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Request for Information (RFI)

Payment KIOSKs and Walk-in Payments

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This is a Request for Information (RFI) announcement issued in accordance with the JEA Procurement Code Section 3-301 and is for information purposed only and shall NOT be interpreted as an intent to procure. A solicitation is not available at this time and any requests for a solicitation will not receive a response. Companies interested in participating in any future solicitations for this subject RFI should respond by submitting contact information.

JEA is conducting market research to request information from suppliers that provide self-service kiosk systems with automated multiple payment channels (cash, bank, credit card) and interactive customer inquiry screens to provide JEA customers access to alternative payment methods to customer service desks in local and regional retail markets (gas stations, pharmacy, convenience stores, grocers) in the Duval and the surrounding counties.

Additionally, if Suppliers have walk-in payment service counters at the same local and regional markets JEA would like to request information in these payment channels as well. A Walk-in payment (live person services counter or at checkout) section is provided below the kiosk request for information.

JEA has a customer center, at 21 West Church Street, Jacksonville, FL that provides walk up window payment services with JEA customer service personnel. Additionally, JEA has other methods of payments (local walk-in, electronic-on-line, mail in) provided to its customers to provide varying service methods to meet the customer needs.

To this end, JEA is considering the utilization of a payment kiosk at its customer center, as a pilot and potential roll-out of kiosks to other locations.

About JEA

JEA owns, operates and manages the electric system established by the City of Jacksonville, Florida in 1895. In June 1997, JEA also assumed operation of the water and sewer system previously managed by the City. JEA is Florida's largest municipally owned utility and the seventh largest municipal in the United States. JEA's electric system currently serves more than 420,000 customers in Jacksonville and parts of three adjacent counties. JEA's water system serves more than 300,000 water customers and 230,000 sewer customers, which is more than eighty percent (80%) of all water and sewer utility customers in our service area.

Requested Information to be provided by the Supply Base

It is requested the Supplier provide a brief description of their ability to provide a customer bill payment kiosk at JEA's customer center and at other Walk in Payment locations (such as gas stations, local markets, supermarkets, etc) and any examples that provide a descriptive approach to providing similar services at other IOU's, Municipalities or other relevant industries.

JEA is requesting Suppliers answer the question list below and submit the attached form in responding to JEA's inquiry or provide free form documentation to support your response.

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Specific questions requesting responses:

#	KIOSKs JEA Inquiry	Yes / No (Comment)
1.	Do you provide self-service Kiosk capabilities for customers to make payments to bills.	
2.	Do your kiosks have the capability to read QR code / or other bill scanning capabilities to bring up customer account information.	
3.	Do kiosks have account access by; bill statement, account number, name, address?	
4.	Receipt reflecting the reduced balance and displaying the company logo	
5.	15"-inch touchscreen (provide touchscreen size)	
6.	Do kiosks have Security Cameras?	
7.	Do kiosks have Optional email receipts	
8.	Do kiosks provide real-time payment acknowledgement?	
9.	Do kiosks have multiple languages (English / Spanish)?	
10.	Do your kiosks have multiple payment channels (cash, check, debit and credit card, etc) Note, JEA has Credit Card transaction company, which you would process the transaction, however, not be paid for these transactions.	
11.	Do you have the ability to separate payment between payment channels (i.e. collect cash and ACH from Credit Card).	
12.	API – that would be compliant with…..	
13.	Does your company perform PCI compliance	
14.	Do you accept payments for other companies or would it be a single JEA implementation?	
15.	Describe your experience in installation, managing cash flows through kiosks	
16.	Does your company provide full service for the kiosk included in the per transaction fee schedule? Please provide example of Transaction type, volume requirements etc.	
17.	Does your Kiosk's require a clerk interaction?	
18.	Can you integrate with JEA's Oracle Customer Collections & Billing system	

19.	What information technology architecture is used and what types of security protocols can be provided.	
20.	What type of customer data is stored within the system and for how long?	
21.	What are the operational service levels that you can provide (operational 99% of the time…we perform maintenance services weekend 12:00 a.m. to 3:00 a.m.)	
22.	What level of Reporting and integration is your company able to provide	
23.	Can you provide any standard kiosk operating policy that you may use.	
24.	Can you describe or provide standard implementation documentation	
25.	Do you support your kiosk 24/7.	
26.	Is the Payment Kiosk self contained (stand alone)	
27.	What is the space requirement for a stand alone kiosk	
28.	What are the power and communication requirements?	
29.	What printer technology does your printer use (Thermal, Lazer, impact…)	
30.	References (if you have any industry representative references) please provide their contact information.	

#	Walk in Payments (at checkout or customer service counter) JEA Inquiry	Yes / No (Comment
1.	Does your company offer walk-in customer service desk payment services? This would be counter walk up services with a live person at a major retailer, pharmacy, grocer.	
2.	Does your company partner with a local retailer and provide kiosks or an alternate arrangement? Please Describe.	
3.	How many local retail stores do you offer walk-in payments in Duval and surrounding counties?	

4.	Does your company provide same day remittance documents, reports, images and data file.	
5.	Does your company provide payment validation at time of payment?	
6.	Does your company provide real time access to customer payment information via portal.	
7.	Provide any payment management features, access to archived documents, any portal features, etc.	
8.	Does your company have policy documentation regarding payment processing, exceptions, etc.	

Companies responding to this RFI are encouraged to provide information demonstrating the supplier has adequate financial & business resources to perform the service and has a satisfactory record of integrity and business ethics; has the necessary organization, technical and management resources and facilities, or the ability to obtain them, in support the services described herein.

All responses to this RFI should be less than twenty (20) pages and must include the following additional information:

- Company Name
- Address of firm
- Business size
- Point of contact name, title, phone, and email.

Interested sources should submit all replies by email to lovgrd@jea.com no later than 3:00 P.M. EST on July 25, 2017.

JEA DOES NOT INTEND TO AWARD A CONTRACT ON THE BASIS OF THIS RFI OR TO OTHERWISE PAY FOR THE INFORMATION SOLICITED. This request for information is for planning purposes only and shall not be considered as an Invitation for Bid (IFB), Request for Quotation (RFQ), or Request for Proposal (RFP), or as an obligation on the part of the JEA to acquire any products or services. Provider responses to this RFI will be treated as informational only. No entitlement to payment of direct or indirect costs or charges by the JEA will arise as a result of a Provider submission or JEA use of such information. JEA reserves the right to reject, in whole or part, any Provide input resulting from the sources sought. The information resulting from the sources sought may be included in one or more IFBs, RFQs or RFPs.

Please direct all responses or questions to the Rodney Lovgren @ lovgrd@jea.com.

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Clarifications / Presentations:
JEA may request companies that respond to this RFI to come to JEA to present (brainstorm, discuss) product lines, specification and approaches to procurement of services presented in this RFI.

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DRAFT OF JEA TECHNICAL SPECIFICATIONS FOR KIOSKS

(provided as a reference to interested providers – JEA encourages comment)

SCOPE:
This Technical Specification provides the Company requirements for third party payment processor to accept kiosk remittances by JEA customers for their utility bills in multiple remote locations. Examples of acceptable payment locations include grocery store chains, drug store chains, big box retailer chains, banks or credit unions with multiple local branches.

It is JEA's intent to collect cash, money order, check, credit card and pin debit card remittance processing from JEA customers. This Technical Specification requires point of payment Kiosk processing locations to be located in JEA customer territories.

1. The Company shall provide everything necessary (hardware/software) to successfully complete the Work except the materials and services specifically stated in the Contract to be provided by JEA.
2. The Company shall perform all Work in accordance with the Contract Documents and the applicable JEA policies, accepted commercial work practices, local, state, and federal, rules regulations and laws which may be amended from time to time.
3. The Company shall provide all permits, certifications, insurances, and bonds necessary or required by good practice, except where specifically stated in the Contract to be provided by JEA.
4. In the event the Company chooses to use Subcontractors, the Company is obligated to provide Subcontractors possessing the skills, certifications, licenses, training, tools, demeanor, motivation and attitude to successfully perform the work for which they are subcontracted.
5. The Company is obligated to remove Subcontractors from performing Work under this Contract when the Company recognizes that a Subcontractor is failing to work in a manner consistent with the requirements of this Contract, or when JEA notifies the Company that JEA has determined a Subcontractor is failing to work in a manner consistent with the requirements of this Contract.
6. The Company shall bear sole responsibility for the efficiency, adequacy and safety of the performance of the Work. The Company shall be solely responsible for any loss or damage to materials, tools, labor, and equipment used during the performance of, or in connection with, the Work. Any JEA comments or approval regarding the Company's performance, materials, working force, or equipment will not relieve the Company of any responsibility.
7. Company shall provide Point of payment Kiosk equipment preferably with windows technology software running on them.
8. Company will provide Kiosk suitable for both indoor/outdoor locations within the JEA customer territories.
9. Kiosks will be maintained on a stand alone network outside of JEA established network. The stand alone network must be secured allowing for encrypted transactions according to industry standards in order to insure a safe/reliable customer experience.

10. Company must Maintain Kiosk in accordance to the Minimum Security Standards for Networked Devices (MSSND).
11. Company shall provide daily monitoring capability to all point of payment Kiosk maintained in the JEA customer coverage area.
12. Company shall have ability to identify at the payment locations customers for whom JEA has flagged as cash only and for them to only be allowed to make payments by any means other than checks.
13. Company shall provide check validation at time of payment.
14. Company shall use image technology to scan and capture remittance information.
15. Company shall provide Verification of remittance completeness, including amount of payment and customer account information as specified by JEA.
16. Real time web service calls to JEA CIS (Oracle Customer Care and Billing) system will be required for payment transactions. JEA will provide the appropriate Web services to used to inquire/update the CIS system.

17. Company shall provide Same-day electronic delivery of remittance documents, reports, images and data files and all exception items to the designated JEA Representative.
18. Company is responsible for all losses of funds after payments are received at payment location and prior to payment being received and reconciled by JEA.
19. Company shall provide reconciliation of payment data transmitted to the total cash for each daily receipt of payments processed.
20. The Company shall maintain a coverage area throughout the JEA service territory to include locations in Duval County, St. Johns County, Ponte Vedra, Atlantic Beach, and Nassau County.
21. The Company shall provide Kiosks in comparable locations to current coverage throughout JEA service territory including but not limited to major grocery chains & convenient stores.
22. JEA shall have the right to choose from the Company's existing locations, those locations it wants to authorize for accepting JEA payments.
23. JEA shall have the right to remove a location for any reason. Such removal shall become effective no more than two (2) days from written notice to Company that such location is to no longer accept JEA payments.
24. JEA may choose to add additional locations that Company has established in the future.
25. The Company and JEA shall mutually define a change control process whereby available Kiosk locations, systems, processes, point of payment operating requirements, and other factors that could affect the service are communicated and addressed appropriately. Such change control procedures are to be initially proposed by Company, and JEA and Company shall work together in good faith to define a mutually agreeable change control process. Such process shall be developed as part of the initial implementation and shall be completed prior to the accepting any customer payments.
26. The Company shall accept Kiosk payments for cash, checks, and money order payments, credit and debit card payments at all locations accepting JEA payments.

27. All business days shall be considered processing days including Holidays and nationally recognized bank holidays.
28. The Company shall update payments real time. Daily cut off time for the days' batch of payments reconciliation period to be no later than 6:00 PM EST.
29. Deposits for payments processed shall be transmitted to JEA as a single ACH transaction or federal funds wire transfer daily. All payments must be received within forty-eight (48) hours of agreed upon Cut Off Time for End of Business.
30. All payments shall be received within 24 hours of agreed upon Cut Off Time for End of Business.
31. Reconciliation report to be delivered by 6:00 AM EST next business day. Details of this process shall be determined during contract negotiations.
32. JEA will require specific process and transaction data, which may change from time-to-time during the term of the contract. Frequency may be several per day, daily, weekly, monthly and ad-hoc.
33. Examples include, but are not limited to: Number of items processed; Dollar amount of transactions processed (payment and fees), itemized for each file transfer; Number of returned items and exceptions; Individual transaction details upon request.
34. The specific format, content, and number of reports shall be jointly defined by JEA and the Company during implementation
35. The Company shall place three encrypted image files containing all regular, exception and check marked items (including front and back images of all checks, receipts, bill stubs) from the previous business days batch on Company's secured FTP server for download by JEA daily by 6:00 AM EST.
36. Flat file electronic processing for end of day reconciliation for JEA CIS systems will also be provided by the company and placed on secured FTP server. JEA requires a confirmed file (listed all payment taken) and unconfirmed file (payments that may not have successfully completed due to error /timeout). JEA will supply the appropriate file formats for reconciliation electronic flat files to CIS.
37. Exception items include, but are not limited to, payments for which customer account information cannot be verified using JEA-provided customer file (invalid account numbers, multiple checks that cannot be matched to an account, illegible items, etc.).
38. The Company shall deposit all code unverified items as "suspense items" and include them in the same data file of regular items transmitted to JEA by 3:00 PM EST each business day.
39. Company shall provide secured Web access for up to five (5) years of processed item image files. Web access to same day work shall be available no later than 6:00 AM the following business day. Web access must delineate regular, exception and check marked items.
40. Company shall provide ability for an estimated 150 concurrent users to access the website
41. The Company shall shred and dispose of all processed items in a manner that safeguards the Confidential Information that may be contained in such items.

42. The Company shall be responsible for ensuring that no JEA customer data in its possession in either paper or electronic format is released, stolen, or otherwise made public, or used for malicious intents.
43. The Company shall not, in any case, compile or use JEA customer information for any purpose other than that described herein. Use, sale or disclosure of JEA customer data by Company or associated merchants is not permitted in any case without the express written permission of JEA.
44. The Company shall notify JEA within twenty-four (24) hours of identification of any breach of JEA customer information.
45. The Company shall maintain images and transaction data for a period of five (5) years, on a monthly rotating basis. The Company shall provide reasonable redundancy, backup measures and facilities. The Company shall certify destruction of JEA customer data after the five (5) year archiving period.
46. After the termination of the Contract, or at the request of JEA, the Company shall provide to JEA the electronic files containing all past transaction data.
47. The Company shall ensure the integrity of its systems and processes for sending deposit information to banks including SSAE 16 Type II certifications and PCI standards. Certifications must be maintained during the term of the contract.
48. JEA shall bear the liability for checks returned unpaid for accounts where checks are an acceptable method of payment and the verification process was used. Company shall deposit all customer receipts without any deduction for returned checks, fees, chargebacks, or fines.
49. The vendor will submit a separate reimbursement request for any returned checks or disputed payments with supporting documentation to JEA. Fees and fines related to returned checks or disputed payments are to be assessed and handled by JEA only.
50. The Company, nor its merchants, shall not, at any time or in any manner charge a JEA customer a fee for a returned check made payable to JEA.
51. The Company systems and processes at all locations accepting payments for JEA must support the ability of JEA customers to make payments without a copy of their bill but with knowledge of their JEA account number.
52. JEA and the Company shall agree upon a suitable invoice format that provides sufficient detail for JEA to accurately allocate cost of services.
53. JEA would be seeking the following services related to credit card remittance processing:
    a. Process credit card payments via JEA's bank account
    b. Provide payment information files to JEA
    c. Provide customers a receipt with customer full account number, amount of payment and date/time stamp
    d. Provide reversals and other adjustments as needed
54. If credit card remittance processing is implemented during the course of this Contract, then the Company shall not be authorized to subtract, or "net" any charges including, but not limited to, chargebacks, fees, fines, assessments, penalties, etc. from daily customer collections that will be transmitted to JEA, or to withdraw funds representing these amounts from any JEA bank account.

55. Disputed payments and chargebacks will be handled as separate reimbursements upon providing adequate supporting documentation, and fees and other related charges should be included on the invoice as part of the normal billing process.
56. JEA will not be required, for any reason, to establish a Merchant Reserve/Security Account in relation to the credit card processing arrangement.