

# Arizona State Treasurer's Office RFP 17-02

## Questions & Answers

1. How many physical office locations would require e-payment services? **3**
2. How many total cashiering stations are there? **16**
3. What was the total dollar volume and number of transactions for e-payments in 2016? Please break down by card brand/payment type (MasterCard, American Express, Discover, Visa and e-Checks), payment channel (POS, online, IVR) and tax type.

**Below is info for Fiscal Year Ending June 30, 2017**

BofA	Sum of NET_SALES_AMT	Sum of TXN_COUNT
American Express	15,176,224	7,993
Discover	784,621	1,821
Mastercard	8,811,009	16,021
Visa	38,567,467	107,298
<b>Grand Total</b>	<b>63,339,321</b>	<b>133,133</b>

TAS	Sum of SumOfPmt Amt	Sum of CountOfPmt Conf Id
AR	\$ 9,410,354	37,675
COR	\$ 21,200	34
IND	\$ 31,344,721	69,961
TPT	\$ 21,482,472	24,232
WTH	\$ 1,080,574	1,231
<b>Grand Total</b>	<b>\$ 63,339,321</b>	<b>133,133</b>

4. Do you currently accept e-checks for online payments? **YES**
5. What is the timeline for implementation and go-live? **November 16, 2017**
6. Who is the current provider of convenience fee services to the State? **Govolution**
7. Would the State reconsider its First Data processor requirement? As third party convenience fee providers tend to have a highly integrated solution using just one or two processors, this will reduce the number of vendors which can provide this service ( i.e. third party convenience fee providers do not use First Data). Limiting the processor to First Data will likely reduce the number of RFP respondents, and could ultimately reduce the quality of the convenience fee service options for the state. **No**
8. Unlike many e-payment application service providers, which require utilization of the client's/provider's separate merchant processor, bidder's e-payment solution is vertically integrated to encompass not only the e-payment application itself, but also the merchant processing (for credit /debit card transactions), ACH service (for e-check/ACH transactions) and settlement through our internal platforms. Under a single contract this differentiating capability provides the State with single-party accountability for all phases of the e-payment value chain and its entire lifecycle until funds are delivered to the State's designated operating account. Recognizing that the State has an existing merchant processing relationship, is the State willing to entertain such a differentiated e-payment solution?" **No, we are not interested in this type of process at this time.**
9. Can the State grant an extension to the due date to August 22, 2017 2 P.M. MST; **No, the state will not extend the due date.**
10. Number of Transactions / Year (#) in aggregate, collected for all payment channels and methods combined **4.85 million FY End 6-30-17** (e.g., in person **{approximately 154,000}**, mail **{appx 1.721 million}**, electronic payment channels **{appx 3.0 million}**, check, cash, ACH card, etc.)?

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11. Value of Payments / Year (\$) in aggregate, collected for all payment channels and methods combined; **\$15.6 billion FYE 6-30-17**  
 (e.g., in person **{approximately \$63 million }**, mail **{approximately \$2.612 Billion}**, electronic payment channels **{approximately \$12.9 Billion}**, check, cash, ACH card, etc.)?
12. How many (if any) invoice/bill/statement images (\*.pdf) will be submitted for electronic presentation per year for receivables/collections? **Approximately 200,000 billing notices are sent annually. If this question is related to invoice/bill/statement images printed and mailed to the credit card holder the answer is none. We only print a receipt at the time of transaction.**
13. How many (if any) invoice/bill/statement images (\*.pdf) will be submitted for electronic presentation per year for payables/disbursements? **None**
14. How many Point of Sale Card Terminals will be required on site? **14**
15. For the following, please provide the number of transactions and dollar amounts for both Debit/Credit Cards and ACH: **No payments for any below items**
- a. Web / API / SMS / Client's CSR Payments (client personnel by phone)
  - b. Vendor's CSR Payments (vendor personnel by phone)
  - c. Interactive Voice Response (IVR) Payments (automated phone)
  - d. On-Site Point of Sale Card Payments
16. All names of software systems and the corresponding vendor for any State of AZ entity or department that may be involved in this project (i.e. ERP software system, Tax Management System)  
**Inovah Cashiering**  
**Oracle/Linux in-house Tax Management System**  
**.Net in-house citizen / business Tax/Licensing System**
17. Ave. monthly mix (%) of Web, IVR and POS payments/transactions. For example: 50% of all payments involved in this project are from the Web, 25% from IVR & 25% from POS. **100% Web**
18. Ave. mix (%) of debit versus credit card payments. For example: 30% of payments/transactions are made with Debit and 70% are made with Credit. **Below are actual numbers**

**Average for the past 6 years 2010 - 2016**

<b>Debit</b>	<b>71.41%</b>
<b>Credit</b>	<b>28.59%</b>

<b>18991</b>	<b>American Express</b>
<b>68981</b>	<b>Visa</b>
<b>37183</b>	<b>MasterCard</b>
<b>5031</b>	<b>Discover</b>
<b>15424</b>	<b>MasterCard Debit</b>
<b>309881</b>	<b>Visa Debit</b>

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### 2016 Numbers

Debit	63.87%
Credit	36.13%

4738	American Express
19049	Visa
11497	MasterCard
1315	Discover
703	MasterCard Debit
63995	Visa Debit

19. Per Department or Product
- a. what is the ave. number of monthly transactions per channel (i.e. broken out by Web, IVR & POS)? **Web 11,072**
  - b. what is the ave. amount of a payment/transactions? **Web \$5.261 Million**
20. Please explain any needs related to cash management; **None, at this time**
21. When is the State's ideal Go Live date? **On or before Nov 16, 2017**
22. An update or clarification on RFP 17-01 and reason for RFP 17-02. Please excuse me if this has been answered in prior communications I was not privy to 17-01 conclusions. **These RFP's are not related**
23. What are the fees paid by the customer? **Credit transaction 2.49%; Debit transaction \$3.95**
24. What are the integration, ancillary, fees and charges paid by the state? **\$0**
25. Why is the due date next Tuesday – a very short time to prepare responses? **There is a tight timeline to implementation.**
26. Is the payment processor required to have office locations around the state, or will the over the counter payments be made at existing state approved locations. **Over the Counter payments will be made at the three ADOR locations.**
27. Minimum information required with each funds transfer includes SSN. Is the entire SSN required or may we use the last 4 digits and zip or address for match purposes. **The state would capture demographic/identification information in our Web Portal or thru our Customer Cash Register software face to face transactions. If a Telephonic solution was to be developed we would require a full SSN/TIN/License identifier of our taxpayer.**
28. Is e-check of interest as a payment type? **Web Payments – no. Telephonically – yes**