CITY OF VANCOUVER

REQUEST FOR PROPOSALS NO. PS20190222

PROVISION OF AN INTEGRATED REVENUE SERVICES SYSTEM

<u>QUESTIONS AND ANSWERS NO. 1</u>

ISSUED ON APRIL 9, 2019

Q1	Page B-2; Background; the RFP indicates that electronic payments, over the counter (OTC) and mail in payments are received for processing. Does the City desire a solution where all three of these types of payments (electronic, over the counter and mail in) can be processed with the same solution? Or is this solution to be offered only for over the counter and mail in remittances? Or only mail in remittances? If the solution is to include all three types, what are the volumes of electronic payments received?
A1	**The City is looking for a physical cheque processing solution only (via over the counter (otc) and mail). The current process for otc payments is as follows: entered directly into Tempest by counter staff; and use the remittance hardware to image the cheques.**
Q2	a) Can the City provide samples of the remittances to be processed? b) Are these coupon size forms only or are there any full-size forms?
A2	a) **Samples can be provided to the successful proponent** b) **Mainly stub and cheques. Stubs are typically 8.5"x4". Cheques are standard-sized cheques provided by FI. However, the proposed solution must be able to handle all paper sizes up to Legal sized (8.5"x14").**
Q3	Page B-2; Summary of Scope of Work indicates that the proponent's solution is to be inclusive of hardware and software. Is the City expecting the proponent to supply the necessary servers, operating system software, etc. for the infrastructure to operate the system, or will the City provide these items using the requirements provided by the proponent?
A3	**City will provide all server hardware/software to support/operate the application. The "hardware inclusive" statement references the physical hardware to support the additional hardware required to support the sorting/scanning components of the overall solution.**
Q4	Page B-2; Summary of Scope indicates a solution to support encode/endorse of personal checks. Can the proponent propose a solution that deposits checks using Image Rule (electronic depositing of checks) instead?
A4	**Yes, an electronic deposit option may be presented; however, these typically are at an additional cost from the banks. Therefore, please present <u>both</u> options for the City's consideration and evaluation.**

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Q5	Can the City provide the manufacturer and model of mail extractor that is in use today?
A5	**Agissar Triple Cut**
Q6	What model and quantity of scanners are being used today by the City for imaging?
A6	**NCR iTran 180e** **Kodak i1440**
Q7	Would the City consider utilizing a X9/Electronic Bank Deposit, versus a physical deposit? The Electronic Bank Deposit method will impact the functional requirements, as this recommended process will eliminate the need for physical sorting of documents, cheque encoding, and re-coding of cheques.
A7	**Yes, an electronic deposit option may be presented but these typically come at a cost from the banks. Therefore, please present both options.**
Q8	Requirements spreadsheet item 0008 indicates the ability to retrieve images based on a number of indices, one of which is a "roll number", implying microfilming is being performed. Please confirm if indexing and retrieving images on "roll number" is applicable.
A8	**Microfiche is not used: the roll number may refer to a current solution field, and does not have to be used. The solution needs to retrieve images based on: account number; value of cheque; and date/date range.**
Q9	Does the city accept postdated checks?
A9	**Yes.**
Q10	a) In Part B – City Requirements – it is mentioned that 825 Main Tax billing remittances and 600 Utility billing remittances are received over-the-counter. Does the City require an integrated cashiering system to process these over-the-counter payments? b) How are these payments processed today?
A10	a) **No: however, integration to Tempest for transactional posting, image lookup, customer query are required and expected to be supported via API as described in the RFP requirements.** b) **Via file feed to Tempest of payment information to be processed.**

Q11	Is the proponent to propose an image archive and retrieval system?
A11	Yes.
Q12	Is WorkSafeBC registration required if we don't have an office in BC?
A12	If your firm is selected, it will depend on the amount of onsite work your staff is expected to provide under the contract. If WorkSafeBC is determined to be required, then it will be a contractual requirement.
Q13	For an on-premise solution, the Form of Agreement/Cloud Software Services Agreement in the RFP may not be applicable. Is there another Form of Agreement for on-premise solutions?
A13	If an on-premise solution is selected, some of the Cloud Software Services Agreement language may not apply, and the City's legal department will make the necessary revisions to the terms and conditions. For the purposes of responding to this RFP, proponents offering an on-premise solution can suggest specific changes to the Cloud Software Services Agreement language (e.g. remove specific sections which are not applicable to an on-premise solution), and explain the rationale.
Q14	Are insurance requirements different for an on-premise solution? If so, what would the insurance requirements be for an on-premise solution?
A14	The City will evaluate the solution architecture and data flows, and make the determination on the need for cyber liability insurance and coverage. Professional Liability Insurance and Commercial General Liability Insurance requirements are likely to be the same, whether the solution is on-premise or cloud.
Q15	a) What is the required bank of deposit? b) Are all lines of business deposited to one account, or to separate accounts at this bank?
A15	a) Bank of Montreal b) Separated for CAD and USD only (i.e. two accounts)
Q16	As 45% of remittance volume is electronic, will respondents be required to configure and support electronic imports for this volume? If so, which electronic file formats (ACH, EDI, etc.), and how many daily file imports are required?
A16	No support of electronic imports is required.

Q17	What is the make/model of the current mail extractor device?
A17	Agissar Triple Cut
Q18	What is the current software platform utilized for cheque payments?
A18	Tempest/Fairfax
Q19	Is Archive Conversion required from the incumbent archive system? If so, what is the size in GB, and the number of records? Are the index values stored in a database or file?
A19	The current archive system is a non-proprietary file system, where images are stored as tiff's and metadata associated/stored in DB. The City requires the new application to be able to search by defined metadata elements, access, and present the images to users (at least equal to, or better than the current Tempest system). If this will require a conversion to be supported in your application viewer, please describe the conversion work and associated costs in the proposal.
Q20	The identified Go Live Date is on or before October 31, 2019. What is the estimated award date?
A20	The City estimates selecting a successful proponent and solution before the end of Q2 2019.
Q21	For local support and maintenance services, is WebEx or VPN connection an allowable support option for software?
A21	Yes
Q22	For Credit Card Checks, if the information can be identified and redacted in the proposed solution, is there a need to physically outsort? If physical outsort is still required, please identify the business rules to determine the outsort.
A22	Yes: if identified as Credit Card Check (transit#), then sort to specific pocket.

Q23	a) For FFX-0031 lookups by database via database procedure, please advise which database (SQL, Oracle, etc.). b) How many lookups per system?
A23	a) Currently: Oracle12 b) Volumes are not tracked but are expected to be low
Q24	For FFX-0061, what is the expected post-dated cheque volume?
A24	Currently, it is managed manually; however, volumes (which are expected to be low) may not be tracked.
Q25	For FFX-0066 and FFX-0067, is Tempest the only system to post to, or are there multiple Posting APIs? When will API specification be made available to respondents? How will the API be used, versus the sample file provided for cash receipts in the Sample Data Format section?
A25	Currently, Tempest is the only system. After the City selects the successful proponent and solution, the requirements and expectations will be finalized, to replace sample file functions/images/posting.