



NYS Department of Taxation and Finance

Request for Proposal

Electronic Payments Services 13-03

All questions must be directed to ***bfs.contracts@tax.ny.gov***

Purpose of This Request For Proposal

The Department is seeking an agreement with one Contractor for a payment solution that provides electronic payment processing services.

Goals and Objectives

The Department plans to achieve:

- an electronic payment solution with a Contractor, that will reduce the Department's role in payment processing, while still allowing for expansion of payment options
- a single sign-on through the Department's Online Services application that interfaces with a Contractor payment solution and has the same look and feel as the Department's web screens
- a transition that will mitigate risk to the NYS revenue stream

Required Services and Functions

- support the Department payment file transmissions
- provide payment processing services for ACH Debit, ACH Credit, Fedwire and Credit Card transactions
- host an online payment solution for ACH Debit and credit card payments that interfaces with the Department's Online Services applications
- provide a web application payment portal that can support receiving and sending secured messages and web service calls containing taxpayer transaction information
- provide customer support

Required Services and Functions

The Taxpayer must be able to:

- schedule a payment and cancel a scheduled payment
- view payment history (including scheduled and cancelled payments)
- save payment data
 - bank account information (e.g., routing and account number)
 - Credit Card information (e.g., Credit Card number)
- access a customer service representative to assist with payments at a minimum from 7am to 7pm (ET)
- utilize an interactive voice response (IVR) system available 24/7 to intake ACH Debit payments for PromptTax and Credit Card payments

Required Services and Functions

The Contractor must:

- accept batched and transactional payment file transmissions
- receive and send secure messages and web service calls containing Taxpayer and transaction information
- produce standard daily reports and ad-hoc reports
- allow designated Department staff the ability to make necessary changes/edits to payment transactions through a Contractor-hosted administrative site
- provide a complete view to all payment transactions

Contractor Payment Solution

Department Online Services

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The New York State Department of Taxation and Finance
 Andrew M. Cuomo - Governor Thomas H. Mattox - Commissioner

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Services

File a return [v]
 Make a payment [v]

View and pay tax bills
 Make an income tax return payment
 Make an estimated tax payment
 Make an estimated MCTMT payment
 Request an extension to file MCTMT return
 Pay an open audit case
 Resubmit my tax preparer payment

Billing and late filing [v]

Account summary for: / Logout

Account messages

Delete

<input type="checkbox"/>	Date	Message description	Sent to
<input type="checkbox"/>	03/14/2013	Personal income tax refund for	@aol.com
<input type="checkbox"/>	01/08/2013	Sign up to get email notifications from us, including the status of your income tax refund	@aol.com
<input type="checkbox"/>	11/17/2011	Now available: New York State Tax Department personal income tax account email notifications	@aol.com

[Message history](#)

Account summary

Bills

You have no tax bills at this time.

Assessment ID	Tax type	Filing period end date	Original bill date	Current balance (\$)

Personal income tax details

Periods on file: **12/31/2012** 12/31/2011 12/31/2010 12/31/2009 12/31/2008

Filings

Contractor Payment Solution

Personal Income Tax Estimated Tax Payment

[Payment Method](#)

[Filing Information](#)

Payment Section

[Review & Verify](#)

Taxpayer ID:

Taxpayer Name:

Pay from Bank Account

Your payment will be processed as a direct debit (ACH debit) from your bank account. Provide your bank information below. You will have an opportunity to review and verify your transaction information before you file and pay. The funds must be available at the payment date. However, it may take several days for the payment to post to your bank account. Carefully enter your bank account number. You may incur penalty and interest if you enter an incorrect account number that prevents your payment from processing.

Select **Continue** after completing all required fields. If you would like to return to your filing information select **Back**.

Important information about your bank account.

Before you complete this transaction, contact your bank to find out if there is a debit block (or filter) on your account. This could prevent the bank from processing your payment. If there is a debit block, you'll need to provide the bank with our [debit block information](#) so it will not reject your payment.

* Required fields

 - Select to learn more about a particular field

Payment details

Bank routing number: * 

Bank account number: * 

Confirm bank account number: *

Account type: * **Select account type** 

Account holder: * (John Doe or XYZ Corp.) 

Payment for: **IT-2105 Payment**

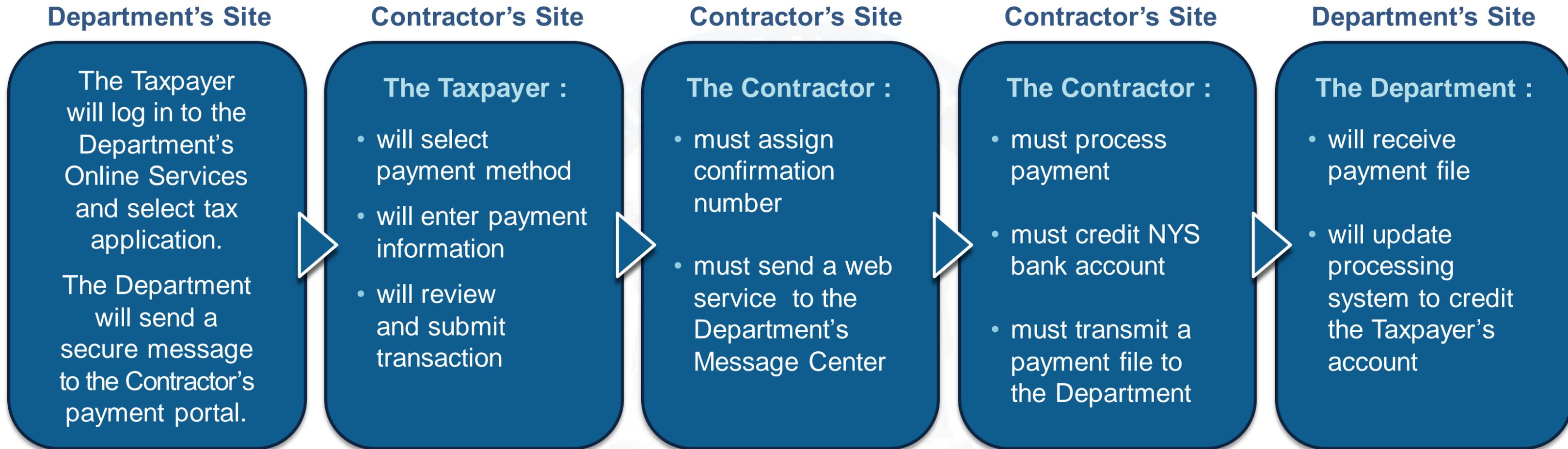
Due date: **09/16/2013**

Payment date: * (mm/dd/yyyy) 

Amount due (\$): **100.00**

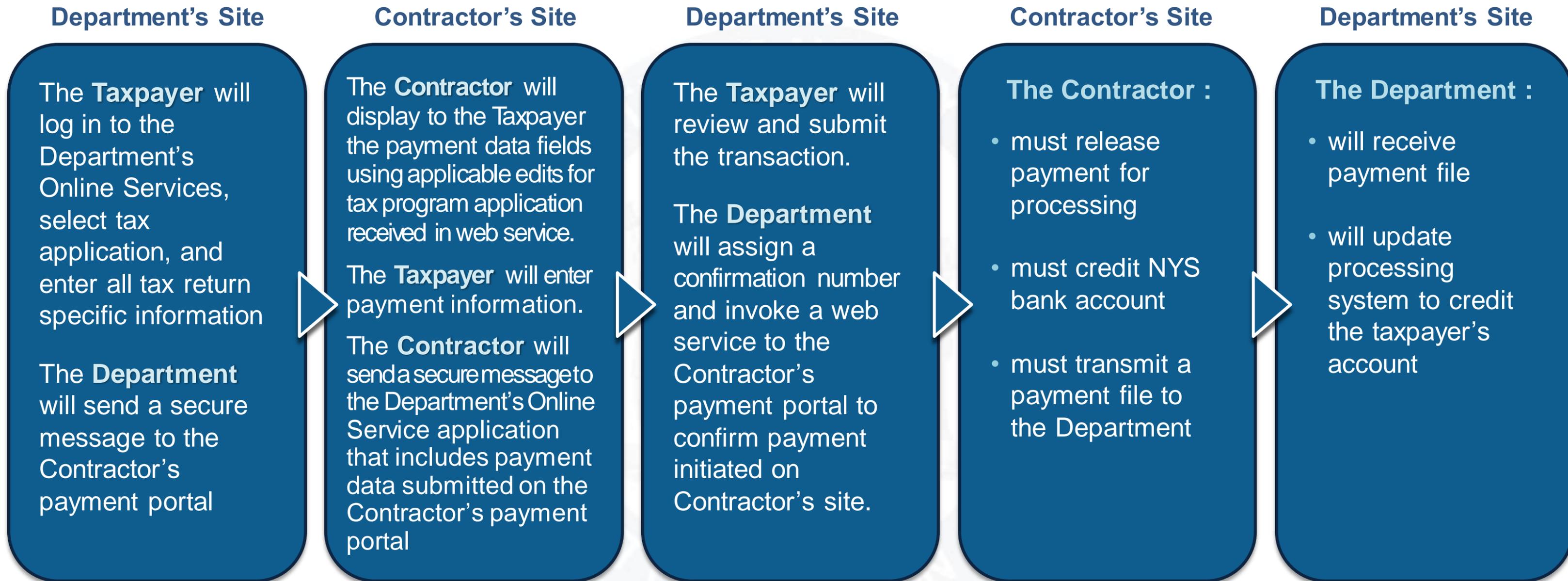
Payment amount (\$): **100.00**

Web Payment Only Process



- to be implemented for PrompTax by February 1, 2015
- based on the agreed upon implementation, the remaining Web Payment Only applications will be transitioned in a staggered approach, post August 1, 2015

Web Return With Payment Process



At least one Web return with payment must be implemented on or before August 1, 2015

ACH Credit and Fedwire Process

The Taxpayer will:

- initiate an ACH Credit/Fedwire through their financial institution, formatted to one of the five Department specified addenda formats

The Contractor must:

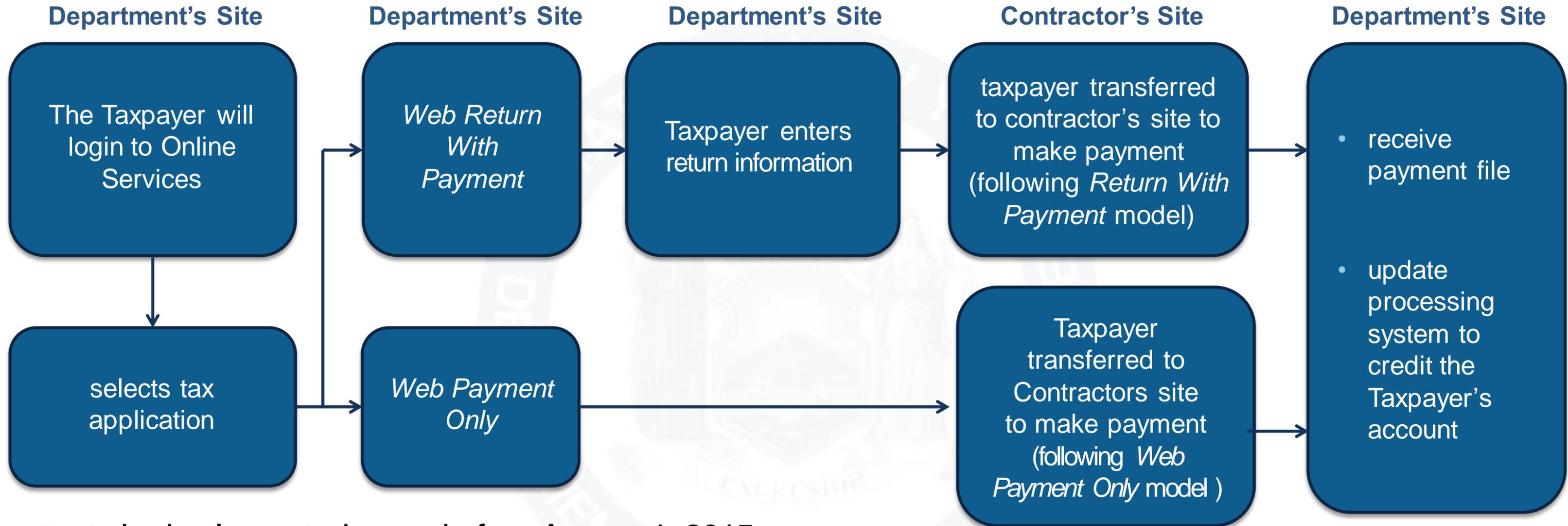
- receive and process payment with associated addenda record
- process addenda record using pre-determined processing edits
- systematically identify “unclean” transactions and attempt to validate the taxpayer using file of valid NYS taxpayers
- assign Document Locator Number (DLN) to the transactions
- transmit a payment data file to the Department

The Department will :

- receive payment file
- update processing system to credit the Taxpayer’s account

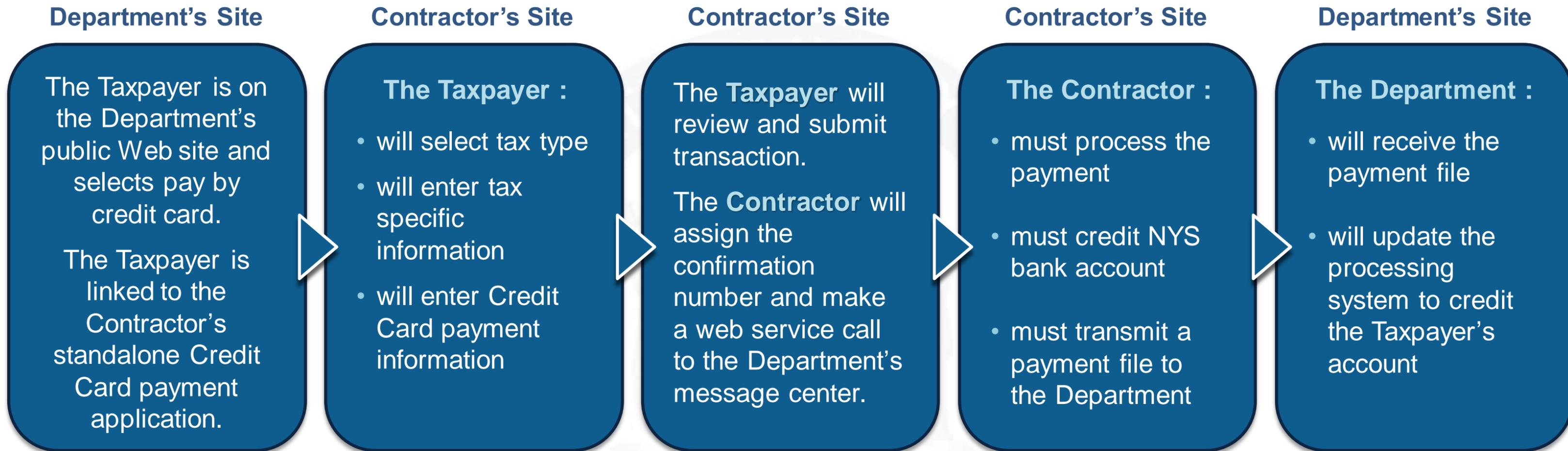
- to be implemented for PromptTax by February 1, 2015
- to be implemented for Corporation Tax on or before August 1, 2015

Credit Card - Authenticated Process



- to be implemented on or before August 1, 2015
- the Request for Proposal requires the Contractor to expand this payment method to both the *Web Payment Only* and the *Web Return With Payment* applications

Credit Card - Unauthenticated Process



- to be implemented on or before August 1, 2015
- the unauthenticated process requires the Contractor to develop and host a standalone unauthenticated Credit Card payment application that will need to capture additional fields not applicable for the authenticated process

Web Payment Only

Implementation Requirements

Contractor must implement the following on or before February 1, 2015:

- the ACH Debit *Web Payment Only* application on the Contractor's payment portal for the five PromptTax programs
- this implementation must include the following functions and services:
 - receive and send secure messages from the Department containing Taxpayer information
 - provide 24/7 IVR for PromptTax ACH Debit payments
 - accept a file of valid NYS Taxpayers Identification records (Exhibit 1-R *Taxpayer Identification File Layout*) to be utilized to authenticate PromptTax Taxpayers who use the IVR
 - provide customer service representatives to assist with PromptTax payments Monday through Saturday 7AM – 7PM (Eastern Time)
 - allow Taxpayers to save bank account information and schedule and cancel payments

ACH Credit and Fedwire

Implementation Requirements

Contractor must also implement the following on or before February 1, 2015:

- the ability to:
 - accept ACH Credit/Fedwire transactions and process the addenda records in the five Department-specified formats
 - apply processing edits to addenda data fields
 - develop a systematic validation process for “unclean” ACH Credit/Fedwire addenda records
- utilize the file of valid NYS Taxpayer’s to attempt to validate “unclean” ACH Credit/Fedwire addenda records
 - assign the Department’s default Taxpayer identification number to those records that cannot be validated

Functions and Services

Implementation Requirements

The following additional payment processing requirements must be implemented on or before February 1, 2015 for the PromptTax program:

- assign confirmation number/document locator number (DLN) based on Department business rules
- provide web service calls to the Department's message center upon completion of a transaction
- process payment and credit appropriate NYS bank account
- transmit payment data to the Department using the common file layout provided in Exhibit 1-J *Sample Payment File Layout*
- provide a systematic process for the approval of debits and reversals from NYS bank accounts
- provide a complete view to all payment transaction history for both Taxpayer and designated Department representatives
- allow designated Department staff the ability to make necessary changes/edits to payment transactions through a contractor-hosted administrative site
- produce standard daily reports and ad-hoc reports

August 1, 2015

Implementation Requirements

Contractor must implement the following on or before August 1, 2015:

- the functionality implemented in February 2015 to be expanded to the Department's remaining tax programs
- one *Web Return With Payment* utilizing the Contractor's payment portal
- receive and process Corporate Tax ACH Credit addenda format (with data processing edits applied)
- the Credit Card processing functionality that includes:
 - an unauthenticated URL to a standalone contractor-hosted payment application
 - an IVR System available 24/7 to intake Credit Card payments
 - the authenticated session transfer through our Online Service applications

August 1, 2015

Implementation Requirements (cont.)

The following additional payment processing requirements must be implemented on or before August 1, 2015:

- ability to process payments received through file transmissions (batched and transactional), some of which may contain scheduled payments
- support batched payment file transmissions for the life of the contract for those tax programs not utilizing the Contractor payment portal
- ability to receive and send payment data using the common file layout provided in Exhibit 1-J *Sample Payment File Layout*
- based on the agreed upon implementation schedule, transition the remaining web payment programs from a file transmission process to the Contractor-hosted payment portal in a staggered approach

Miscellaneous

At the time of contract execution, the successful bidder will be required to have the following insurance:

- general liability
- cyber liability
- technology professional liability
- workers compensation
- disability
- comprehensive business automobile liability

Additional information regarding the coverage and coverage amounts can be found in the RFP Section III.F Insurance Requirements.

Reminders

Important dates in the Schedule of Events

- deadline for submission of questions is July 12, 2013 (2PM EDT)
- deadline for second submission of questions is July 29, 2013 (2PM EDT)
- deadline for submission of Notification of Intent to Bid is August 21, 2013 (2PM EDT)
- proposals due August 30, 2013 (2PM EDT)

All questions regarding this RFP must be submitted to:

- e-mail: *bfs.contracts@tax.ny.gov*
- written correspondence: Ms. Catherine Golden, Director
New York State Department of Taxation and Finance
Procurement Services Unit
Office of Budget and Management Analysis
WA Harriman State Campus
Albany, NY 12227