#### Form J: Module 5 - Electronic Payables

#### (Only firms proposing for Module 5 should respond to this section. Please limit your answers to Form J to no more than 50 pages.)

* 1. **BACKGROUND INFORMATION**

The Controller’s Office is responsible for making accounts payable payments.

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| --- | --- | --- |
|  | # of Payments | # of Unique Vendors |
| Checks | 83,104 | 27,971 |
| ACH | 71,279 | 5,528 |

For ACH payments, CCSF uses Bottomline Technologies’ Paymode-X platform. If a vendor is not enrolled on the Paymode-X platform, the vendor is paid by check. Currently, there are no banking instructions for any ACH vendor stored on CCSF’s ERP system.

CCSF is interested in a solution where payment instructions are securely stored and authenticated on the banking partner’s platform. Additionally, CCSF is interested in making EFT payments to additional vendors that are currently excluded from Paymode-X due to annual spend amounts that do not meet a minimum threshold set.

As part of this module, CCSF is considering the implementation of a virtual card solution.

CCSF has determined that due to confidentiality requirements, a vendor list with the number of payments cannot be released through this RFP process.

Desired services include:

1. Work with CCSF to convert suppliers that currently receive checks to payment by virtual card or ACH
   1. **REQUESTED INFORMATION**
2. **Key Proposed Personnel**
3. Provide the name, title, address, phone number, and email address of the primary contact person(s) assigned to this account.

|  |  |
| --- | --- |
| **Relationship Manager / Product Specialist** | **Routine (Day-to-Day) Requests – Individual and/or Department** |
|  |  |

1. List the individuals who will work with CCSF on a regular basis, including the primary contacts identified above. Information must include:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Proposed Role** | **Location** | **Experience with other Municipal Entities** | **# Years in Field** | **# Years with Firm** | **# Client Relationships Responsible For** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

1. Describe your firm’s policy on changing the primary contact person on an account at your firm’s discretion.
2. After the initial transition, how often will the primary relationship manager attend on-site meetings with CCSF staff? Describe a typical meeting agenda for this on-site meeting.
3. Customer Service
   1. For routine day-to-day transactions, will a specific customer service representative or a customer service department be assigned? Provide biographical information for the individual(s) that will be assigned to this account.
   2. What is the anticipated turn-around time for typical inquiries? What type of inquiries typically take longer to research?
   3. Do you offer any reports, specific to an individual client, summarizing the number of inquiries made to customer service, types of inquiries made, and the turn-around time for resolution?
   4. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution.
   5. What are the hours of operation of the customer service unit involved in supporting the proposed services?
   6. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can’t be resolved?
4. Does the firm offer any services to periodically review CCSF’s banking structures and services used to identify opportunities for operational efficiencies, automation, or integration with Peoplesoft?
5. IT Resources: Will the firm provide a dedicated IT liaison to work on set-up, file transfer, testing and troubleshooting/issue resolution? During what hours is technical support available (specify time zones)?
6. Summarize your firm’s experience in offering an electronic payables solution that includes ACH and virtual cards:
7. How long has your firm offered electronic payables services?
8. How many of your customers currently use your electronic payables processing services?
9. How many of your current electronic payables users are municipalities?
10. How many of your clients that use your electronic payables solution also use PeopleSoft as their ERP system?
11. List the data elements that are required to be included in a payment instruction file? When sending a single payment instruction file, list the data elements that are required to be transmitted when a single payment instruction file is issued. Complete the table below to identify only those data fields that are required for each payment type.

|  |  |
| --- | --- |
|  | Required Data Fields |
| General payment information *(Required regardless of payment type included)* |  |
| Virtual cards |  |
| ACH payments to suppliers (where CCSF provides bank ACH instructions) |  |
| ACH payments to suppliers (where the Firm provides bank ACH instructions) |  |

1. **Payments to Suppliers by ACH**
2. Discuss your approach in recruiting suppliers on CCSF’s behalf to your firm's electronic payables platform.
3. Is there a minimum spend amount required for a supplier (the vendor CCSF is paying) to be recruited and/or eligible to use the firm’s ACH payment solution?
4. Will your firm, CCSF or a third-party store supplier ACH instructions, including bank routing and account number information?
5. Identify any third-party organization engaged by the firm for this purpose, if applicable.
6. If a third-party organization is used, how long has your firm used them to facilitate ACH payments?
7. Does your firm have an online self-enrollment portal that suppliers can use to provide their ACH payment information?
   1. Is the online portal owned and operated by your firm or a third-party?
   2. Will suppliers be able to update bank routing and account number information using your self-enrollment portal after being initially enrolled?
   3. Do you have a demonstration site or video tutorial of the bank’s online portal that you can share?
8. Does your firm offer methods other than an online self-enrollment portal for capturing bank routing and account number information from suppliers? If so, how is the bank account information collected.
9. Does your firm assign a supplier or vendor code? Is the code assigned by your firm or do you use CCSF’s unique supplier identification code?
10. For suppliers enrolled by your firm for ACH transactions, can CCSF get a file of suppliers’ bank account information?
11. Will CCSF be required to include the bank account information in the ACH payment origination files?
12. If a supplier is already enrolled with your payables platform to receive payments by ACH, can these suppliers be paid immediately, or does your supplier enrollment team have to contact the supplier first?
13. What information is provided to the supplier with the ACH transaction?
14. Is there an additional fee to either CCSF or the supplier for sending ACH remittance detail?
15. If so, what is the fee?
16. As part of the enrollment and maintenance processes, which of the following steps does your firm take to ensure funds are sent to the correct payee?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Supplier Enrollment (Yes/No) | Individual Transaction Initiation (Yes/No) | Change in instructions (Yes/No) |
| Match supplier data to OFAC sanctions list |  |  |  |
| Validate suppliers’ Form W-9 |  |  |  |
| Validate account status using ACH prenotes |  |  |  |
| Validate account status using microdeposits |  |  |  |
| Validate account status using 3rd party service such as Early Warning Services or GIACT |  |  |  |
| Authenticate account ownership using 3rd party service such as Early Warning Services or GIACT |  |  |  |
| Validate contact phone numbers and e-mail addresses used to verify changes |  |  |  |
| Other methods of payee validation (list if applicable) |  |  |  |

1. **Payments to Consumers by ACH**
2. Is the firm willing to collect bank routing and account number information for payments to personal/consumer bank accounts?
3. How is this information collected from individuals (i.e. online portal)?

1. Will the firm store bank routing and account number information for payments to personal/consumer bank accounts?
2. **Virtual Cards**
3. What solutions do you offer for cardless payment transactions?
4. Supplier Payment
   1. How would suppliers receive instructions related to payments made by virtual cards?
5. Do you offer a portal for suppliers to retrieve virtual card payment notices and instructions?
6. When suppliers log into the portal, will they see payments from all entities making payments to them or only transactions initiated by CCSF?
7. Payment authorization emails:
   * + 1. Provide an example of the payment authorization correspondence sent to suppliers.
       2. Can the body of the email be customized by CCSF?
       3. Does the e-mail contain the full 16-digit virtual card number? If not, what card information is provided?
       4. How are e-mail addresses for suppliers verified prior to sending the first notice of payment?
8. How can the firm deliver remittance details (i.e., invoice information) to suppliers for payments made by virtual cards?
9. If a supplier does not process a virtual card payment, after how many days does the authorization “expire” and can no longer be used?
10. Can CCSF extend the expiration date of the prior virtual card payment or will a new virtual card number/payment need to be initiated?
11. Before the authorization expires does your system send an automated reminder notice to the suppliers informing them that they have a payment that has not been processed?
12. How will CCSF be notified if a supplier does not process a card payment?
13. Do you offer a Buyer Initiated Payment (push pay) Program?
14. If so, provide an explanation of how this service would operate.
15. Will the same rebate apply for buyer-initiated payments (push pay) or payments initiated by suppliers (pull pay)?
16. If not, provide details on the different rebate schedules.
17. Virtual Card Management System
18. Are there any reports that CCSF can access that identify initiated but unprocessed card payments?
19. For the program administrator, provide a screen shot of the page summarizing virtual card transactions that will be expiring soon or have expired.
20. For virtual card transactions with expiration dates that are soon to expire or have expired, can the program administrator extend/reset the expiration date applicable for the transaction?
21. Will the firm transmit a reconciliation file detailing the processed supplier payments? What information will be included in the reconciliation file?
22. Payment Instruction Files for Virtual Cards
23. File Specifications
    * + 1. What are the, mandatory fields that must be transmitted to your firm in payment instruction files sent by batch transmission?
        2. Provide your firm’s file specifications for payment instruction files.
        3. Do the data fields in payment instruction file need to be organized in a certain order or is there flexibility?
        4. What transmission methods do you offer for CCSF to transmit supplier payment instructions to your firm?
        5. What controls are in place to protect against duplicate files from being processed?
        6. Does the firm provide any acknowledgement of the receipt of a payment instruction file? What information is contained in the receipt (i.e. number of payments, dollar amount of payments, etc.)?
24. Supplier Outreach for Payment by Virtual Card
25. Do you provide supplier outreach services to encourage acceptance of payment by virtual card?
26. Who makes outbound phone calls to suppliers (i.e. employees of your firm or a third-party)?
27. How many employees are on the firm’s supplier outreach team?
28. Where will the supplier outreach team used for CCSF be located?
29. How often would you recommend contacting suppliers that initially chose not to accept payment by card for CCSF’s virtual card program?
30. For suppliers unwilling to accept virtual card payments, can your outreach team encourage them to accept payments by ACH as an alternative to checks?
31. What policies or procedures would you recommend that CCSF adopt to maximize vendor acceptance of electronic payment options?
32. Administrative Support for Virtual Cards
33. Supplier Inquiries:
34. Will the firm handle questions from suppliers related to processing payment transactions?
35. What other types of supplier questions would the firm handle through its helpdesk?
36. What types of inquiries for suppliers will the firm refer to CCSF for responses?
37. **Implementation / Conversion**
38. Provide a detailed conversion plan for transitioning the services in this Module to your firm. Include the estimated length of time for the transition and the amount of effort required by CCSF’s staff.
39. Who will be responsible for coordinating the transition? If a conversion team is used, how will CCSF’s account be transitioned to the ongoing client service team?
40. What lessons has the firm learned from similar implementations that can be applied to implementing services with CCSF? What recommendations do you have for CCSF based on past implementation experiences?
41. **New Services & Ideas**
42. Describe any new services or ideas that will enhance CCSF’s operations.
43. Provide any additional information that you believe to be pertinent but not specifically requested elsewhere in the RFP.
44. **Pricing**
45. For how long will the firm guarantee the proposed fees for this Module?
46. Are you willing to offer any transition or retention incentives? If an incentive is a monthly fee waiver, please indicate when the fee waiver would apply (i.e. when the accounts are initially opened or when services are substantially implemented)?
47. Monthly fees
48. Identify any and all fixed monthly fees for the use of your electronic payables solution.
49. Integrated Payment File Fees & Associated Costs
50. Identify the fees related to processing an electronic payables file transmission.
51. Does your firm charge a fee for acknowledging receipt of an electronic payables file? If so, what is the fee?
52. What is the transaction fee for the following payment types processed through an electronic payables file?

|  |  |
| --- | --- |
|  | Transaction Fee |
| Virtual card |  |
| ACH (payment instructions stored by your firm) |  |
| ACH (payment instructions included in file) |  |

1. Would any additional transaction fees apply for services such as reformatting data or applying decisioning logic to electronic payables files? If so, identify the fees.
2. Separate Payment File Fees & Associated Costs
3. Is there a premium or discount offered if payables details are transmitted separately versus a consolidated electronic payables file? Highlight differences, if applicable.
4. If so, what is the transaction fee for the following payment types when transmitted in separate payables files?
   * + 1. Virtual card
       2. ACH (payment instructions stored by your firm)
       3. ACH (payment instructions included in file)
5. Is it possible for CCSF to earn rebates on supplier payments made by ACH?
6. If so, provide the rebate schedule for ACH payments.
7. Identify any costs to suppliers for transactions that will result in ACH rebates.
8. Implementation Costs
9. Identify all implementation costs related to your electronic payables solution.
10. Describe and identify any fees related to supplier enrollment to make payments by virtual card payments.
11. Describe and identify any fees related to supplier enrollment to make payments by ACH.
12. Are ACH instructions provided by suppliers verified by your firm? If so, is there a cost for verification services? What is the cost?
13. Other Costs & Fees
14. Disclose any other fees associated with your electronic payables solution. Provide estimate volumes, if applicable.
15. **References**
16. Provide a minimum of at least three (3) current professional references who may be contacted for verification of your professional qualifications to meet the requirements set forth herein. CCSF strongly prefers references from governmental entities similar in size and requirements to CCSF. Include the:
17. Name of the entity
18. Name, phone number and contact person within the above listed organization
19. Type of product/service provided
20. Date(s) the services were furnished
    1. **PRICING PRO FORMA**

Firms must provide a completed pro forma (Attachment D).

The price schedule should include any one-time or set-up charges, research fees and all other fees that may be charged, even if is listed elsewhere in the proposal. CCSF reserves the right not to pay any fees that are not disclosed during this RFP process if your firm becomes the selected vendor.