

Written Proposal Requirements

The table below addresses essential requirements for services. Proposers are required to respond to each requirement in detail, adding screenshots, product briefs and other supporting material as necessary.

Section	Requirement	Points
A) Firm Qualification		
A1	Provide information on your firm’s background and qualifications which addresses the following: <ul style="list-style-type: none"> • Name, address, and telephone number of a contact person. • A brief description of your firm, including firm’s history, ownership, organizational and legal structure. • List of legal action that have been brought against the company the last five (5) years, including unresolved ones. • An Attestation of Compliance demonstrating the organization has validated against the PCI Data Security Standard. 	8
B) Team Qualification		
B1	Provide a list identifying each key person on the project team, including short description of experience in this work Include customer service and accounting/clerical teams members.	7
C) Customer Service and Issue Resolution		
C1	Describe the escalation path for a) technical issues, 2) funding issues, and 3) general customer support. How can CCSF staff contact the team (email / website/ phone calls etc.) and what are the service level response times? Include standard customer service operation hours for this engagement, procedures, turnaround/response times and number of dedicated customer service representative(s) for the project and/or number of clients supported by customer service representatives.	7
C2	Have your clients experienced outages with a) technical solutions, or b) delays in batch close / funding in the last Fiscal year? What was the root cause(s) and what measures did your organization put in place to minimize the likelihood of a reoccurrence?	7
D) Project Approach		
D1	Describe the services and activities that your firm proposes to provide to the City. Include the following information: <ul style="list-style-type: none"> • Any operating rules and/or procedures and limitations on the services requested. • Transition plan, including timeline and project plan for implementation. 	8
E) Funding & Pricing		
E1	Next Day Funding – Detail flow of funding	3

Section	Requirement	Points
E2	Transaction aggregation (per day) for micro payments where allowable by Card Brand Rules, or small ticket options where available. Please state the threshold and conditions necessary to meet eligibility for such a MID.	2
F) Equipment		
F1	Description of equipment options, including data regarding size of equipment and applications available on terminals. Detail options such as short-term rentals, long term rentals as well as the ability to purchase or transition existing equipment.	8
F2	Staff at several CCSF departments serve constituents from behind security glass with only a few inches clearance to pass a credit card terminals / space for a pin pad. Describe the terminals you have which can accommodate this physical configuration and discuss whether the devices incorporate P2PE validated solutions.	4
F3	Description of process and standard timeline to order equipment and peripherals.	4
F4	Description of policy and process to a) return equipment and b) replace equipment c) reprogram equipment and timelines involved.	4
F5	Support for CCSF owned Verifone M400 Point of Sale Terminals and the ability to enable a Point-to-Point Encryption Solution on these devices or provide devices and credit to reprogram and/ or replace existing terminals to work with CORE Business Technologies (CORE) systems.	6
G) Reporting		
G1	Sample reports with descriptions, and screenshots to show the options available to CCSF staff. We are looking for information such as the following: i) Deposit Summary ii) Transaction Reports iii) Adjustments (including Credits) iv) Chargebacks v) Control for duplicate Transmissions vi) Provide a 24x7 customer support center for the Authorized User Please confirm the format of reports such as whether these are available as pdfs, Excel or csv files.	5
H) Compliance		
H1	Detail how your company supports merchant compliance and how you support simplifying PCI validation.	7
Maximum points which can be awarded		80