30 | Project Background | 2.2 | 9 | How many Merchant Accounts to deposit the money would the State of New York require? | 3/24/2017: It is not feasible to estimate the number of Merchant Accounts the State may use should the selected vendor offer Merchant Accounts. Please note that vendor provided Merchant Accounts is not a mandatory requirement of this procurement. Please see the following related mandatory requirement in Attachment 21, Line 118, as amended by the RFP Addendum 1 released 3/20/2017: The system must deposit funds from payments processed on behalf of the State into the bank accounts designated by the State.

31 | Purpose of Request for Proposal | 1.1 | 7 | Can you provide the type of devices that are currently connected to NY State POS terminals? | 3/21/2017: Verifone and Ingenico handheld pin-pads are two commonly used brands; however it is the purpose of this RFP to update and replace the existing terminals with an integrated system to improve both staff UX and customer service.

32 | General | NA | NA | Will the State extend the date to allow additional questions? | 3/30/2017: Please see the Revised Calendar of Events.

33 | General | NA | NA | If project award is intended, has the project been budgeted? What is the budget? | 3/27/2017: Please see the answers to questions 9 and 10.

34 | General | NA | NA | For which state agencies is the project intended? | 3/12/2017: As noted in the RFP, Sections 1.1-1.4, this RFQ is on behalf of its over 50 customer State Agencies who have diverse needs that range from requiring online system access to a payment gateway and payment processor, to full use of any and all of the aforementioned solution components. Additionally, please see the definition of Authorized User of the contract resulting form the approval of this RFP, Section 1.2 and on Appendix, Page 4.

35 | General | NA | NA | Is the intent of the bid to award a project or qualify one or more vendors for future project(s)? | 3/14/2017: The purpose of the RFQ is that it will not just award the services described in this RFP to a responsive and responsible Bidder on a "Best Value" basis. Best Value means that the Proposal that optimizes quality, cost, and efficiency among responsive and responsible Bidders shall be selected for award (State Finance Law, Article 11, section 16).

36 | General | NA | NA | Due to the complexity of the solution, we would like to respectfully ask for an extension on the due date from April 20th, 2017 to May 31st, 2017. | 3/30/2017: Please see the Revised Calendar of Events.

37 | General | NA | NA | Is the State of New York looking for a commercial off the shelf (COTS) solution or a custom developed one? | 3/11/2017: It asks a multi-channel payment solution that meets the requirements stated in the RFQ. Please note that vendors are required to complete. Attachment 21: Functional Requirements Matrix and submit it with their bid. This attachment requires vendors to note whether their proposed solution meets the RFQ's functional requirements as COTS, COTS with configuration or with custom development. If a vendor's proposed solution requires development to meet a mandatory requirement of this RFQ, development must be completed at no charge to the State or any Authorized Users.

38 | Overview | 1 | 7 | Is the State requested multi-channel payment solution required to support batch payment transaction processing into or only required to support for real-time payment transactions? | 3/12/2017: Both, please see the following mandatory requirement in Attachment 21, row 118. The vendor's solution must perform payment authorizations online (real-time) and in batch mode. Batch mode may be triggered by any of the following: configurable time of day by Merchant, integration Service API.

39 | Overview | 1 | 7 | Does the State have any existing payment processing vendors that need to leverage the data requested multi-channel payment solution? | 3/17/2017: It is not aware of any payment processing vendors currently on contract with New York State that would need to leverage the MCPS selected from this procurement.

40 | Overview | 1 | 7 | Does the State have any systems availability requirements for multi-channel payment solution? What are the State systems down time for usual maintenance? | 3/23/2017: Many of the State’s online systems that will use the selected MCPS are customer facing and available 24/7/365. State system downtime for maintenance varies across the State enterprise. Please see Appendix J for the MCPS service level agreement.

41 | Functional Requirements | 3.1.1 | 11 | Line 118 and 119: The System must be functional in situations with minimal or zero internet connectivity. Yet the next item describes offline functionality in some detail but is desirable: “The System shall have the capacity to provide inventory management and sales processing, with the exception of credit card processing or other transactions requiring real-time back-end system access, with minimal or extended internet outages.” Can you be more specific on the mandatory functional requirements in offline mode, or are the desirable functions stated above actually mandated? | 3/23/2017: It is essential to our purposes that the devices function well in locations with minimal or zero connectivity. The desirable functions listed in line 119 are precisely that: we would like if it would provide a way for them to be performed in areas without great connectivity, but understand that not all vendors may be able to do so.

42 | Bidder Experience and Qualification Requirements | 3.3 | 17 | Can projects exist in Attachments 18 be repeated in Attachment 20? | 3/27/2017: No.

43 | Functional Requirements | Attachment 21 | Inventory Management | Attachment 21 states: “The System must be functional in situations with minimal or zero internet connectivity.” Yet the next item describes offline functionality in some detail but is desirable: “The System shall have the capacity to provide inventory management and sales processing, with the exception of credit card processing or other transactions requiring real-time back-end system access, with minimal or extended internet outages.” Can you be more specific on the mandatory functional requirements in offline mode, or are the desirable functions stated above actually mandated? | 3/23/2017: Our goal is that State users should be able to sell items using point of sale and have those sales tracked in inventory seamlessly; i.e. staff should not have to double-data into the point of sale system that they have already entered into the inventory system.

44 | Functional Requirements | Attachment 21 | Inventory Management | Attachment 21 states: “The System shall have the capacity to provide inventory management and sales processing, with the exception of credit card processing or other transactions requiring real-time back-end system access, with minimal or extended internet outages.” Can you be more specific on the mandatory functional requirements in offline mode, or are the desirable functions stated above actually mandated? | 3/23/2017: If a location is selling a blended item of inventory, we would like to be able to add the item's serial number to the inventory record.

45 | Functional Requirements | Attachment 21 | Inventory Management | Attachment 21 states: “The System shall have the capacity to provide inventory management and sales processing, with the exception of credit card processing or other transactions requiring real-time back-end system access, with minimal or extended internet outages.” Can you be more specific on the mandatory functional requirements in offline mode, or are the desirable functions stated above actually mandated? | 3/23/2017: For example, New York State Parks sell certain inventory items (bins, books, shirts) but rents others on an hourly or daily basis (boat/kayak rentals, umbrella rentals).

46 | Functional Requirements | Attachment 21 | Inventory Management/General | Please share the user hierarchy/level: different types and level of hierarchy, no of users to be supported. | 3/23/2017: We do not anticipate several different "roles" that users might take. Some examples of these roles would include: Administrators, with broad system access privileges Supervisors, who need to be able to oversee their employees' use of the system Employees, who interact with the public but shouldn't have broad system access -Business Users, who don't interact with customers but who want access to analytics or reports. We are not attached to the number or description of these roles, and we provide them here only for example. Rather, we are interested in having the ability to make sure that various users have access to various functions of the system according to our business needs.

47 | Functional Requirements | Attachment 21 | Inventory Management/General | How will the required user be accessing the Inventory Module/web UI be user with physical? | 3/23/2017: Bidders should propose how to system allows for users to access the inventory system.

48 | Functional Requirements | Attachment 21 | Inventory Management/General | How will any integration with/without gateway required? Please specify all 3rd party integrations required | 3/23/2017: Please refer to the overall needs of this RFQ for clarity. The fundamental purpose is to provide a unified system for the state to be able to take payments across a wide array of methods.

49 | Functional Requirements | Attachment 21 | Inventory Management/General | What are the different types of inventories that will be required to be managed | 3/23/2017: Primarily retail items, with a small number of food/beverage items. Your system should be flexible enough to support a wide array of specifics.
**General Requirements**

<table>
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<th>Attribute</th>
<th>Payment Channel</th>
<th>Revenue Collection</th>
<th>Customer Profile</th>
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**Functional Requirements**

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<th>Revenue Collection</th>
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**Attachment 21 Integration**

The System must provide the capability for a call center representative (CSR) to securely process payments that can be associated with agency transactions. What type of payment transactions Customer Support Representative needs to support for agency transactions?

**Attachment 21 Customer Profile**

The System is capable of identifying and supporting a process to prevent duplicate customer profiles. Please let us know the existing internal and external systems (projected) that needs to be integrated for customer onboarding/ duplicate checks/ credit evaluation processes.

**Attachment 21 HelpDesk**

3/23/2017: Please see Appendix I, Section II, Number 8.

**Attachment 21 HelpDesk (or service desk)**

3/30/2017: Please see Exhibit 2 for annual transaction data for agencies ITS identified for the New York State Comptroller. Integrated data is processed real time or via batch depending on processing requirements. Bidders shall propose solution(s).

**Attachment 21 HelpDesk**

3/30/2017: The System is in need of integration between interfaces with the selected MCPS and as needed during the task order development.

**Attachment 21 HelpDesk**

3/30/2017: Two examples of third-party systems that the selected MCPS solution may integrate with are the New York Statewide Financial System (SNFS), an Oracle PeopleSoft product. Please let us know the interfaces details of New York Statewide Financial System (SNFS). Also let us know if there are any other systems that needs to be integrated with proposed system.

**Attachment 21 HelpDesk**

3/30/2017: The speed requirement is limited to the payment transaction. Appendix J is edited to include the following definition for payment transaction: a payment transaction is when a payment is submitted for processing by the user to the point when payment confirmation is received by the user.

**Attachment 21 HelpDesk**

3/30/2017: The System should provide the capability for a call center representative (CSR) to securely process payments that can be associated with agency transactions. This is a desirable requirement, therefore the State has not set a mandatory minimum for the types of payments that the selected MCPS solution must provide capability for CSR processing.

**Attachment 21 HelpDesk**

3/30/2017: The System accepts gift cards. The system will integrate with the selected MCPS solution as needed during the task order development.

**Attachment 21 HelpDesk**

3/30/2017: Please see the mandatory requirement in Attachment 21, Row 30. The System must accommodate USD and CAN currency. Additionally, please see the desirable requirement in Attachment 21, Row 25. The System easily accepts other forms of foreign currency. Is the request limited to a single system?

**Attachment 21 HelpDesk**

3/30/2017: Please see the mandatory requirement in Attachment 21, Row 30. The System must accommodate USD and CAN currency. Additionally, please see the desirable requirement in Attachment 21, Row 25. The System easily accepts other forms of foreign currency. Is the request limited to a single system?
3.1.4  Support Requirements, pg. 11 How many associates are currently deployed to fulfill the helpdesk services scope? 3/23/2017: The Helpdesk requirements of this RFP are new services for the volume of calls that are anticipated. 3/30/2017: ITS does not have historical data on the anticipated volume of calls to the call center, broken down by day of week and month.

3.1.4  Support Requirements, pg. 11 Do you currently use VoIP or MPLS connectivity for calls? 3/30/2017: Verifone MX880s are not the only approved terminals. At this time the DMV models are proposed, they must use end-to-end encryption to prevent the environment from coming into PCI scope, and otherwise be PCI compliant.

Attachment 21: Functional Requirements Matrix Row 72: “The selected vendor shall provide, for lease or purchase required industry standard commodity based hardware, such as tablets and PCs, that results in a payment that needs to fund multiple agencies, does the state process equipment and hardware it expects the successful bidder to use pursuant contract scales.

3/30/2017: The overall objective is to ensure user agencies have access to the real-time information and amounts to ensure the revenues are deposited to the right account(s). Detailed requirements are located throughout the RFIs, attachments, appendices, and exhibits. The Enterprise System use cases can be found in Exhibits 3 and 4.

Attachment 21 Line 146 Payment Authorizations & Fund Transfers Requirement: “The system allows State Authorized Users to create custom business rules for each transaction. Additional states that the State Authorized User provides in the transaction.”

Attachment 21 Line 56 Requirement: “Customer-facing elements of the System should support the languages specified by this requirement is to understand the capability of the vendor’s proposed solution to accept a new foreign currency should the State identify this need.”

Attachment 21: Functional Requirements Matrix Row 21 Requirement: “The System must provide end to end encryption (PCI compliant processing that removes the card numbers from the environment) for Verifone MX880 payment terminals. Payment terminals that are not integrated with the POS environment to lower Level 4 Verifone MX880 programming (OMV in house maintained).”

Attachment 21 Line 49, Revenue Collection Requirement: “The System easily accepts other forms of foreign currency than the current currency. What other forms does mean?”

Attachment 21 Line 44, Web Portal Gateway Requirement: “The System must provide and store customer spend back account amount and credit and account information and allow the customer to create, view edit, and delete this data.”

Attachment 21 Line 56 Requirement: “Customer-facing elements of the System should support the languages specified by this requirement is to understand the capability of the vendor’s proposed solution to accept a new foreign currency should the State identify this need.”

Requirement: “The System easily accepts other forms of foreign currency than the current currency. What other forms does mean?”

Requirement: “The System provides the capability for a call center representative to identify the language of the voice of individuals with limited English proficiency, based on United States census data, and the requirements in Attachment 21: Functional Requirements Matrix.”

3/30/2017: This is necessary for repeat customers. An example is a customer who needs to make repeat payments for license renewal on a regular basis. This required capability means the customer does not have to reenter credit card and banking account information since it is used by the System.

Attachment 21: Functional Requirements Matrix Row 72: “The selected vendor shall provide, for lease or purchase required industry standard commodity based hardware, such as tablets and PCs, that results in a payment that needs to fund multiple agencies, does the state process equipment and hardware it expects the successful bidder to use pursuant contract scales.

3/30/2017: ITS does not have historical data on the volume of calls that the NYS contact centers take that involve processing a payment for the caller.

3/30/2017: The System must provide end to end encryption (PCI compliant processing that removes the card numbers from the environment) for Verifone MX880 payment terminals. Payment terminals that are not integrated with the POS environment to lower Level 4 Verifone MX880 programming (OMV in house maintained).”

3/30/2017: Verifone MX880s are not the only approved terminals. At this time the DMV models are proposed, they must use end-to-end encryption to prevent the environment from coming into PCI scope, and otherwise be PCI compliant.

Attachment 21: Functional Requirements Matrix Row 72: “The selected vendor shall provide, for lease or purchase required industry standard commodity based hardware, such as tablets and PCs, that results in a payment that needs to fund multiple agencies, does the state process equipment and hardware it expects the successful bidder to use pursuant contract scales.

3/30/2017: ITS does not have historical data on the volume of calls that the NYS contact centers take that involve processing a payment for the caller.

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3/30/2017: ITS does not have historical data on the volume of calls that the NYS contact centers take that involve processing a payment for the caller.
92 General N/A N/A Question: What is the anticipated volume for the gateways that are in use today? Who would you like for us to capture this pricing in your financial proposal?  
3/23/2017: Please see Exhibit 2 for annual transaction data related to this procurement. Please see Attachment 1 for instructions on developing the required financial proposal for this procurement.

93 General N/A N/A Question: Would the State please provide details on who provides your current gift card solution?  
3/30/2017: Valdes is the current provider however, this can change over time.

94 Purpose of Request for Proposal 1.1 7 Is the State looking for a solution that has an integrated cash register to support accepting “Checks, including money orders, gift cards, and cash”?  
3/22/2017: The System should be able to accept the payment types specified in the RFP. The bidder should propose how its proposed System is capable of accommodating the various payment types.

95 Purpose of Request for Proposal 1.3 7 Across the 50 departments/agencies, can you provide an estimate regarding how many payment providers and other vendors would be replaced by this contract? This number indicates project complexity.  
3/30/2017: IT does not anticipate that Authorized Users will impose convenience fees on customers. The selected vendor is prohibited from charging State Agency customers convenience fees without written approval from ITS or an Authorized User of the contract that results from this procurement.

96 Exhibit 2 (a) value provided in the point of sale and payments processing data (b) value only for card payments, or does it also include e-check, cash, and check payments?  
3/30/2017: A standard API would be preferred as long as it does not jeopardize the standard commodity based hardware, such as tablets and PCs, using a different State vendor? Another requirement states that vendor is responsible for device administration and maintenance. A point-of-sale system naturally should be able to accommodate cash transactions. The state does not believe that this requirement will limit the number of qualified respondents.

97 General N/A N/A Which bank is the State’s banking services provider? (i.e. where funds are deposited)?  
3/30/2017: Valutec is the current provider however, this can change over time. Please see Attachment 1 for instructions on developing the required financial proposal for this procurement.

98 General N/A N/A Question: What is the anticipated volume for the gateways that are in use today? Also, please provide approximate number of hardware peripherals desired for POS transactions among the agencies broken down by receipt printers, bar code readers, and cash drawers. State Authorized Users may purchase required industry standard commodity based hardware, such as tablets and PCs, using a different State vendor.  
3/30/2017: Should the winning Vendor propose to integrate its System with the current WS GIF Card system, this information will be provided by each Authorized User during task order development.

99 Inventory System 5.6.6 20 Please provide requirements for the inventory management and tracking system.  
3/21/2017: It is desirable that the inventory management system should be capable of tracking inventory levels and sales of inventory items. At the present time, inventory is limited to the sale of retail items.

100 Functional Requirements Attachment 21 N/A Regarding "The system is capable of performing batch OffLine Conversion (BOC), in which physical checks are processed as ACH debits." - Is Check 21 a mandatory minimum requirement?  
3/30/2017: In order to be responsive to this RFP, a bidder must meet the mandatory minimum requirements specified in Attachment 18: Minimum Bidder Qualifications, and must submit a proposal that meets all mandatory requirements specified in the RFP, including Attachment 21: Functional Requirements Matrix. Please see the following mandatory requirements in Attachment 21:  
Row 74: Row 74 is hereby amended to read: The System must include barcode-reading functionality for both 1D and 2D barcodes.  

101 Functional Requirements Attachment 21 N/A Regarding "The system must accommodate USD and CAN currency." Row 33, Desirable, "The System must accommodate USD and CAN currency." Row 73: Row 73 is hereby amended to read: "The System must include barcode-reading functionality for both 1D and 2D barcodes."  
3/30/2017: In order to be responsive to this RFP, a bidder must meet the mandatory minimum requirements specified in Attachment 18: Minimum Bidder Qualifications, and must submit a proposal that meets all mandatory requirements specified in the RFP, including Attachment 21: Functional Requirements Matrix. Please see the following mandatory requirements in Attachment 21:  
Row 74: Row 74 is hereby amended to read: The System must include barcode-reading functionality for both 1D and 2D barcodes.

102 Functional Requirements Attachment 21 N/A Regarding the "System should include barcode-reading functionality for both 1D and 2D barcodes." requirement, is this requiring the vendor to provide point of sale equipment with physical scanning devices which are integrated with the point of sale and cashiering solution? If so, is this a mandatory minimum requirement?  
3/23/2017: Exhibit it provides data for transactions that could flow through the selected solution without regard for payment type. ITS is unable to anticipate how these transactions will break out among the different payment types.

103 Functional Requirements Attachment 21 N/A Please identify the agency enterprise applications and any other third party systems with which vendor is required to integrate.  
3/23/2017: Exhibit it provides data for transactions that could flow through the selected solution without regard for payment type. ITS is unable to anticipate how these transactions will break out among the different payment types.

104 Functional Requirements Attachment 21 N/A Please provide all intended uses of printers that vendor is to provide.  
3/30/2017: The System must be able to accept the payment types specified in the RFP. The bidder should propose how its proposed System is capable of accommodating the various payment types.

105 Functional Requirements Attachment 21 N/A The device management portal could be used by the State Authorized Users to anticipate. We need to be able to produce custom receipts for our customers.  
3/30/2017: The System must be able to accept the payment types specified in the RFP. The bidder should propose how its proposed System is capable of accommodating the various payment types.

106 Functional Requirements Attachment 21 N/A Please describe all intended uses of printers that vendor is to provide.  
3/23/2017: Exhibit 2 provides data for transactions that could flow through the selected solution without regard for payment type. ITS is unable to anticipate how these transactions will break out among the different payment types.

107 Functional Requirements Attachment 21 N/A Is it acceptable for System to perform currency conversions for cashiers or web users?  
3/30/2017: There are two currency requirements in Attachment 21. Row 10, Mandatory, "The System must accommodate USD and CAN currency." Row 33, Desirable, "The system easily accepts other forms of foreign currency."

108 General N/A N/A Question: What is the anticipated volume for the gateways that are in use today? Also, please provide approximate number of hardware peripherals desired for POS transactions among the agencies broken down by receipt printers, bar code readers, credit card devices and cash drawers?  
3/30/2017: The System must be able to accept the payment types specified in the RFP. The bidder should propose how its proposed System is capable of accommodating the various payment types.
<table>
<thead>
<tr>
<th>Functional Requirements</th>
<th>Attachment 21</th>
<th>Usability and Interface</th>
<th>Can NYS please provide approximate number of hardware peripherals that would require indoor/outdoor capabilities?</th>
<th>3/30/2017: The best estimate available is fewer than 500. NYS cannot guarantee the accuracy of the estimate.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Requirements</td>
<td>Attachment 21</td>
<td>Inventory Management</td>
<td>Does NYS have an inventory management system that the System could connect into?</td>
<td>3/23/2017: No, it does not.</td>
</tr>
<tr>
<td>Functional Requirements</td>
<td>Attachment 21</td>
<td>Inventory Management</td>
<td>For time-based rentals, is there a system of record in place?</td>
<td>3/23/2017: No, there is not.</td>
</tr>
<tr>
<td>Functional Requirements</td>
<td>Attachment 21</td>
<td>Revenue Collection</td>
<td>Is the intention of NYS to use the System to accept and record cash payments?</td>
<td>3/23/2017: Yes, among other tasks.</td>
</tr>
</tbody>
</table>