

CITY OF DAYTON, OHIO

Request for Information

Purchasing Division
P.O. Box 22
DAYTON, OHIO 45401

RFI No.: N16053

For Further Information Contact:
Nicole Fox
City of Dayton, Purchasing
101 W. Third St., Rm 514
Dayton, OH 45402
Phone: 937-333-4041
Fax: 937-234-1600
nicole.fox@daytonohio.gov

Date: **September 29, 2016**

Peter M. Hager
Director of Central Services

PCCharge Replacement

RESPONSES MUST BE RECEIVED IN PURCHASING DIVISION OFFICE, ROOM 514 NO LATER THAN:
2:00 P.M. local (Dayton OH) time on October 17, 2016

Requesting Department/Division: Central Services/Division of Information Technology

YOUR WRITTEN RESPONSE IS REQUESTED FOR THE FOLLOWING:

Pre-Qualification for the replacement of the Verifone™ PCCharge credit card processing software; a software-based electronic credit card payments solution.

Any reference in these solicitation documents to (proposal, proposer, and proposing) shall be understood to mean (bids, bidder, and bidding).

The deadline for questions will be 4:00 P.M. local (Dayton OH) time on October 6, 2016, and shall be emailed to Nicole.Fox@daytonohio.gov with Subject: N16053 Questions. The responses will be posted to the City's website on October 11, 2016.

For additional information on this Request for Information (RFI), please contact the Division of Purchasing, Nicole Fox at (937) 333-4041.

Submit one (1) signed original response; faxed responses are acceptable for this RFI.

BIDDER IS REQUESTED TO USE THE CITY'S BID FORM ENCLOSED AS NONE OTHER WILL BE ACCEPTED.

LEGIBLE INFORMATION MUST BE GIVEN IN THE SPACES PROVIDED.

A copy of the Bid Tabulation may be obtained by contacting the City Department of Public Affairs and filing a Public Information Request.

All federal, state, and local laws regarding competitive bidding, anti competitive practices, and conflict of interest shall be applicable to this I.F.B.

Bids are to include all shipping costs to the point of delivery as indicated in this bid.

The City of Dayton is exempt from payment of federal excise taxes and state retail sales taxes (Ohio Vendor's License No. 57-15847).

Multi-year orders are valid only if funds are available in succeeding years.

State the Manufacturer and Model No. of items you are bidding and send DESCRIPTIVE LITERATURE on same with your bid. Any brand names on our bid form are to establish quality levels and do not indicate preference.

The City of Dayton reserves the right to reject any or all bids, to waive any irregularities in a bid, or to accept the bid or bids which in the judgment of proper officials, is to the best interest of the City.

The City of Dayton reserves the right to accept a part or parts of a bid unless otherwise restricted in the bid. If you are not in a position to quote, advise to this effect so we may keep your name on our active bid list. We will not accept telephone bids for this I.F.B.

BIDDER'S PLEASE NOTE: Your signed equal opportunity "Affirmative Action Assurance" form (available at Human Relations Council, 371 W. Second St., Suite 100, Dayton, Ohio 45402--Phone No. 937-333-1403) must be on file with the City of Dayton before an order or contract can be issued. Please complete and return promptly to the Human Relations Council.

REQUEST FOR INFORMATION FOR THE CITY OF DAYTON, OHIO

PURCHASING DIVISION

FAX NO. (937) 234-1600

Date: _____

Buyer: Nicole Fox Voice (937) 333-4041

RFI No. N16053

The purpose of this Request for Information is to enable the City of Dayton (“City”) to gather information on various system options and to identify qualified vendors who would like to receive a Request for Proposal (RFP) to bid on the Replacement of the Verifone™ PCCharge credit card processing software; a software-based electronic credit card payments solution.

Nothing in this document shall be construed as obligating the City to issue such an RFP. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Responses to this RFI will not be returned and respondents will not be notified of the result of the review.

The City of Dayton acknowledges that it has relied heavily upon systems functionality and capability statements of one manufacturer in specifying the requirements of this solicitation document. It has done so for the purposes of adequately communicating the desired outcomes for the City and not, in any way, to prefer this specific brand, or type of equipment. At the time of preparation of these documents, this is the only source of this type of equipment and program known to the City. The City encourages competitive systems that meet the stated needs of the City and which are focused on providing viable, efficient, effective operational solutions to the requirements defined in this RFI.

Please answer all the questions in Attachment... Questionnaire.

Introduction

The City of Dayton Department of Central Services/Division of Information Technology (IT) is seeking to understand the capabilities, features and prices in the marketplace of a PCI Compliant credit card processing software system. Respondents are asked to provide information in order to assist the City of Dayton to:

- Determine the level of market interest;
- Obtain information on potential technologies and/or approaches;
- Obtain information that would enhance the success of a future procurement opportunity for this project; and
- Obtain high-level cost estimates for budget purposes.

Background

The City of Dayton Division of IT is requesting information from interested parties for the replacement of its existing integrated solution using PCCharge credit card processing software; a software-based electronic credit card payments solution. This Request for Information (RFI) is intended to gather information that could assist the Division of IT in the development of a future procurement process. This is an inquiry and request for information only and does not imply either a commitment by the City to proceed with the work contemplated or a commitment by the City to purchase. In the event that sufficient information is received, the Division of IT may, but is not obligated to, initiate a competitive procurement process. If the City decides to proceed with work or to further pursue additional procurement processes, the City is under no obligation to advise any respondent to this RFI.

Further details for the City of Dayton Finance Department can be accessed through our website at www.daytonohio.gov.

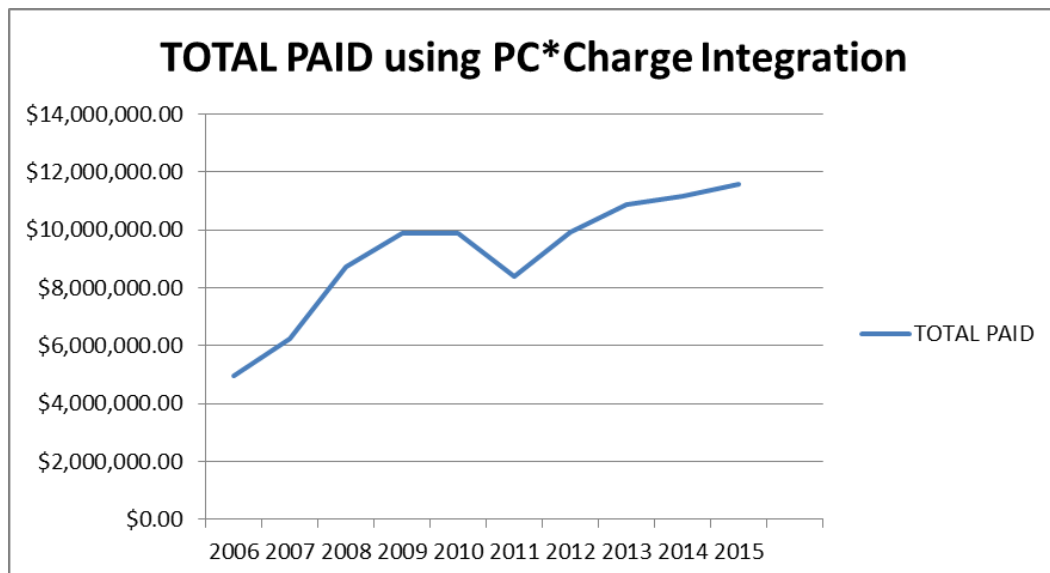
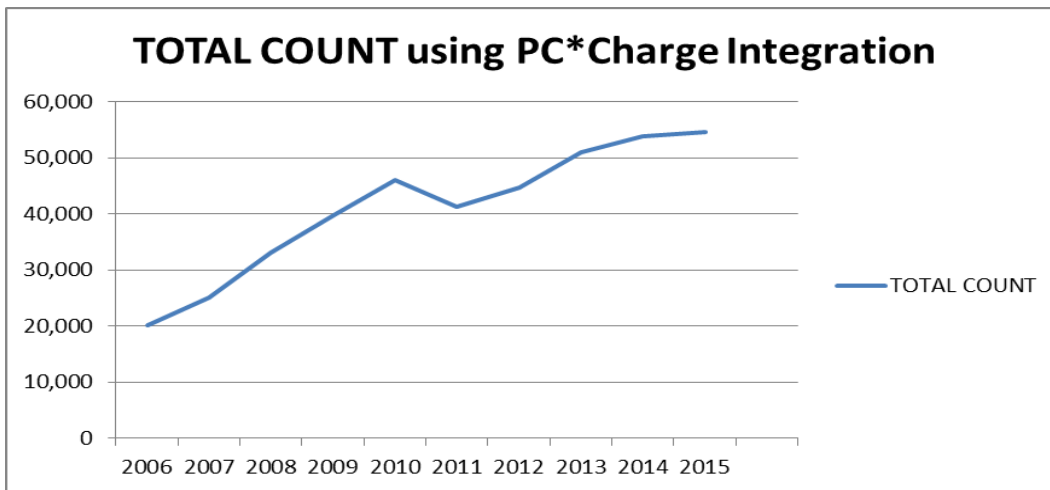
Scope

The primary objective of this RFI is to obtain information from industry experts on the most current version of a commercial-off-the-shelf, integrated credit card processing system software package, related hardware and implementation, maintenance and support services (Including product fixes, upgrades and new versions). The information shall also include services, hardware and software relating to an integrated credit card terminals, IVR credit card payments, data capture function and electronic payment and electronic reporting. The Division of IT expects the software to meet PCI DSS v3.2 Compliance standards for safeguarding data and the licensing agreement must allow for changes required by compliance regulations that may be enacted in the future.

Acceptance of credit card payments is required for revenue collection, speed receipt of payments, and lower overall banking costs while maximizing interest income. Bank card acceptance allows The City of Dayton to:

- Respond to the public's demand for expanded payment options and convenience.
- Enable government entities to achieve operational efficiencies.
- Streamline revenue flow and improve cash management practices.

Over the past decade, the City of Dayton has seen steady growth of the utilization of credit card payments both at the Treasury window and via the Interactive Voice Response (IVR) systems. Historical usage shows approximately 50,000 to 60,000 credit card authorizations a year with the trend showing increases year after year. The total amounts of credit card authorizations are approximately \$11-12 million yearly. Currently, the City of Dayton Treasury office supports 4 different Merchant ID's in support of credit card payments through PC-Charge. Each payment area has an assigned Merchant ID so to avoid any co-mingling of funds for audit purposes.



Responses should provide information on systems that include the following product dependencies, capabilities and requirements:

- A. The software will need to provide a PCI DSS v3.2 compliant gateway and merchant account for credit card processing at various City Departments including but not limited to Recreation and Youth Services, Airport Parking, City Clerk and Treasury, Inspectional Services and Public Safety Departments.
- B. Credit Card terminals will be needed for each cashier window to facilitate payment and provide receipts, in addition to supporting credit card chip payments and processing.
 - Receipt printers don't need to be integrated into the card reader since the receipt printers are utilized for non-credit card transactions as well as credit card transactions.
- C. Cashiering functions with the ability to securely and accurately process credit cards.
- D. The City is seeking software that will provide all services necessary to continue to process bank card payments, to include credit cards, PIN-based debit and signature-based debit. The vendor software / solution must be capable of supporting all current card operations, to include:
 - Point of Sale (POS) terminal sales;
 - Interactive Voice Response (IVR) sales; and
 - Mail Order / Telephone Order (MOTO) sales.
- E. Service the City of Dayton directly in regards to the following:
 - Setting up terminal stations at each cashiering window, including training of City staff;
 - Setting up credit card chip payments;
 - Servicing future problems with terminals, ongoing IT support and maintenance, and help desk support;
 - Supporting future reporting discrepancies and charge-back
 - Option to add a convenience fee to payment.
 - Provide a developer tool kit for ease of integration.
 - Recommend/provide hardware options
 - Provide fraud protection
 - Transaction, settlement and other reporting options.
 - Allow City to determine time of settlement
- F. Ideally, the software solution needs to be executed from current City of Dayton POS Treasury System. This system currently runs in an Oracle environment.
 - Oracle Forms 11g
 - Oracle Database 11g Enterprise Edition Release 11.2.0.1.0 - 64bit Production, Executed from a database stored procedure from the Interactive Voice Response (IVR) System

REQUEST FOR INFORMATION FOR THE CITY OF DAYTON, OHIO

PURCHASING DIVISION

FAX NO. (937) 234-1600

Date: _____

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RESPONSE FORM

All vendors wishing to receive an RFP and respond with an appropriate product relating to the requirements set forth in the attached forms should submit a brief Capability Statement along with the completed response form. The Capability Statement should discuss the vendor's product's capabilities as they relate to the potential requirements and provide pertinent information that would enhance the City's understanding of the information submitted.

Yes, our firm is interested in receiving an RFP for the PCCharge Replacement Project:

Company Name : _____

Address: _____

City	State	Zip Code
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Fed. ID#:: _____

By: _____

Name and Title (Please type or print)

Signature: _____

Phone No.:(_____) _____

Fax No.: (_____) _____

E-Mail Address:

All interested vendors should fax the response sheet to the attention of Nicole Fox, Fax# (937) 234-1600, on or before 2:00 P.M., Dayton, Ohio, Time, 10/13/16.

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PURCHASING DIVISION

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QUESTIONNAIRE

City of Dayton Treasury Credit Card functions are done using an integrated software solution with Verifone™ PCCharge. Credit card readers and receipt printers are integrated into the currently used Treasury Solution. The Treasury system runs using an underlying Oracle database with an Oracle Forms frontend, as well as stored packages and procedures on the backend to process credit card transaction directly from the database software. PCCharge is no longer supported so the City of Dayton is looking to replace that functionality with a new software solution.

SOFTWARE SPECIFICATIONS	
<i>Questions to be answered</i>	<i>Answers</i>
1. Does the software solution support using the Elavon Credit Card processing gateway? Elavon is the current credit card processing vendor used by the City.	
2. What other payment gateways are supported? (I.e. Fifth Third Bank, or Heartland Merchant Services, etc.)	
3. Is the software solution multi user?	
4. Can the software solution handle concurrent credit card processing? I.e. more than 1 card being processed simultaneously via a different user?	
5. What operating system will the software solution run on? Win 7, Win 10, Windows Server 2008R2 or 2012?	
6. Will the software solution run on VMWare or a Virtual OS?	
7. Does the software solution support scheduled tasks for settlement?	
8. Does the software solution work for 'host' settlement by the credit card processing gateway?	
9. Does the software solution store credit card information? If so, what and where is the physical storage?	
10. Does the software solution support chip reading devices as well as swiped cards?	
11. Does the software solution have API's (application program interface) for integrating into the existing system?	

12. What programming languages are supported with the API's? C++, Java, other?	
13. Can the software solution be exercised from Oracle Forms and/or the Oracle database?	
14. What credit cards are supported using the software solution? a. Visa b. MasterCard c. AmEx d. Gift Cards e. Others?	
15. What operations can be performed on credit cards? a. Credit Payment b. Credit Applied to credit card account c. Others?	
16. What type of reporting is available with the software solution? a. Daily Authorizations b. Daily Declinations c. Daily Settlement Reporting d. Others?	
17. What is the average processing time from Credit Authorization Request to having an authorized or declined transaction? I.e. Our current processing time is under 5 seconds.	
18. What type of encryption is used for credit card transactions?	
19. Can the gateway handle both credit and debit transactions?	
20. Can the gateway give batch total details end of the day settlement?	