



RESPONSE TEMPLATE

RFP SUPPLIER RESPONSE TEMPLATE

INSTRUCTIONS AND ASSUMPTIONS

RFP Instructions - Complete the information requested in the light yellow shaded cells and submit this form electronically with additional required documentation to ebids@lcra.org

RFP #	9227
RFP Title	PCI Compliant Payment Gateway

RFP Submission Requirements

Supplier Information

Business & Contact Info

Business Name

Federal Tax ID

Address 1- Headquarters

City/State/Zip

Address 2- Local Office

City/State/Zip

Contact Name

Contact Title:

Contact Phone #

Contact Fax #:

Contact email:

Business Website:

Name/Title of individual authorized to contractually commit company

Name/Title

Name/Title

Products and/or service provided by business:

Number of years in business:

Duns #:

Is business diverse? If yes list type (1-Certified HUB, 2-Certified Minority Owned or DBE, 3-Certified Woman Owned, 4-Certified HUBZone, 5-Service-Disabled Veteran Owned)

Name of certification body. Include copies of certification with submission.

Type of business entity (Corporation/LLC/LP/LLP/Other)

In what state & year did your business organize in your current structure?

Is business or parent publicly traded?

Full legal name of parent or holding company, if any:

Products and/or service provided by business:

ABILITY TO PERFORM / PROVIDE

This section is intended to elicit Supplier's capability to provide what LCRA needs, when they need it. The specific questions relate to a Supplier's viability as a provider of the products and service, how the Supplier's account team is structured to best meet the needs of LCRA, delivery requirements and capabilities, past performance, references, supply chain components, etc.

General Contract Information Performance

In the past three years, has business:

Been engaged in litigation?

If yes provide explanation.

Completed all contracts it was awarded?

If no provide explanation.

Defaulted on a contract?	
If yes provide explanation.	
Special Contract Information / Performance	
Type YES to declare that either (1) no delinquent corporate franchise taxes are owed the State of Texas under Chapter 171, Tax Code or (2) business is not subject to the corporate franchise tax in Texas.	
References * <i>Wholesale Utility Customers are preferred.</i>	
Reference 1	
Reference Company	
Brief description of services at reference location.	
Contact person with knowledge of services	
Contact phone number	
Contact email:	
Date work was completed	
Reference 2	
Reference Company	
Brief description of services at reference location.	
Contact person with knowledge of services	
Contact phone number	
Contact email:	
Date work was completed	
Business Performance Metrics	
Business Performance	
Last Year's Revenue	
Last Year's Profit	
Gross Profit Margin	
What is your company's credit rating?	
Number of Employees	
Proposal Data	
Schedule	
If your company is selected as a potential supplier, are you in a position to begin the implementation process in November 2014 ? (Type Yes or No) - Include implementation schedule as a separate document.	
Minimum Requirements	
Supplier must be able to provide the following at a minimum (See SOW) 1. Supplier must provide proof of PCI compliance. 2. Must be able to accept payments from Visa, MasterCard, Discover Card, Debit Cards, eChecks. 3. Must be able to provide customers with One-time, Scheduled and/or Re-occurring payment options. 4. Supplier's gateway will interface with Chase Bank for ACH and Chase Paymentech for cards. 5. Supplier's platform must be up and running 24/7/365. 6. Supplier must be able to settle through Chase Paymentech for all credit card transactions.	[Type Yes or No that your company can provide all items listed]
Other Requirements	
1. Advanced Utility Billing System Integration a. Supplier must accept balances and customer identification data from the Advanced Utilities CIS Infinity System.	

<p>2. Customer Log in and password</p> <p>a. Supplier will provide secure controllable external customer log in.</p> <p>b. Supplier’s Customer dashboard will be securely accessible by customers.</p> <p>c. Supplier’s Agent dashboard will be securely accessible by authorized LCRA Agents.</p> <p>d. Supplier will provide self service to customers to reset passwords.</p>	
<p>3. Security Levels/Receipts</p> <p>a. Supplier’s platform will provide multiple security levels (Admin, Managers (Finance, Customer Service, Collections, IT), Users.</p> <p>b. The security levels will have the flexibility to be set at granularly by individual users.</p> <p>c. Supplier’s platform will provide multiple receipt methods (on-line, IVR, Mobile, Agent Assisted confirmations).</p>	
<p>4. Service</p> <p>a. Supplier will provide 24/7 Customer Service Support.</p> <p>b. Supplier will provide 24/7 Technical Support for LCRA staff.</p> <p>c. Supplier will provide a dedicated account manager.</p> <p>d. Supplier’s platform will provide real time process for voiding payments. Payments will be able to be reversed in real time within the LCRA Authorized Agent’s dashboard.</p> <p>e. If customizations are required to supplier’s platform, they will be provided by the supplier.</p>	
<p>5. Bill Presentment & Payment</p> <p>a. Supplier’s platform will include a Customer Dashboard whereby residents can see all payments for the period of 13 months.</p> <p>b. Supplier’s platform will allow LCRA agents to view historical payments for 13 months via the Agent Dashboard.</p> <p>c. Supplier’s platform will provide the option for LCRA Authorized agents to insert historical information.</p> <p>d. Supplier’s platform will provide instant payment notifications to customers (online, via IVR) at time of transaction.</p>	
<p>ISO/IT Requirements</p>	
<p>Supplier must provide an SSAE 16 Attestation or equivalent.</p>	
<p>QUALITY</p>	
<p>This section is intended to elicit Supplier's quality related capabilities for gateway services, including product integrity. For each of the following, please provide a brief explanation about your proposed solution.</p>	
<p>• Ease of Use — What customer self service options are available (example: password reset)?</p>	
<p>• Installation/Implementation— What is your average implemenation time for similar organizations?</p>	
<p>• Reporting —Describe the type of usage reports you currently provide to similar type clients. Please attach a sample of these reports (include usage and other useful information).</p>	
<p>• Flexibility — Solution should interface easily into our organization's existing IT environment. The solution should also be scalable so that it can be deployed across more locations and provide payment services for other areas of the organization. Please describe.</p>	
<p>Please describe your ability to add additional modules to the customer portal.</p>	
<p>General</p>	
<p>Describe the performance indicators that you will use to measure customer satisfaction?</p>	

What is your Customer Satisfaction Guarantee?	
Quality Assurance/Control	
Describe your solution's quality control procedures and process?	
Provide supported operating systems and browsers for customer and administrative interfaces.	
Describe any web service standards supported for transfer of data, including encryption.	
SERVICES	
This section relates to Supplier's capabilities to provide services. LCRA's strategic direction is to improve how these services are provided to its internal customers. LCRA's goal is to reduce costs throughout the products lifecycle, resulting in a lower total cost of ownership.	
Implementation, Configuration and Roll-Out	
Describe the firm's process for implementation at the beginning of the contract period. Identify your expected time line and a description of all transition-related activities. Include any needs your firm has for assistance from LCRA staff.	
Training	
Describe training and training materials for all user roles and end-users.	
Can the materials or courses be customized to train our own staff in a train the trainer model?	
Describe what form the materials are in (e.g. web-based, on-line, etc.).	
Service Level Agreement	
Describe your Standard Service Level Agreement (SLA)	
List response times for service calls. (Service Level Proposing for LCRA)	
Response time shall be guaranteed. Describe how response time is guaranteed. (include applicable credits based on levels)	
Please describe your methodology for calculating "credit" for non — compliance.	
Provide information on problem resolution procedures and a cost impact if any should the problem not be resolved within (hours defined in the SLA).	
Support	
Will a dedicated Account Executive/Representative be assigned to LCRA?	
Will employees of your company provide technical service, or will a 3rd party supplier provide them?	
Are both telephone and web support available? Explain the methods and options of communication for support calls.	
What are your hours of support?	
Briefly describe after hours and weekend support?	
Describe how reported issues are escalated?	
Provide an estimate of the turnaround times for system fixes.	
COST	
	Complete Exhibit A (Separate Tab)
Payment terms	
LCRA standard policy is Net 30. Please provide any payment discounts.	
INNOVATION	
Innovation	

Please provide examples of innovation, additional value-added options and what separates your company from your competition in this section.	
Comments	
Please provide any general comments in this section.	
RFP Submission Requirements - Please include the following with your submission. Indicate yes if you have included this material with your submission and/or are in agreement with the statement.	
RFP Response Template. Complete yellow shaded areas.	
Detailed Implementation Plan/Schedule	
Terms and Conditions (Suppliers must take exception to LCRA Terms and Conditions at the time of submittal) No other terms or exceptions will be considered. The nature and number of exceptions may be grounds for proposal rejection.	
Sample Transaction/Administrative Reports	
Submittals, per the Technical Specifications/Statement of Work (SSAE 16 Attestation or equivalent)	
Signed Instructions Attachment A	
<p>Mark "yes" to indicate in conjunction with the electronic RFP Supplier Response Template, the undersigned Offeror declares: (a) that it has reviewed the Terms and Conditions, Scope of Work, and all other documents herein; (b) that the signatory has the authority to bind the company to the formal legal offer; (c) that through its authorized personnel it has personally examined the location of the proposed work and has determined the amount and character of the proposed work and the supervision, labor, tools, material as identified, and equipment necessary to complete the same in compliance with the specification and contract documents (if applicable); (d) that prior to the submission of this proposal, and prior to the award of any contract resulting from this proposal, neither the Offeror, nor any of its subcontractors, nor their agents, nor employees have or will: (1) offer or give gratuities to an LCRA employ or affiliate, (2) pay a kickback to obtain favorable treatment in connection with an LCRA contract, (3) "buy-in" to obtain a contract with LCRA, (4) participate in practices which unlawfully eliminate competition or restrain trade such as collusive bidding or negotiating, follow the leader pricing, rotation of low bids, collusive price estimating, or sharing of business with other Offerors, and (5) commit bribery to obtain favorable treatment by LCRA or any affiliates; (e) that either (1) no delinquent corporate franchise taxes are owed the State of Texas under Chapter 171, Tax Code or (2) the Offeror is not subject to the corporate franchise tax in Texas; and (f) that it has never been debarred or suspended from doing business with the federal government.</p>	