



# STATE OF ARKANSAS

OFFICE OF STATE PROCUREMENT

1509 West 7th Street, Room 300

Little Rock, Arkansas 72201-4222

## ***TECHNICAL PROPOSAL PACKET***

### ***SP-16-0085***

#### **CAUTION TO VENDOR**

Vendor's failure to submit required items and/or information as specified in the *Bid Solicitation Document* **shall** result in disqualification.



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## PROPOSAL SIGNATURE PAGE

Type or Print the following information.

RESPONDENT'S INFORMATION			
Company:			
Address:			
City:	State:	Zip Code:	
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit
Minority Designation: <i>See Minority Business Policy</i>	<input type="checkbox"/> Not Applicable	<input type="checkbox"/> African American <input type="checkbox"/> American Indian	<input type="checkbox"/> Hispanic American <input type="checkbox"/> Asian American
	AR Minority Certification #: _____		<input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Service Disabled Veteran Service Disabled Veteran Certification #: _____

VENDOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:			Title:
Phone:			Alternate Phone:
Email:			

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed.
<input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
<i>Note: If a redacted copy of the submission documents is not provided with vendor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), <b>shall</b> be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

**An official authorized to bind the vendor to a resultant contract must sign below.**

The signature below signifies agreement that either of the following **shall** cause the vendor's proposal to be disqualified:

- Additional terms or conditions submitted in their proposal, whether submitted intentionally or inadvertently.
- Any exception that conflicts with a Requirement of this *Bid Solicitation*.

Authorized Signature: \_\_\_\_\_ Title: \_\_\_\_\_  
*Use Ink Only.*

Printed/Typed Name: \_\_\_\_\_ Date: \_\_\_\_\_

# **SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

**Authorized Signature:** \_\_\_\_\_  
*Use Ink Only.*

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

**Authorized Signature:** \_\_\_\_\_  
*Use Ink Only.*

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## SECTIONS 3, 4, 5 - VENDOR AGREEMENT AND COMPLIANCE

- *Exceptions to Requirements shall cause the vendor's proposal to be disqualified.*

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

**Authorized Signature:** \_\_\_\_\_  
*Use Ink Only.*

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Vendor may expand the space under each item/question to provide a complete response.
- **Do not** include additional information if not pertinent to the itemized request.

	<b>Maximum Raw Score Available</b>
<b>E.1 Overview, Qualifications, Vendor Enrollment, Rebates, Security</b>	
1. Provide three (3) client references who implemented and continue to use your firms ePayables solution	10 points
2. Provide a narrative description of a successful vendor enrollment program which achieved a minimum of 25% of the average monthly accounts payable dollars through initial marketing campaigns.	10 points
3. How many years of operational experience does your firm have in the ePayables marketplace?	10 points
4. Describe the basic nature of your firms' operational experience in the ePayables business field.	10 points
5. Provide a brief overview of your company and your company's capabilities in the electronic payment solution market. In addition, the Executive Summary must include a brief discussion of the following: <ul style="list-style-type: none"> <li>• Key ePayables State and Local Government client base using SAP software</li> <li>• Years of business in the electronic payment solution market</li> </ul> NOTE: The Executive Summary should be limited to a maximum of three (3) pages.	10 points
6. Provide an overview of your Electronic Payable solution from payment creation to reconciliation and rebate, including any reporting and controls that are available. NOTE: The Electronic Payable Solution Overview should be limited to a maximum of three (3) pages	10 points
7. Describe your firm's marketing approach for enrolling vendors in the electronic payment program.	10 points
8. What is the typical timeline for securing vendors in the electronic payment program?	10 points
9. What forms of communication are used by your firm to market and recruit vendors?	10 points
10. Describe your firm's vendor contact management process for those prospective vendors who did not sign up on initial approach.	10 points
11. Using past experiences with State and Local Government clients, provide your success rates on achieving vendor enrollment.	10 points
12. Describe the process for un-enrolling vendors who previously had agreed to participate in the electronic payment program.	10 points
13. Using your firm's current experiences, what percentage of vendors un-enrolled in the electronic payment program?	10 points
14. The proposer <b>must</b> provide examples of communications and marketing material associated with vendor enrollment.	10 points

15. Describe any changes that would be required in the SAP system to support vendor enrollment.	10 points
16. The proposer <b>must</b> describe how it will coordinate the maintenance of vendor master data files ensuring that all enrollee's files are up to date and include a valid email address which delivers to a program specific mailbox and not to an individual employee mailbox.	10 points
17. Is your proposed system capable of interfacing with JScape?	10 points
18. What interface file format does your firm use when transmitting payment reconciliation details back to the State?	10 points
19. What interface does your firm use when managing user access accounts between the payment system and the SAP system?	10 points
20. Describe your past experiences on interfacing with SAP's accounts payable system.	10 points
21. Provide an overview of any changes that would be required in the SAP system to support the inbound and outbound interface requirements of your firm's solution.	10 points
22. Describe any timing considerations or requirements that your firm's solution requires for credit card payments.	10 points
23. Describe the verification process that will provide the State with confirmation that an accounts payable file has been received by your firm's solution.	10 points
24. Describe the features available to track and monitor payment and remittance information within your firm's solution.	10 points
25. Describe the process for communicating with vendors that a payment has been made within your firm's solution.	10 points
26. Describe the features available for reconciliation of payment details within your firm's solution.	10 points
27. Describe the procedure for stopping/cancelling a payment transaction that has already been transmitted to your firm's solution but has not been processed for payment.	10 points
28. Describe the procedure for reversing a payment transaction to a vendor that has already been processed in your firm's solution.	10 points
29. Proposer solutions <b>must</b> trace payments directly back to the funding source in the State's ERP system to provide accurate tracking of Federal and State funds. Describe your firm's ability to support this feature in your electronic payable solution.	10 points
30. Describe any changes that would be required in the SAP system to support payment and reversal transactions.	10 points
31. What is the transaction fee (percentage) that will be charged to program participants?	10 points

32. Describe your firm's rebate program for the State, including the rebate percentage being paid to the State and any dollar volume bonus increases which may be offered.	10 points
33. Describe any changes that would be required in the SAP system to support rebate payments to the State.	10 points
34. Provide a detailed description of the reporting features available in your firm's software solution, including payment, reconciliation, remittance, rebate, and audit reporting.	10 points
35. Provide a detailed description of the audit controls and features included in your firm's software.	10 points
36. Describe the capabilities for exporting data into Microsoft Office products.	10 points
37. Describe the computing infrastructure requirements the State will have to implement to utilize your firm's software solution.	10 points
38. Does your firm's software solution require local installation on the State's computing infrastructure?	10 points
39. If locally installed, what is the process for distributing the software to the user community?	10 points
40. If locally installed, how often will your firm's software require redistribution to the user community to support periodic software maintenance, updates, and enhancements?	10 points
41. If locally installed, does your firm provide support for distributing and installing the software as required?	10 points
42. Does your software run on Microsoft operating systems?	10 points
43. If web based, is your software solution accessible using currently supported Microsoft Internet Explorer, Chrome and Firefox versions?	10 points
44. Describe the parameters and protocols associated with file transmission data security within your firm's solution. This includes file authentication, encryption, and other safeguards used to ensure complete data integrity and data loss prevention.	10 points
45. Is your firm's solution Payment Card Industry (PCI) compliant?	10 points
46. What security features and controls are available in your firm's solution?	10 points
47. Have any of your previous clients experienced a data breach using your software solution?	10 points
48. Describe your software solution user access security protocol. Will agencies staff be able to see payable details for another agency?	10 points
49. Is user security role based?	10 points
50. Describe how user security is maintained for new users, users who are changing responsibilities, and users who are leaving employment.	10 points

51. Provide an overview of your firm's disaster recovery policies and procedures.	10 points
52. What other audit and industry compliance certificates does your firm's software solution have?	10 points
<b>E.2 Technical Support , Customer Service, User Training</b>	
1. Describe the electronic payment solution technical support provided by your firm.	10 points
2. Describe any periodic system outages that are involved with firm's software solution and the frequency in which they occur.	10 points
3. Provide a detailed description of your firm's disaster planning and system restoration procedures for a catastrophic system loss.	10 points
4. What hours and days of the week will your Customer Service Hotline be available?	10 points
5. Describe the types of services available to callers.	10 points
6. Will your service be answered by a live operator?	10 points
7. How often are new versions or releases of your firm's software distributed to clients? Are new software versions or releases mandated for installation or optional?	10 points
8. Is your firm's software backwards compatible allowing State staff to be using prior versions or releases of your firm's software without error?	10 points
9. What features and functions are typically included in new software versions or releases?	10 points
10. Is additional user training typically required? If so, who is responsible for delivery of the required training?	10 points
11. Describe the user training program the State's staff will receive.	10 points
12. Describe the delivery method for the user training program.	10 points
13. When does the user training typically occur in the project timeline?	10 points
14. How many hours per user will be required for initial training?	10 points
15. Will the State have access to user manuals and training materials for your firm's software solution?	10 points

<b>E.3 Implementation, State Responsibilities, Testing and Acceptance</b>	
1. Provide a proposed project work plan outlining the key activities and tasks in the overall implementation timeline. <ul style="list-style-type: none"> <li>- The project work plan start date <b>must</b> coincide with the date of contract award.</li> <li>- Activities and tasks <b>must</b> be assigned a primary owner of either PROPOSER or STATE.</li> <li>- The project work plan <b>must</b> be resource balanced. Estimated start and end date along with estimated hours of effort <b>must</b> be included for each activity and task.</li> </ul>	10 points
2. Describe the pros and cons of an implementation plan involving a multi-phased implementation approach based on stages of vendor enrollment.	10 points
3. What are the specific State roles and responsibilities for project implementation?	10 points
4. Estimate the number of weekly man hours for each of the State's staff implementation roles.	10 points
5. What are the specific State roles and responsibilities for the on-going maintenance and support of your firm's electronic payable solution?	10 points
6. Describe your firm's overall testing approach and methodology.	10 points
7. How are system defects managed by your firm?	10 points
8. How many users do you recommend participate in the User Acceptance Testing program for the project?	10 points
<b>E.4 Key Personnel</b>	
Provide a narrative on each key person which includes:	
1. A description of the person's experience with electronic payment projects.	10 points
2. A description of the person's project roles and responsibilities.	10 points
3. Attach resumes and/or biographies and a list of recent electronic payment projects	10 points