utilized in your COTS system (database, software, operating system, report generation tools, etc.)?

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***Question 2.12:*** Please describe the hardware requirements for your solution.

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***Question 2.13:*** Please describe the security model used by your system.

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***Question 2.14:*** What is your preferred model for implementing requirement changes? Would you envision that these configuration changes be implemented by TRE’s technical staff?

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***Question 2.15:*** Please describe what differentiates your solution from the competition.

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***Question 2.16:*** As a government agency, cost is a great concern as we evaluate future solutions. Please describe the cost of your solution. Is there a base price and then optional features? What is the ongoing cost of ownership? (e.g., maintenance, upgrades, new releases, etc.) Please include any assumptions that you think are important concerning these listed costs. Feel free to present different sets of costs based on different assumptions (but clearly identify each set).

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***Question 2.17:*** Are there particular requirements listed in the RFI that are more costly than others are? Are there ways for TRE to reduce the cost while still satisfying most requirements?

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## Category 3. The System Integration Services

***Question 3.1:*** Could your company satisfy all System Integration Services requirements listed in the RFI? If not, which requirements are problematic?

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***Question 3.2:*** Are there services, which are not listed which you would recommend?

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***Question 3.3:*** How would you approach the COTS vendor and the SI vendor roles? Would you envision the COTS vendor taking lead, the SI vendors taking lead, or only one company providing all services?

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***Question 3.4:*** What would your project team look like (number of resources, types of resources, etc.)? Would they be local resources? If not, would the resources be on-shore, off-shore, or near-shore? Would the resources be dedicated to our project? If so, for how long would they be dedicated?

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***Question 3.5:***  Based on the information provided in the RFI, please explain how you would approach the implementation of the various components and project tasks. How would you break the project into phases, if necessary?

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***Question 3.6:***  If project phases are utilized,describe the mechanism you would use to integrate the COTS application with the parts of existing systems that will not be replaced during the initial implementation.

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***Question 3.7:***  Would your company be able to provide ongoing support of the system through a maintenance agreement? Please include the types of services you would or would not be able to provide. Please add any services you provide that are not listed here. A)Help Desk, B)Application Hosting, B)Database Administration & Tuning, C)Software Upgrades, D) Ongoing training, E)Others.

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***Question 3.9:*** Please describe what differentiates your company from the competition.

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***Question 3.10:*** As a government agency, cost is a great concern as we evaluate System Integration services. Please describe the cost of your services. Please include any assumptions that you think are important concerning these listed costs. Feel free to present different sets of costs based on different assumptions (but clearly identify each set).

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***Question 3.11:*** Are there particular requirements that we have listed that are more costly than others are? Are there ways for us reduce the cost while still satisfying most requirements?

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## Category 4. Experience

***Question 4.1:***  Describe your experience with deploying a large-scale implementation of a Payment System using a COTS or custom solution for a government agency. Include customer names, project duration, project cost, and a brief description of the components utilized. If possible, please include customer contact information.

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 ***Question 4.2:*** With whichother states do you do business?

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## Category 5. Product Fit

Fit Responses

F = Fully Provided "Out-of-the-Box”

CF = Custom Fields Required

CO = Configuration (no changes to underlying source code)

M = Modification/Customization (change to source code)

TP = Third Party Software Required

U = Unable to Meet Requirement

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| Id | Category | Description | Fit |
| 305 | Input Data File Processing | The replacement system should be able to translate files from one format to another |  |
| 456 | Input Data File Processing | The replacement system must be able to generate summary and detail reports from input data |  |
| 320 | Check Creation | The replacement system must be able to assign and track check numbers |  |
| 424 | Check Creation | The replacement system should be able to calculate valid check dates by BFC (Disbursement Code) |  |
| 316 | Payment Processing | The replacement system should be able to validate ACH settlement dates via BFC (Disbursement Code) |  |
| 321 | Payment Processing | The replacement system must be able to assign Trace Numbers for ACH transactions |  |
| 322 | Payment Processing | The replacement system must be able to assign settlement dates for ACH transactions by BFC (Disbursement Code) |  |
| 286 | Registers and Reconciliation Files | The replacement system must create check registers |  |
| 325 | Registers and Reconciliation Files | The replacement system must be able to generate check register reports |  |
| 419 | Registers and Reconciliation Files | The replacement system should offer a web interface for searching check registers |  |
| 474 | File Creation | The replacement system must be able to create NACHA compliant files (PPD, CTX, CCD+) |  |
| 387 | Printing | The replacement system must support blank check stock |  |
| 454 | Printing | The replacement system will support special physical handling flags for printed items |  |
| 379 | Printing | The replacement system should allow distributed check printing |  |
| 281 | Return File Processing | The replacement system should be able to generate return files containing check numbers, check dates and pass through information |  |
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| 273 | Interface with Banks | The replacement system will need to be able generate issue files in bank specific formats |  |
| 385 | Interface with Banks | The replacement system should support positive pay connectivity to banks |  |
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| 367 | Manage Accounts | The replacement system must able to define account types (ACH, ACH Pass through, Checking) |  |
| 371 | Manage Accounts | The replacement system must provide a user interface for managing bank account information |  |
| 267 | Manage Banks | The replacement system must provide a user interface for manage bank information |  |
| 326 | Manage Holidays | The replacement system must provide a user interface for managing holidays |  |
| 271 | Manage Signatures and Titles | The replacement system must provide a user interface for maintaining check signature images for different types of checks |  |
| 278 | Manage Standard and Substitute Text | The replacement system should provide a user interface for managing standard and substitute text message for printed items |  |
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| 299 | Reports | The replacement system must be able to generate custom reports |  |
| 300 | Reports | The replacement system must be able to email custom reports and other files |  |
| 339 | Reports | The replacement system standard output formats to include Excel, Access, ASCII, PDF,XML, MS WORD |  |
| 340 | Reports | The replacement system should provide GUI-based end-user report viewing and query tools |  |
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| 288 | Security | The replacement system should be able to secure SSN and other Personally Identifiable Information at rest and during transmission |  |
| 333 | Security | The replacement system should enforce security for each application\module with the ability to restrict levels of access by individual, role to field and function level |  |
| 337 | Security | The replacement system must have configurable audit trails |  |
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| 460 | System Integration | The system integrator must provide data migration and conversion services |  |
| 461 | System Integration | The system integrator must configure the replacement system to fit TRE's needs |  |
| 462 | System Integration | The system integrator must be able to customize the replacement system to TRE's needs |  |
| 463 | System Integration | The system integrator must provide training to IT and end users |  |
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| 336 | General Technical | The replacement system must have automated e-mail notification for specific events and/or intervals |  |
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| 268 | Configuration and Customization | The Replacement System must provide a facility for plugging in custom processing |  |
| 346 | Configuration and Customization | The replacement system will have a customizable workflow |  |
| 347 | Configuration and Customization | The replacement system will have customizable database entities and fields |  |
| 348 | Configuration and Customization | The replacement system will have a customizable user interface |  |
| 378 | Configuration and Customization | The replacement system must allow the creation of custom business rules |  |
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| 440 | Resiliency | The replacement system should have a secondary fallback system if the primary system fails. |  |
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| 426 | Scalability | Any replacement system must be able to print 70,000 checks per month |  |
| 427 | Scalability | Any replacement system will need to process 600,000 ACH transactions per month |  |
| 428 | Scalability | Any replacement system should be able to print 70,000 ACH pay advice and stubs per month |  |