



Table of Contents

R Requirement Document 1	4
R0 Proposed Solution Volume 1	4
R1 System.....	4
R1.1 System and System Integration	4
R1.2 Terms and Conditions disclosure.....	4
R1.3 Disclaimer Notice (Disclaimer).....	5
R1.4 Charge Notice.....	5
R1.5 Privacy and Privacy Notices	5
R1.6 Other System Requirements.....	6
R2 Training	6
R2.1 Town Training on the Vendor's Platform.....	6
R2.2 End User Training.....	7
R3 Security	7
R3.1 Security	7
R3.1.a Good commercial practice.....	7
R3.2 Failover	7
R3.2.a Remote Failover Capability	7
R3.3 Town/Vendor Interfaces.....	7
R3.3.a Vendor interfaces with Town IT resources	7
R4 Maintenance, Data Integrity and Vendor Due Diligence.....	7
R4.1 Maintenance and Data Integrity.....	7
R4.1.a Maintenance Schedules, Hot Fixes, Platform Integrity and Upgrades	7
R4.2.a Vendor Due Diligence	8
R4.2.b Stress Testing	9
R5 Standards	9
R5.1 Standards	9
R5.1.a ACH and Nacha Compliance.....	9
R5.1.b Good Escrow Accounting Practice	9



Next Generation Front End Project Requirements

version 4

R5.1.c ADA Compliance.....	9
R5.1.d PCI DSS Compliance	10
R5.1.e E Signature Act.....	10
R5.1.f 12 CFR § 205.10 - 12 CFR § 1005.10 - Preauthorized transfers. (EFT. PAC).	10
R6 Schedules	10
R6.1 Schedules	10
R7 Proposed Solution Demonstration	11
R7.1 Demonstration.....	11
R8 References	11
R8.1 Third Party References.....	11
R8.2 Additional References.....	11
R9 Help Desks.....	11
R9.1 System Help Desk.....	11
R9.2 End User (Taxpayer) Help Desk.....	12
R9.3 Help Desk Locations and Other Support.....	12
R9.4 Telephone/Customer Service/Help Desk Support.....	12
R10 Payments	12
R10.1 Methods of Credit Payment.....	12
R10.2 Other Methods of Payment.....	13
R11 Accounts	14
R11.1 Personal Accounts.....	14
R11.2 System Accounts.....	14
R11.3 Non-account Holders/One Time payments	15
R12 Company Information.....	15
R12.1 Financial Information.....	15
R12.2 Company Support Information.....	15
R12.3 Vendor Solution	15
R12.4 Company contact information.....	15
R13 Rollout and Promotion.....	15
R14 Cost Volume 2.....	16
R15 Proprietary Information Volume 3	16
R16 (Not used)	17



Next Generation Front End Project Requirements

version 4

R17 Bounced Transactions.....	17
R18 Solution Reports	17
R19 Key Performance Indicators.....	17
R20 Escrow of Solution Software.....	18
R21 Resale of Agreement.....	18
R22 Business Continuity Plan.....	18



R Requirement Document 1

Introduction – All requirements must be addressed. If the bidder cannot meet the requirement they must clearly state so. Not meeting a requirement is not necessarily grounds for non-Award but will factor into any selection decision.

RO Proposed Solution Volume 1

R1 System

R1.1 System and System Integration

R1.1.a The vendor's proposed system must be integrated to work with the Quality Data Service QDS 5 Tax Collector System. Currently, the QDS 5 system is used for the Collection of Real Estate, Personal Property (Business), Motor Vehicle Supplemental Motor Vehicle and Sewer taxes. This requirement includes providing a web-based presentation to the taxpayer.

R1.1.b If mobile applications are available in the proposed solution, the app (application) must also work with the QDS solution through the proposed platform solution.

R1.1.c A True Software as a Service (SaaS) solution other than needed interfaces is desired.

R1.1.d Kiosks are desired as part of the solution. Kiosks on Town property will require integration with Town systems and approval of the Town IT Department Manager, especially in conformance with Town IT Security Rules. The vendor will work with the Town IT Department should Kiosk options be executed by the Town. If the Town determines it will supply a kiosk of its choosing, the vendor will provide the necessary requirements to interface with its solution.

R1.1.e The proposed system should be a Software as a Service (SaaS) Commercial Off the Shelf (COTS) solution and turnkey to the Town without further development costs payable by the Town. The Town expects that it will receive the most current version of the vendor's platform including major upgrades without additional cost for system usage or development of the vendor's solution for the duration of the contract.

R1.2 Terms and Conditions disclosure

R1.2.a Client facing websites in support of this effort must contain the following information on the website:

"The information on this web site is provided as a public service. The information on this web site is believed to be an accurate, complete and a fair representation of the records of the Town of Orange Tax Collector's Office as of Sep 2, 2022. However, due to the complex nature and volume of information, errors and/or omissions may be present. Accordingly, the Town of Orange and its officials, employees and agents make no representations, warranties, or guarantees concerning the accuracy of any of the information contained on this web site. Anyone using this web site as a source of information is urged to verify the information contained herein against his or her own records. The Town of Orange and its officials, employees and agents shall in no way be responsible for actions taken in reliance upon any information included on this web site. If using this service for income tax purposes, we strongly advise taxpayers to contact a professional



Next Generation Front End Project Requirements

version 4

Federal Income Tax preparer or the Internal Revenue Service for assistance in properly utilizing the information provided. In no event will the Town of Orange, its officials, employees, or agents, be liable for any damages, including, but not limited to, loss of data, lost profits, business interruption, loss of business information or other pecuniary loss or consequential damages that might arise from, or relate to, the use of this service or the information it contains. By using this website, you understand and agree to these terms."

R1.3 Disclaimer Notice (Disclaimer)

R1.3.a Client facing websites in support of this effort must contain the following information on the website:

"The information contained on this website and its pages is obtained from municipal databases. In the event of a discrepancy between the information displayed on this website and the information contained in the databases maintained by the municipality, those maintained by the municipality shall prevail. No errors on this website excuse or lessen a user's actual tax liability. If you feel your tax liability or other information presented is in error, please contact the Orange, CT Tax Collector's Office."

R1.4 Charge Notice

R1.4.a The proposed front end will clearly indicate what fees will be charged for the services provided before the taxpayer executes payment on the site.

R1.4.b A general warning that the site charges fees for the services provided should be immediately apparent to user.

R1.4.c There is to be no charge for taxpayers simply viewing their data. This should be plainly identified in the charges Notice. Data should be available for any unpaid taxes for 15 years from the current tax year and a minimum 3 years for paid data. (Current plus 2 years back as a minimum)

R1.5 Privacy and Privacy Notices

The web site will contain a Privacy Notice (PII)

R1.5.a Client facing websites in support of this effort must contain the following information on the website:

"Personal Identifying Information (PII) is involved in using this website. Freedom of Information rules require the presentation of names and addresses of all assessed taxpayers of the town and what the tax assessment values are. This is required to provide transparency into the assessed values and to protect the public from some taxpayers getting special treatment not authorized by law (i.e. Veterans, Firefighters, and Senior exemptions are authorized.) This includes delinquency information on your tax bills. The information on tax delinquencies is regularly requested from the Tax Collector's Office and is considered public information. What is not disclosable is your financial and other information when it is not generally available from public sources such as paying the assessments (i.e. check information that would disclose your bank, bank password and/or financial account numbers,) telephone and cell phone numbers and email addresses.) The Town of Orange's Tax Collector Office and staff as well as the vendor providing this service will have access to the financial information as required to provide the services and process payments on your assessments. This information should not be disclosable to other parties unless required by law, court order, or as necessary to investigate problems in the system in regard to your and/or other's



Next Generation Front End Project Requirements

version 4

transactions. Financially sensitive information can also be disclosed to State Marshalls and Town Constables and third-party collectors in collecting delinquent accounts.

R1.5.b Personal Identifying Information will be protected according to The State of Connecticut and Federal laws, rules, and regulations. If in conflict, the State of CT requirements will prevail. Public Information does not require privacy protection. Requests made to the vendor for PII will be referred to the Tax Collector Town of Orange, CT for disposition, unless otherwise required by law or Court Order.

R1.6 Other System Requirements

R1.6.1 THE TOWN WILL NOT BE RESPONSIBLE FOR MERCHANT CC FEES OR OTHER FEES THAT SHALL BE ABSORBED BY THE PROPOSED SOLUTION VENDOR OR END USER

PAYING THE TAX. These will be clearly identified as convenience or service fees to the end user for using the system and not a payment to the Town.

R1.6.2 The proposed solution should have the specific acceptance of these fees by the end user before processing.

R1.6.2.a The pre-processing of E-checks and other bank account numbers confirming proper routing numbers and account numbers is desired. It is desired to reduce the number of bounced electronic checks due to bad routing and account information being provided by the taxpayer. The proposed solution shall address how this might be done with their platform.

R1.6.3 Mobile applications via an app or from a browser on a mobile device is desired.

R1.6.3.1 The vendor will identify browsers that work with their solution on mobile devices.

R1.6.3.2 The vendor will identify the devices they are willing to support for mobile applications. A specific list is not required, but the general specifications they must meet should be provided. Identify any known operating systems that are not supported by the application.

R1.6.3.3 The vendor will supply any end user documentation already in existence that addresses the use of mobile devices with their platform.

R1.6.3.3 The vendor solution should support as a minimum Android and Apple (I-phone iOS) solutions mobile based platforms.

R1.6.4 Transactions shall be processed overnight as a minimum. Transaction processing will use some form of "Lockbox" type processing agreed to with QDS 5 the tax solution used by the Town. Vendor will notify the Tax Collector and Public Works Manager and their designees when a failure has occurred on any automatic process.

R1.6.5 Cash Transactions are desirable. Vendor will define what cash options are available and how payment in cash will be made and assurance that once accepted the vendor takes the risk of cash transactions. Bills will be considered paid up to value the amount collected by the vendor provided solution.

R2 Training

R2.1 Town Training on the Vendor's Platform

R2.1.a The vendor will have a program of training for the members of the Tax Collectors and Public Works Offices in the use of the provided solution.



Next Generation Front End Project Requirements

version 4

R2.2 End User Training

R2.2.a The vendor will provide a program of training available for end users of the system. We are trying to make it as easy as possible for taxpayers to use the platform features.

R2.2.b A program for ongoing training shall be proposed.

R3 Security

R3.1 Security

R3.1.a Good commercial practice

R3.1.a.1 The vendor shall use good commercial practice in compliance with Federal and State of Connecticut law to secure their platform and Town data.

R3.1.a.2 Security Breaches will be reported to the Tax Collector, Public Works Manager, and Town IT department upon discovery. Vendor will keep all parties informed on progress and plan of resolution.

R3.2 Failover

R3.2.a Remote Failover Capability

R3.2.a.1 (A) Remote failover site(s) should be provided with a 5 minute or less failover time.

R3.2.a.2 Good commercial practice should be used in determining failover sites. Failover sites are generally at least 100 miles apart and not on the same electrical grid (unless separate generating capacity is provided by the site.)

R3.3 Town/Vendor Interfaces

R3.3.a Vendor interfaces with Town IT resources.

R3.3.a.1 All vendor IT interfaces with Town IT assets will be coordinated with the Town IT Department.

R3.3.a.2 IT interfaces with Town assets or servers must have approval from the Town IT Department before work will start.

R4 Maintenance, Data Integrity and Vendor Due Diligence

R4.1 Maintenance and Data Integrity

R4.1.a Maintenance Schedules, Hot Fixes, Platform Integrity and Upgrades

R4.1.a.1 The vendor shall maintain a maintenance schedule on their provided system solution.

R4.1.a.2 The vendor shall inform the users, Tax Collector's Office and Town IT Department of the down times expected and the return to service dates.

R4.1.a.3 The vendor shall inform the Tax Collector and Town IT department when major upgrades are to be rolled out. While the Town expects the solution to be kept current, major upgrades or releases may require testing before they are ready for use. This shall be coordinated with the Tax Collector and Town IT Department.

R4.1.a.3 The vendor shall supply the most current version of its software and options during the life of the Contract without further recourse to repricing.



Next Generation Front End Project Requirements

version 4

R4.1.a.4 The vendor will on a regular basis provide its maintenance down time schedule to the Tax Collector and Town IT Department. The vendor solution should also indicate this information to end users. Failure to provide this notice causes undue hardship in the Tax Office due to end user calls regarding the vendor's solution's availability.

R 4.1.a.5 Emergency fixes to the vendor's software shall be communicated to the Tax Collector and Town IT Department before implementation. A statement of scope and what the fix addresses should be provided in the communication and the time of implementation.

R4.1.a.6 Change Control is good commercial practice. Proposed changes to the vendor's software other than those in paragraph R4.1.a.5 shall be tested according to good commercial practice before implementation on the production version of the vendor's solution. Proposed changes shall be clearly communicated to the Tax Collector and Town of Orange IT Department before implementation.

R4.1.a.7 The vendor will provide its system downtime statistics as regards end user availability. Desired state is 99.9 percent uptime 365(6) days/24 hours per day outside normal regularly scheduled maintenance downtime periods. A monthly report shall be sent to the Tax Collector and IT department showing uptime statistics on the vendor's supplied platform.

R4.1.a.8 The vendor will provide the current system downtime statistics by month for the last year. Prescheduled regular recurring maintenance periods may be deducted from the system downtime statistics only if the vendor lists those periods in the response.

R4.1.a.9 Downtime is considered anytime the platform is adversely affecting normal usage by its end users during its normal expected operation periods.

R4.2.a Vendor Due Diligence

R4.2.a.1 The vendor shall maintain a current malware protection system to include root kit blockage and Ransomware protections. Town of Orange and Town of Orange taxpayer data shall be securely backed up daily or more frequently as the vendor's solution provides. Backups must reside or be stored on systems other than on the same systems that might be subjected to the same Ransomware attack.

R4.2.a.2 The vendor shall maintain a current anti-virus protection system.

R4.2.a.3 Denial of Service attacks and other hacking activities will be communicated to the Tax Collector, Public Works Manager and Town IT Department when the vendor realizes it is occurring. Problem progress or expected resolution times shall be communicated hourly to the Tax Collector, Public Works Manager and IT Department from that time so that business operations can be adjusted accordingly. Data breaches will be handled as in R3.1.a above.

R4.2.a.4 The vendor will have disaster recovery, Malware, Virus, and Ransomware recovery plans for emergency recovery of the Town's and taxpayer data and the restarting of platform services under this contract. These plans shall be reviewable by the Tax Collector and Town of Orange IT Department.

R4.2.a.5 Independent Third-Party security penetration testing on the vendors' platform should be conducted at least annually. This is to determine whether or not good programming practice is being conformed to in the product development, release and delivery cycles. New threats are discovered all the time, so a continuous or more



Next Generation Front End Project Requirements

version 4

frequent penetration testing program is a good commercial practice. More frequent testing is considered a best practice.

R4.2.b Stress Testing

R4.2.b.1 A program of Stress Testing should be conducted on the system at periodic intervals to assure that the system can handle peak use times such as July and January our biggest tax months. System upgrades that may impact the number of users accessing the platform should be stressed tested in the production environment to assure maximum access and availability and should be accomplished during normal down-time system maintenance hours.

R5 Standards

R5.1 Standards

R5.1.a ACH and Nacha Compliance

R5.1.a.1 The vendor solution transactions whether in relation to the taxpayer or the Town of Orange must be Automated Clearing House (ACH) compliant with the latest applicable National Automated Clearing House Association standards. The vendor will be expected to maintain adherence to these standards for the life of the contract as these standards may change from time to time in their releases.

R5.1.a.1.1 The vendor will be expected to be compliant with the Town Bank's procedures as well. (M&T Bank)

R5.1.b Good Escrow Accounting Practice

R5.1.b.1 If the vendor proposes any Tax Escrow solution, it must conform to sound Escrow Accounting practices. The vendor will identify how the account is segregated from its general business accounts, how the taxpayer account if so established is protected, whether or not interest is paid on the account and shall certify that its use is only for paying the taxpayers taxes or mutually agreed obligations. The vendor solution shall clearly identify how refunds from the account will be handled and how the escrow feature may be cancelled and more importantly how it is used to pay taxes.

R5.1.b.2 Transparency between the account holder and the account holder's accounts will be maintained at all times once established.

R5.1.c ADA Compliance

R5.1.c.1 The proposed platform should be compliant with the American with Disability Act of 1990 as amended and The Rehabilitation Act of 1973 (Rehabilitation Act) as amended with specific guidance on conforming to Section 508. Specifically, an accessible information technology system is one that can be operated in a variety of ways and does not rely on a single sense or ability of the user. This is important because a system that provides output only in visual format may not be accessible to people who are blind or have low vision, and a system that provides information only in audio format may not be accessible to people who are deaf or hard of hearing. There is a significant older population dealing with sight and hearing issues in the Town of Orange's demographics.

R5.1.c.2 The proposed solution should be highlighted in particular to address these needs.

R5.1.c.3 Web Content Accessibility Guideline (WCAG) 2.1 should be met by the proposed solution. Conformance to a double AA compliance rating is preferred, but



Next Generation Front End Project Requirements

version 4

A/AA conformance is a minimum. AAA conformance is a plus, but due to its long term aspirational future state guidelines should not cause the vendor's proposed solution to require additional development costs bearable by the Town or end users for this RFP.

R5.1.d PCI DSS Compliance

R5.1.d.1 The Payment Card Industry Data Security Standard (PCI DSS) is an industry requirement for securing cardholder data around the world. Established by the Payment Card Industry Security Standards Council (PCI SSC)—which consists of American Express, Discover Financial Services, JCB International, MasterCard Worldwide, and Visa Inc.—the PCI DSS must be followed if an organization wishes to process, store, or transmit the cardholder data of their customers issued by these card brands. The vendor's solution must comply with this standard.

R5.1.e E Signature Act

R5.1.e.1 The provided solution must comply with the federal E-Signature Act if electronic signatures are used by the solution. The **Electronic Signatures in Global and National Commerce Act** (ESIGN, Pub.L. 106-229 (text) (PDF), 114 Stat. 464, enacted June 30, 2000, 15 U.S.C. ch. 96) is a United States federal law passed by the U.S. Congress to facilitate the use of electronic records and electronic signatures in interstate and foreign commerce by ensuring the validity and legal effect of contracts entered into electronically. The Town of Orange Taxpayers pay from many different locations and fall under the auspices of this act for many transactions. Therefore, the provided solution must comply with this act. If the vendor solution for its package is housed outside of the State of Connecticut, The vendor's solution must comply with this act.

R5.1.f 12 CFR § 205.10 - 12 CFR § 1005.10 - Preauthorized transfers. (EFT. PAC).

R5.1.f.1 If the vendor solution provides for preauthorized transfers (i.e., Electronic Funds Transfers, Preauthorized Checks), the platform solution and any associated vendor affiliations will comply with these regulations.

R6 Schedules

R6.1 Schedules

R6.1.a The vendor shall supply a proposed installation and delivery schedule.

R6.1.b The schedule shall be provided electronically and hard copy in a compliant format with Microsoft Project (Version 2207 Build 16.0.15427.20166) 32-bit.

R6.1.c The schedule shall be statused weekly from Contract award until completion of the initial installation and delivery have been completed. If Kiosks are deliverable as part of the exercised contract, their proposed installation and deliveries are to be included in the schedule.

R6.1.d Blackout periods. The vendor will assume any delivery or system work will be suspended from 25 December thru the second week of February and the third week in June thru the second week of August.

R6.1.e The desired initial operating capability of the vendor's solution is on or before 23 December 2022. A Milestone will be entered on the schedule for the required Contract Award date to meet this schedule.



Next Generation Front End Project Requirements

version 4

R6.1.f A cutover plan from the current Point and Pay service provider to the new solution shall be provided.

R7 Proposed Solution Demonstration

R7.1 Demonstration

R7.1.a A demonstration environment will be provided to showcase the capability of the vendor's proposed system.

R7.1.b Any limitations of this environment due to its nature should be explained in advance. The demonstration software shall be reflective of the solution to be delivered. Bugs experienced will be taken into account during the selection process.

R7.1.c The Tax Office shall have a minimum two (2) Town Tax Office users, One Water/Sewer user and two (2) sample end user profiles available for the demonstrations.

R7.1.d The system should be available from Proposal submittal until Contract Award is made.

R7.1.e The vendor will be given two hours to demonstrate the proposed solution and answer questions regarding its operation. The vendor will also provide a contact for follow-up questions on their solution. The Tax Collector will be the focal point for scheduling these demonstrations.

R8 References

R8.1 Third Party References

R8.1.a It is desired that three (3) current users of a version of the proposed solution be provided as references.

R8.1.b Reference contact information should provide the contact-name, phone number, email and physical address of the reference. The version of the solution they are using should also be listed.

R8.1.c The vendor will get the permission of the reference and their availability before submitting them as a reference. The availability information of the reference will be provided to the Tax Collector. The Tax Collector will expect that the reference will be expecting the contact.

R8.2 Additional References

R8.2.a The vendor may provide other references or reference sources such as a website as needed. These references may or may not be checked in addition to the required three by the source selection members.

R9 Help Desks

R9.1 System Help Desk

R9.1.a The proposed solution shall have a Help Desk for system platform issues.

R9.1.b The proposed solution shall maintain hours between 0830 and 1630 ET as a minimum with the Help Desk in R9.1.a. Expanded hours are desired if available.



Next Generation Front End Project Requirements

version 4

R9.1.c The minimum connection methods for the proposed solution's help desk shall have telephone number and email connections for accessing the helpdesk. Other connection methods will be considered.

R9.1.d Email responses from the help desk will occur in the same day as the email connection was made. Emails made after 1600 ET will have until the next day to be responded to.

R9.2 End User (Taxpayer) Help Desk

R9.2.a End users will have access to a help desk if they have problems using the proposed solution. This should be available 365(6) days per year/24 hours per day. The proposed solution shall specify the hours of operation the vendor intends to supply. End users tend to have payment patterns on holidays, weekends and after normal business hours.

R9.3 Help Desk Locations and Other Support

R9.3.a Help desks are expected to reside in the United States of America and/or its states, territories, commonwealths, protectorates and/or the District of Columbia during the duration of the contract.

R9.3.b Help desks must support English and Spanish speaking taxpayers/users. Other languages are a plus.

R9.4 Telephone/Customer Service/Help Desk Support

R9.4.a The vendor solution should provide both payment and use support via telephone.

R9.4.b The customer support information including the support number and the hours of real time support by type should appear prominently in the vendor's solution. (i.e., live representative support, live representative chat, AI or computer chat support, FAQ support.)

R9.4.c Customer service support by telephone should be available 365(6) days/24 hours.

R9.4.d Personal Identifying Information given over the telephone shall be protected from uses other than assistance to the taxpayer and taking payments and will comply with the rules for handling PII Identified in Section 5.

R9.4.e Telephone support shall comply with ADA requirements in Section 5.

R9.4.f The use of a standard telephone by taxpayers without internet connections shall be supported. Many of our senior taxpayers do not have internet, e-mail, or other electronic accounts. Verification or problem resolution shall be provided to such taxpayers via telephone or standard USPS mail.

R9.4.g Customer Service Support should have the ability to view the customer's account/bill information.

R9.4.h Customer Service Support shall provide both English and Spanish language services.

R10 Payments

R10.1 Methods of Credit Payment

R10.1.a The platform shall support the major credit card payment types. (i.e. Visa®, MasterCard®, American Express®, Discover Card®)



Next Generation Front End Project Requirements

version 4

R10.1.b Due to the diverse nature of Orange Residents and the large number of Professionals in the Town, professional credit cards should be an acceptable form of payment. Many of these cards are subsidiary Credit Card payment types provided by the major credit card companies. (i.e., Diner's Club, Diner's Club International, Carte Blanche, etc.)

R10.1.c The Town wishes to make it easier for Town Taxpayers to pay their tax bills on time. The greater the number of accepted credit payment types, the more convenient it will be for the taxpayer to make timely payments.

R10.1.d The Town is interested in novel credit payment solutions that insulate the Town from rejected credit card payments. "Bounced" credit card payments are time consuming to reverse. The proposed platform solution will clearly identify how this reversal process will be accomplished and any methods to help prevent credit card payment rejections.

R10.1.e On occasion a tax bill will be paid online and at the tax window causing the taxpayer to request his credit card transaction be reversed. The platform solution shall have a predefined process for backing out these types of payments.

R10.2 Other Methods of Payment

R10.2.a Electronic checks are desired as a form of payment. The system should have a capability to process these e-checks. The system should have a process to support pre-validation of routing and account numbers before processing. "Bounced" check payments of any type for any reason, cost the Town money with its bank.

R10.2.b Debit Cards are desired as a form of payment. Debit Cards from the major credit card carriers shall be honored for payment. (See R10.1.a) Other Debit Card options with other providers are also desirable if available in the State of CT to Town residents.

R10.2.c Crypto currency payments and other payment options by a platform that give Town Residents more options to pay are encouraged.

R10.2.d All payments to Town accounts **shall be denominated in US Dollars. Exotic payment types used by Orange Taxpayers not denominated in dollars will be at the risk of the platform provider. If a payment is accepted from the taxpayer by the platform in non-dollar denominated amounts for payment, it will be considered that the dollar amount of the tax bill(s) being paid is covered at the time of the transaction. The vendor system will only collect handling and transaction fees identified in the platform fees notices for payments of such exotic payment.**

R10.2.d Interfaces with other payment systems (such as Pay Pal, Google Pay, Apple pay, Square, Venmo) will be expected to meet the Standard requirements in Section 5. The vendor solution will provide for a problem resolution contact for any such system offered for use with the proposed vendor solution for the use by end users of the platform. The vendor will indicate all supported payment systems that their solution will support.

R10.2.e Cash payments taken by affiliates or other arrangements are the responsibility of the vendor platform if offered. All cash payment risks or other currency risks will be on the vendor to honor once paid by the taxpayer and shall be paid to the Town's bank account overnight. Convenience fees for Cash Payments are discouraged, but if used must be fully disclosed. Cash payments made to the Town at the Tax and Public Works Offices have no fees associated with a transaction just being a cash payment.



Next Generation Front End Project Requirements

version 4

R10.2.f Preauthorized Check (PAC) usage shall conform to the requirements in Section 5. The vendor shall verify that third-party banks, other affiliates or financial institutions used with their system comply with the protections to consumers under the Standards in Section 5. Any vendor established account with transactions processed on behalf of the system users shall be tested when created or when the financial information is changed or updated by the vendor account holder established to assure account connectivity. For accounts this would be typically done with a one penny test transaction at the time of account creation or account change to the preauthorized check account.

R10.2.g The vendor solution should allow payments for the same tax bill from multiple sources.

R10.2.h The system should support preauthorized withdrawals from Financial Institution Savings Accounts and Accumulation Accounts.

R11 Accounts

R11.1 Personal Accounts

R11.1.a Personal accounts on the platform if offered shall provide data security, identity security and PII Security and meet all requirements and breach of data reporting rules for the storage and access of such data in relation to CT statutes, Federal Statutes, and good commercial practice.

R11.1.b Personal Identifying Information will be secured at the point of entry on the platform and the identification of the taxpayer and secured until deletion from the database.

R11.1.c Public information does not require extraordinary protection, but the provided solution shall have included in privacy notifications and terms and conditions specifically associated with use of the application, the expectations of the provider on the use of the platform and user's data.

R11.1.d It is desirable to have electronic communication with personal account holders. A means to remind Personal account holders of new tax bills or overdue bills in general (as a class Real Estate , Sewer, Personal Property, Motor Vehicle (including Supplements thereto)) and individually will be provided. The Tax Collector's Office and Public Works Manager should have access to generate correspondence to the individual account holder as well as general announcements.

R11.1.e It is desirable to have a means of Telephonic Communication with individual account holders. Main telephone numbers, fax numbers and cell phone numbers should be accessible to the Tax Collector's Office and Public Works Office to facilitate communications with the taxpayer.

R11.2 System Accounts

R11.2.a Town User System Accounts shall be secured using good commercial practice.

R11.2.b Town User's shall have the ability to change their system access codes (passwords).

R11.2.c A method to remove Town User's when needed shall be provided in the solution.

R11.2.d System reports will be made available to Town Users through System Accounts.



Next Generation Front End Project Requirements

version 4

R11.3 Non-account Holders/One Time payments

R11.3.a Non account holders will have access to the system to pay any outstanding Real Estate, Personal Property, Sewer, Motor Vehicle and Motor Vehicle Supplemental Tax bills to the Town of Orange. Financial and other data will be stored only as long as needed to complete the transaction, assure payment and provide transaction records of the paid amounts.

R12 Company Information

R12.1 Financial Information

R12.1.a The vendor shall certify that it is in good financial condition and is able to carry out its responsibilities under this contract.

R12.1.b The vendor shall identify any company bankruptcy filings in the past 10 years, or any currently anticipated or in progress filings known at the time of proposal submission.

R12.1.c The vendor may provide other financial information as it wishes to support its selection as the awardee.

R12.2 Company Support Information

R12.2.a The vendor shall specify its current number of employees.

R12.2.b The vendor shall specify the number of employees dedicated to the vendor's solution. The vendor shall breakout those that are help desk employees.

R12.2.c The vendor shall identify the number of independent contractors supporting the vendor's proposed solution. **The vendor shall certify that the Town of Orange is not liable for any payments to Independent Contractors.**

R12.2.d The vendor will identify any other provider of services deliverable under this contract that could affect the vendor's solution deliverables or Key Performance Indicators should they suddenly become unavailable. As a minimum all service providers providing financial transactions that could occur under this contract on behalf of the vendor shall be identified. **The vendor shall certify the Town of Orange is not liable for any payments to other providers of services under the contract.**

R12.3 Vendor Solution

R12.3.a The vendor should provide other Vendor information in support of its proposal that would show the suitability of the vendor solution for award of the contract. Website references as well as printed materials are acceptable and may be supplied in addition to the required volume information. All solution available reports and their usage and availability should be included to support this proposal.

R12.4 Company contact information

R12.4.a The vendor shall identify its official contact for this proposal. As a minimum a telephone number, mailing address and email address are required. Submission to this party is considered notification to the vendor.

R12.4.b The vendor will identify company contacts for the contract at the time of award.

R13 Rollout and Promotion

R13.1 The vendor shall provide a rollout plan.



Next Generation Front End Project Requirements

version 4

R13.2 The vendor shall propose a site use Promotion plan. The current system in use is an older system by Point and Pay. The current usage statistics are in Exhibit One. It is a desired goal that the replacement program increase usage by at least double (to approximately \$9,600,00). The Town's Tax Base is approximately \$72 million annually not including Sewer assessment payments which would increase the new system's available user base. Sewer Assessments are being added now.

R13.3 No aspersions or advantage should be assumed to apply to this older system and its vendor. It has served its purpose and has reached its end of life. The reason for this RFP is to allow the Town and its taxpayers to avail themselves of newer technology solutions and payment options that are available in the newer payment platforms and assure competitive convenience and application fees for the Town's Taxpayers and the Town.

R14 Cost Volume 2

R14.1 The Cost Volume shall be submitted separately from Volume One.

R14.2 The cost volume shall be rank ordered and weighted by 25 for the overall scoring of the proposal.

R14.3 The ranking will be determined by the overall perceived value of the proposal considering all costs and services to be provided.

R14.4 All convenience fees proposed for use in the system must be disclosed by specific fee and what it covers.

R14.5 Convenience Fees shall be good for the life of the contract or as proposed by the vendor for shorter terms. The base contract 4 years will be covered with any proposed rate changes being called out by year. Quoted rates shall remain stable for one-year periods unless otherwise identified and specified by the Vendor.

Two option years will be priced with a proposal for annual options thereafter.

R14.6 Town fees and costs will be identified and specified. It is assumed that any Town Costs will be annual costs or one-time costs for the duration of the Contract including any option years. **Vendor will break out any town Paid Costs for their solution so as to clearly identify what is being paid for. One-time (Contract Duration) charges will be segregated from recurring charges. Recurring charges will clearly delineate when payments will be due.**

R14.7 Kiosk options will be priced by year by kiosk.

R14.8 Discounts or price breaks will be clearly indicated in this proposal.

R14.9 Convenience fees are not to be included in Town costs but are bearable by the end user.

R14.10 Firm Fixed Prices – The contractor may also propose a firm fixed price contract for the Town piece of their proposal for the duration of the contract. Options are still to be priced separately but may also be guaranteed for the life of the contract. Fixed User Convenience fees may also be proposed for the duration of the base contract and will be quoted for each option year (5 &6).

R15 Proprietary Information Volume 3

R15.1 Information in this Volume is considered support material for the other Volumes. As such, it does not independently contribute to the Proposal Scoring Process.



R16 (Not used)

R17 Bounced Transactions

R17.1 All bounced transactions shall be notified to the taxpayer as soon as possible after the transaction is invalidated. It is desired that this happen immediately or within the same day as the transaction to prevent it being passed to the TOWN AS BEING PAID AND AVOID having the transaction processed in the QDS feed. The provided vendor solution should try and minimize to the extent possible additional financial institution and/or bank fees due to submission errors.

R17.2 Transaction accounts, such as electronic checks and pre-authorized checks shall be verified as being valid before submission. This is one of the most common errors in use of these products.

R17.3 Acceptance of checks will be at the risk of the vendor. The vendor will as a minimum assure a signature, the written amount is correct, and the check is dated before accepting checks for any payment. These fields are the most common administrative mistakes causing bounced or changes in payment value when using checks.

R17.4 Any fees collected directly by the vendor for insufficient funds will be clearly indicated to the taxpayer on the vendor's solution. The taxpayer shall be notified of financial institution issues requiring reprocessing of the payment.

R17.5 To the maximum extent possible "bad" transactions should not be passed on to the QDS feed sent to the Town for "lockbox" processing.

R18 Solution Reports

R18.1 The vendor shall describe the reports accessible by the Town on the solution.

R18.2 The vendor shall describe the process to access reports available on the solution.

R18.3 The vendor shall describe any security in place to run reports.

R18.4 The vendor shall describe the report output formats supported by their solution.

R18.5 The vendor shall describe reports, their availability and timing availability for the monitoring of all payment transactions. QDS interface (Lockbox) listings will be delivered daily even if no payment activity has occurred.

R19 Key Performance Indicators

R19.1 The vendor shall make monthly and annual reports on Key Performance Indicators.

R19.2 The vendor shall have a system availability metric. The vendor shall maintain a system uptime metric of 99.45% uptime on the vendor's solution not including regularly scheduled and published maintenance time.

R19.3 The vendor shall report on system help calls as to number and what was requested. The vendor shall report on help desk hold times with a goal of 1 minute or less from the time the user initiates a call (including calls over the internet, chat calls, and direct dial communication.)



Next Generation Front End Project Requirements

version 4

R19.4 The vendor shall report system latency on its website. Latency shall be determined as the time a service transaction is requested and the system responds with a system screen in response. Average latency should be less than 5 seconds.

R19.5 Report Generation latency should be less than 30 seconds. Report generation latency should be determined from the user report request submission until when the report is available for viewing.

R20 Escrow of Solution Software

R20.1 The vendor software solution shall be escrowed. Protections on continuity of use until alternate solutions become available are critical to maintaining the Tax and Usage collections by the Town. Interruptions of the vendor's solution will have a detrimental impact to the Town Collection process and thereby to the Town Services paid for by these collections. Interruptions to public provided services are to be minimized.

R20.2 The escrow provisions shall allow for use of the solution including physical access to the escrowed software, physical access to all data storage, communication providers and equipment necessary to continue the use of vendor's solution as delivered in cases of:

R20.2.1 Bankruptcy of the Vendor or severe financial distress of the vendor impacting delivery or operation of the vendor's solution

R20.2.2 Sale of the Vendor

R20.2.3 Merger of the Vendor. This tends to have consolidation issues on vendor products.

R20.2.4 Dissolution of the vendor.

R20.2.5 Proposed selling of the contract to a third party or selling the supporting division and/or support to a third party, especially if that party will not own the vendor's solution.

R20.3 Affiliate organizations required to operate the vendor's solution will also be guaranteed to continue with the Town of Orange, CT at our discretion, to the extent they are needed to operate the vendor's solution until alternatives can be implemented.

R20.4 To the maximum extent possible the vendor will provide: The Town notice of their condition when it becomes known, but no later than actual legal filing dates. This is to allow the Town time to transition to an alternate solution

R20.5 Exclusivity of Vendor requirements if any will be null and void for any condition under paragraph R20.2.

R21 Resale of Agreement

R21.1 The vendor may not (re)sell the Agreement to another party without the concurrence of the Town of Orange.

R22 Business Continuity Plan

R22.1 The vendor shall have a Business Continuity Plan.

R22.2 The vendor shall show proof that at least annual reviews of this plan are being conducted to keep the plan current and will promise to continue this practice until the contract is over.



R23 Exclusivity of Use

R23.1 The vendor will clearly delineate its expectations as to exclusivity requirements of the Vendor in regards to its solution's use.

R23.2 The vendor will provide options for other Town Departments to make use of the Vendor's product.

R23.3 This contract will only apply to the Tax Department and to the Public Works department in regard to collection of tax revenues unless otherwise delineated in the contract or pickup of contract options.

R23.4 The vendor will have no expectations that the Town will not be able to collect revenues by its own resources, including Town Constables, third party collection agencies, State Marshalls and the Town Attorney. The Town currently has a third-party collection agency for old motor-vehicle taxbill collections.

R23.5 The vendor's solution will prevent on-line payment by the taxpayer when other collection agents are actively working on collection activities. (For example, when an alias tax warrant has been issued or a court ordered bankruptcy proceeding requires the Tax Department to temporarily suspend collection activities on the account until the case has been resolved or the account has been transferred to a third-party collection agency for collection or the tax case is with the Town Attorney.)