

ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201
(703) 228-3410

REQUEST FOR INFORMATION (RFI) NO. 20-284-RFI

ENTERPRISE PAYMENT SOLUTION

ELECTRONIC SEALED RESPONSES WILL BE RECEIVED BY ARLINGTON COUNTY VIA [VENDOR REGISTRY](#). REGISTRATION IS NOT REQUIRED TO DOWNLOAD THE RFI. IN ORDER TO SUBMIT A RESPONSE TO THIS RFI, REGISTRATION IS REQUIRED. ELECTRONIC SEALED RESPONSES WILL BE RECEIVED ON JULY 10, 2020 AT 1:00 P.M. NO RESPONSES WILL BE ACCEPTED AFTER THE BID DUE DATE AND TIME

Responses will not be publicly opened.

NOTICE: FOR ANY FUTURE SOLICITATION RELATING TO THIS RFI, OFFERORS ORGANIZED AS A STOCK OR NONSTOCK CORPORATION, LIMITED LIABILITY COMPANY, BUSINESS TRUST OR LIMITED PARTNERSHIP, OR REGISTERED AS A LIMITED LIABILITY PARTNERSHIP, MUST BE AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VIRGINIA PRIOR TO SUBMITTING A RESPONSE.

Arlington County reserves the right to amend this RFI or to cancel this process, in whole or in part, at any time.

Arlington County, Virginia
Office of the Purchasing Agent

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I. INTRODUCTION AND PURPOSE

Arlington County, Virginia, is soliciting information from Respondents having experience and abilities related to migrating and implementing a vendor-hosted, online Enterprise Payment Solution (EPS). The Respondents must have experience delivering Payment Card Industry (PCI) compliant, high-volume enterprise payment services. The County seeks information on solutions and services that can be used by the Treasurer's Office and various departments within Arlington County Government to offer payment options for Arlington County associated goods, services and bills. This is to gather information on reliable, cost effective enterprise payment solutions and services meeting the requirements described in this RFI. No award will be made as a result of any response to this request and information submitted shall not be withdrawn. Any procurement by Arlington will be subject to a separate solicitation process and annual budget appropriation.

Information realized as a result of this RFI may be used as part of a competitive process for the selection of such goods and services and may be used to construct a list of prospective vendors. The County may request demonstrations of the Respondents solution. There is no commitment, implied or otherwise by Arlington County to continue with a procurement process.

It is not the intent to restrict the competitive process. Those vendors not responding to this RFI may be able to respond to a Request For Proposal, if issued.

II. INFORMATION FOR RESPONDENTS

1. SOLICITATION SCHEDULE

Following is the tentative schedule for RFI No. 20-284-RFI:

RFI No. 20-284-RFI – TENTATIVE SCHEDULE

RFI ISSUANCE	June 19, 2020
QUESTION DEADLINE	June 29, 2020 at 5:00 p.m.
RESPONSES DUE	July 10, 2020 at 1:00 p.m.

2. QUESTIONS AND ADDENDA

OFFERORS MUST BE REGISTERED IN VENDOR REGISTRY TO SUBMIT A QUESTION FOR THIS REQUEST FOR INFORMATION.

QUESTIONS REGARDING THE REQUEST FOR INFORMATION MUST BE SUBMITTED BY JUNE 29, 2020, AT 5:00 P.M. EASTERN TIME TO BE CONSIDERED FOR ADDENDUM. ALL QUESTIONS WILL BE RESPONDED TO WITHIN VENDOR REGISTRY AND POSTED FOR ALL RESPONDENTS. THE SYSTEM WILL NOT ALLOW QUESTIONS TO BE POSTED AFTER THIS DATE AND TIME.

If any questions or responses require revisions to this request for information, such revisions will be by formal Addendum only. Respondents are cautioned not to rely on any written, electronic, or oral representations made by any County representative or other person, including the County’s technical contact, that appear to change any portion of the solicitation, unless the change is ratified by a written Addendum to this solicitation issued by the Office of the Purchasing Agent.

3. TRADE SECRETS OR PROPRIETARY INFORMATION

Trade secrets or proprietary information that an Offeror submits in connection with a procurement transaction may be exempted from public disclosure under the Virginia Freedom of Information Act (“VFOIA”). However, the Offeror must invoke VFOIA protection clearly and in writing on the Proposal Form for County review. The Proposal Form must include at least the following: (1) the data or other materials sought to be protected and (2) specific reasons why the material is confidential or proprietary. It is the Offeror’s sole responsibility to defend such exemptions if challenged in a court of competent jurisdiction.

III. INFORMATION TO BE PROVIDED FOR REQUEST FOR INFORMATION

The solution requested is used to assist the Treasurer's Office and County departments with Online payment acceptance through the Web, accepting transactions through a Personal Computer (PC), mobile device or other physical machine that connects to the payment solution, or via a Customer Service Representative interface ("CSR"). This solution will provide a full range of E-payment services including at minimum, bill presentment, credit cards, debit cards, checking accounts (via one-time and recurring/installment ACH) over the Web, mobile payments, Interactive Voice Response (IVR) and on-behalf-of (OBO) payments. This solution should have the capability to charge a customer a convenience fee at the time of payment.

The County is requesting information on solutions meeting the following primary objectives:

- **Enhance Customer Service and User Interface Experience**
 - The Treasurer's Office and County aim to enhance the user experience, for both customer and staff, by providing a "one-stop shop" for payments of all county related goods and services, via an interface that is easy to navigate.
- **Enable Use of Mobile Technologies**
 - The Treasurer's Office and County desire to enable the customer's use of mobile technologies through the implementation of convenient mobile payment options and easily accessible billing and payment history.
- **Improve System Processes and Integration with other Systems:**
 - The Treasurer's Office and County seek to implement a payment solution that assists in the acceptance and documentation of payments while interfacing with multiple underlying receivable systems hosted by various Arlington County Departments.

The following is to be used as a general guide and is not intended to be a complete list of all work necessary. The main functionalities needed for the successful delivery of EPS should include:

- **E-payment Services**
 - Meet all relevant Federal, State and County requirements and conventions for payments (PCI, National Automated Clearing House Association (NACHA))
 - 24 x 7 x 365 per year gateway services via a secure environment
 - Provide a one-stop shopping cart experience that results in a single payment transaction
 - Convenience fee structure flexibility to support the Treasurer's Office preference for a customer convenience fee charged at the time of payment. Same fee structure across all payment types
 - Interface with various county applications
 - Ability to update customer account (on County systems) with real time and batch transaction information via Application Programming Interface (APIs)
 - Accept credit cards, debit cards, E-Checks, and other forms of electronic payments.
 - A self-service payment which allows payments to post in real time, and the kiosks accepts all payment types, including cash, credit cards, debit cards, and e-checks
 - Provide a 'digital wallet' for participants to register and securely store payment information
 - Ability to handle refunds
 - Ability to seamlessly manage recurring, future and one-time payments
 - Provide mobile payment options (to include call, text and mobile optimization)
 - Ability to provide the customer with billing and payment history (bill presentment)
 - Archival component of your solution for moving the data from the production database to near and offline data stores, including robust methods for data deletion / database storage / retrieval process

- Dedicated customer service support for staff and customers
- Support Section 508 accessibility standards and offer multi-lingual capabilities
- **Reconciling Services**
 - Provide daily activities to multiple receivable systems and County’s system of record
 - Batch settlements that do not combine debits and credits in the same batch
 - Batch settlements that are separated by types of payment (card and e-check)
 - Each report should include the post date, account code and amount
 - Provide settlement processing with the Treasurer’s banking partners
 - Ability to identify the obligation paid by a unique index or settle code
 - Daily reporting of all activity by department
 - Including debit card, credit card, and checks

Below, is a brief description that summarizes the Treasurer’s Office payment categories as well as payments made to other Arlington County Departments.

Treasurer’s Office Payment Category	Arlington County Department
Real Estate Tax	Libraries (LIB)
Personal Property Tax	Department of Environmental Services (DES)
Business Taxes	Parks and Recreation (DPR)
Business License	Human Services (DHS)
Delinquent Revenue	Community Planning and Housing Development (CPHD)
Parking Tickets	Arlington Public Schools (APS)
Pet Licenses	Fire Department (FIR)
Utilities	Other
Other	

IV. RESPONSE REQUIREMENTS

1. GENERAL

The County will not accept responses by fax or e-mail. Responses and all documents related to this request for information become the property of the County upon receipt.

2. RESPONSE SUBMISSION

The Response must be submitted electronically via Vendor Registry no later than the date and time deadline specified in this request. The Vendor Registry System will not accept responses after the close date and time. Response should be no more than 15 pages.

ONLY ELECTRONIC SUBMISSION IS ALLOWED, ANY RESPONSES SUBMITTED VIA ANY MEANS OTHER THAN VENDOR REGISTRY WILL NOT BE ACCEPTED. Arlington County is not responsible for late submissions, missed Addenda, or questions not submitted before the end date and time.

Timely submission is solely the responsibility of the Respondent.

3. RESPONSE STANDARDS

Responses submitted in response to this request for information should be accurate and grammatically correct and should not contain spelling errors.

4. UNNECESSARILY ELABORATE RESPONSES

The County may view unnecessarily elaborate brochures or other presentations, including elaborate or expensive artwork, paper, bindings, and visual and other presentations, as an indication of the Respondent's lack of cost consciousness.

5. EXPENSES INCURRED IN PREPARING RESPONSE

The County accepts no responsibility for any expense incurred by any Respondent in the preparation or presentation of a response or related in any way to an offer.