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**REQUEST FOR  
INFORMATION (RFI)**

**RFI 14-06**

**REPLACEMENT REVENUE SYSTEM**

**Released by  
State of Washington  
Office of the Secretary of State  
PO Box 40234  
Olympia, WA 98504-0234**

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**REQUEST FOR INFORMATION (RFI)**  
**RFI 14-06**

***Project Title: REPLACEMENT REVENUE SYSTEM***

***Response Due Date: May 5, 2014***

***Submit by e-mail Proposal to:***

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## SECTION 1

### 1. INTRODUCTION

#### 1.1. PURPOSE AND BACKGROUND

Washington State Office of the Secretary of State (OSOS) is inviting vendors to respond to this RFI. OSOS will use responses to select vendors to demonstrate their Revenue System product to OSOS business users and technical staff. This selection will not limit any vendor from responding to a competitive procurement in the future.

Product demonstrations will assist OSOS with planning the replacement of the Office's Revenue System.

Product demonstrations will require interactive demonstration of the product, not a static presentation of product functionality. The duration of the demonstrations may be up to two hours, and vendors should anticipate questions from participants. On-site demonstrations are preferred, but not required (e.g., webinar is accepted, but phone conference is not). Additionally:

- OSOS will provide one PC with internet access and a projector
- Vendors may bring their own PC and/or projector.
- Demonstrations must be interactive and allow for questions and product exploration
- A 15 minute setup and teardown period will be allowed before and after the demonstration
- Limit of 4 staff per vendor allowed at on-site demonstrations
- Presenters should be prepared to answer both business and detailed technical questions

OSOS intends to conduct a competitive procurement for a revenue solution sometime in the future, which is dependent on available funding.

#### 1.2. RFI Process

This is a Request for Information only. This request is for planning purposes, and does not constitute an invitation for bids or an indication the OSOS will contract for the items contained in this notice.

Additionally, issuance of this RFI and your preparation and submission of information does not commit the OSOS to any contractual relationship, directly or indirectly. OSOS will not reimburse or make payment for any costs incurred in the preparation and submittal of responses.

#### 1.3. The OSOS Organizational Environment

The Secretary of State is the state's chief elections officer, chief corporations officer, and supervisor of the State Archives. The duties of the office are specified in Article III, Section 17 of the Washington State Constitution and Chapter 43.07 RCW.

Responsibilities of the Secretary of State include:

- Supervising state and local elections, and certifying the results of state primaries and general elections.

- Filing and verifying initiatives and referendums.
- Producing and distributing the state voters' pamphlet and election-notice legal advertising.
- Registering and licensing private corporations, limited partnerships and trademarks.
- Registering individuals, organizations and commercial fundraisers involved in charitable solicitations.
- Administering the state's Address Confidentiality Program for survivors of domestic violence, sexual assault and stalking.
- Collecting and preserving the historical records of the state, and making those records available for research.
- Coordinating implementation of the state's records management laws.
- Affixing the State Seal and attesting to commissions, pardons, and other documents to which the signature of the Governor is required.
- Regulating use of the State Seal.
- Filing or attesting to official acts of the Legislature and Governor.
- Certifying to the Legislature all matters legally required to be certified.

In addition to these constitutional and statutory duties, the Secretary of State is frequently called upon to represent the state of Washington in international trade and cultural missions, and to greet and confer with dignitaries and delegations visiting the state of Washington from other countries.

### **Agency Mission**

The Office of the Secretary of State promotes public trust by:

- Safeguarding vital government records, documents, publications and process
- Preserving the integrity of elections in Washington State
- Providing the business community and public with easy access to information about corporations and charities
- Performing public outreach to improve civic knowledge and participation
- Leveraging technology to improve efficiency and enhance customer service

### **Agency Revenue Activities**

We currently collect revenue in a variety of ways:

- Receipted and deposited through the OSOS revenue system
- Cash transfer by Treasurer tracked through AFRS by journal voucher
- CFD system – manually deposited into AFRS
- Automatic HRMS deposits for CFD

Our current revenue system integrates to the following external systems:

- Agency Financial Reporting System (AFRS) – Statewide accounting system
- State Seal Store – OSOS system managing sales and inventory for gift shop
- Credit card processing system – allows public to use credit card transactions
- Digital Archives – system which stores digital records with module for public purchase of images
- Corporations – system which tracks and manages business licenses for public purposes
- Washington Election Information (WEI) Candidate Filing – a system that supports online candidate filing

Our future revenue system may require integration to additional systems including:

- Combined Fund Drive (CFD) – system for tracking and managing contributions for charities
- Possible future ACH – system for customers to pay using automatic bank transactions
- Treasury Management System (TMS) – State of Washington Treasurer’s system tracking deposits/revenues
- Department of Revenue – system allowing tax code and rate look-ups, and calculations of tax

## SECTION 2

### 2. RFI Timeline

**Timeline Specifics** - This RFI is being issued under the following *RFI Timeline*.

Activity	Deadline
RFI Issued	March 24, 2014
Question and answer period	April 7, 2014
Posting date for answers to vendor questions	April 10, 2014
Vendor response due	May 5, 2014, 5 p.m.
Vendor product demonstrations	May 19, 2014 – May 22, 2014

## SECTION 3

### 3. Administrative Requirements

#### 3.1. RFI Coordinator

Name: Stephanie Goebel  
 E-mail: stephanie.goebel@sos.wa.gov  
 Phone: 360.725.0301

Please submit an electronic copy of your response via email, plus any associated literature, to the RFI Coordinator by the RFI due date.

Upon release of this RFI, all vendor communications concerning this RFI must be directed to the RFI Coordinator listed below. Unauthorized contact with other OSOS employees related to this RFI may result in your firm receiving inaccurate information or your firm’s information from being properly reviewed and considered during the RFI review period.

Upon release of this RFI, all Responder communications concerning this RFI must be directed to the RFI Coordinator listed below.

#### 3.2. RFI Questions

OSOS will post any written questions received and responses deemed to be relevant to the RFI, and any and all addendum changes to the RFI to the Washington Electronic Business Solutions (WEBS) web site.

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Questions are accepted during the Question and Answer Period period of March 25, 2014 – April 7, 2014. During this time, Vendors may submit questions to the RFI Coordinator by e-mail.

### **3.3. Delivery of Responses**

RFI responses are due to the RFI Coordinator no later than 5 p.m. on May 5, 2014. OSOS will acknowledge receipt of the submitted response by email within one business day. If you do not receive the confirmation, please contact the RFI Coordinator by phone.

### **3.4. RFI Response Contents**

Vendors should respond to all requirements and questions in Section 4. Preferably to each question or request for information will appear in the order given in the RFI, and numbered in the same way as the subsection appears in the RFI.

### **3.5. Cost of Response Preparation**

The OSOS will not reimburse Vendors for any costs associated with preparing or presenting a response to this RFI.

### **3.6. Response Property of OSOS**

All materials submitted in response to this RFI become the property of the OSOS.

### **3.7. Proprietary or Confidential Information**

Any information contained in the response that is proprietary or confidential must be clearly designated in the bottom right hand corner of the proposal.

To the extent consistent with chapter 42.17 RCW, the Public Disclosure Act, the OSOS will maintain the confidentiality of Vendor's information marked "confidential" or "proprietary". If a request is made to view Vendor's proprietary information, the OSOS will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, the OSOS will release the requested information on the date specified.

### **3.8. Amendments/Addenda**

The OSOS reserved the right to change the RFI timeline or other portions of this RFI at any time.

### **3.9. Right to Cancel**

The OSOS reserves the right to cancel or reissue this RFI at any time without obligation or liability.

### **3.10. No Obligation to Buy**

Participation in this RFI is voluntary. The OSOS will not award any contracts solely on the basis of information received in response to this RFI. Any future contract that may be awarded must comply with state procurement requirements.

The release of this solicitation document will not obligate the OSOS to make any purchases. The OSOS may utilize the results of the RFI in drafting a competitive solicitation (RFP) for the subject services.

## SECTION 4

### 4. Vendor Response

Vendors should respond to the following Sections, and preferably in the sequence below:

#### 4.1. Response Format

Respondents should provide a written response no later than 5 p.m., Monday, May 5, 2014. The OSOS requests vendors include the information requested in Sections 4.2, 4.3, as well as completing the table in Section 4.4 (please do not alter row count or order). The response should be short, clear, concise, and complete. Please limit the entire response to not more than five pages.

#### 4.2. Date of Demonstration

Please choose three dates in order of preference (Each vendor invited to provide a demonstration will be scheduled for one demonstration only). OSOS will schedule demonstrations from 10 – 12 a.m. on the dates listed below:

- Monday, May 19
- Tuesday, May 20
- Wednesday, May 21
- Thursday, May 22

#### 4.3. General Information - Please provide the following information:

1. Vendor name and address
2. Contact name, phone number, and email address
3. Brief description of your product, including supported license/registration types (e.g., Business licenses, Professional licenses, etc.)
4. Brief history of your company, which includes number of years in business
5. Proposed outline of the demonstration, including time allotted for each topic. This will help OSOS manage internal staff time and ensure the right people are in the room at the right time.
6. The total number of customers using your product, and the type(s) of revenue functions they support.
7. A listing of government agencies for which your company has successfully implemented a revenue system. For each, please include an agency name, contact name, phone number, email address, and revenue service types.
8. Do you have experience taking clients through a lean (or similar) exercise related to revenue processes in advance of system implementation?
9. Provide a suggested implementation and five-year maintenance budget for an agency wishing to procure your product.
10. Do you allow organizations who purchase your product to have access to the source code to make changes and enhancements?
11. If you answer No to question 10, do you provide for a source code escrow account, which a client can access in case another company acquires your company, your company ceases to exist, or the product is discontinued?
12. Please express your understanding and familiarity with AFRS.

**Technical Questions** - Please provide answers to the following:

13. Is your solution web-based or web-enabled?

14. Describe the technologies used to build your solution.
15. Can screen design be performed by a business user?
16. Describe the recommended technical architecture of your solution, including recommended hardware platform, operating systems, communications, and external interfaces.
17. Which database management systems can your solution be hosted on? Which are preferred?
18. Does your product use/require SQL Server authentication, Windows authentication or both?
19. Describe your database access layer.
20. What kind(s) of database-level customization does your product allow?
21. How do you prefer or allow your customers to address database performance problems?

#### 4.4 Product Description

For each of the following, please check the appropriate box. Indicate whether your product supports the functionality "out of box" or by customization/integration. Also, indicate whether changes require reconfiguration by business users, code changes by OSOS IT staff, or enhancements by vendor. (Check all the boxes that apply; if unsupported leave blank)

High-Level Functions	Functionality is provided...		Changes are made by...		
	Out of Box	Customization	Business Users	IT Staff	Vendor
Customer relationship/information management					
Fee Structure Management (include store items)					
Error/exceptions management					
Adjustments					
Online Training Videos					
Transaction History					
Payment/credit management					
Billing/refund management					
Penalty/interest management					
General Ledger					
Cost coding adjustments					
NSF management					
Credit card chargeback management					
Statute of Limitation and other payment cancellations					
Accounts receivables					
Revenue distribution					
Cash management, including deposits					
Inter-agency and grant transactions					
Document Imaging					
Ability to attach documents					
Regulatory Approval/Endorsement					
Seamless interaction with other systems					
Additional Capabilities that should cross all of the above functions	Functionality is provided...		Changes require OSOS to...		
	Out of Box	Customization	Business Users	IT Staff	Vendor
Work list management					
Workflow management					
Correspondence management					
Document management					
Full transaction audit ability					

Call management					
Notes management					
Business rules management					
System error message management					
Canned and ad hoc reporting					
Business Intelligence					
Performance Measure management					
Open Government with privacy and security					
Fraud and abuse prevention					
Flexibility to modify "dropdown" lists for user					
Improve deposit process efficiencies					
Share information with other agencies					

#### 4.5. Product Demonstration

OSOS is seeking information on available commercial off-the-shelf (COTS) Licensing/Registration System products. The OSOS is looking for detailed, interactive, product demonstrations of available functionality. Additionally, vendor should present technical diagrams and other non-demonstrable aspects of the product.

##### *Product Demonstration Should Include*

During the demonstration, the OSOS would like to see a walkthrough of the functionality listed in Section 4.4. When applicable, the demonstration should represent the perspective of all users.

OSOS expects the following list to provide vendors with a basic understanding of the current OSOS processes around revenue and the detail desired during the demonstration. However, vendors should not limit their demonstration or subsequent discussions to just these items. OSOS is interested in streamlining existing procedures to best practices and improved efficiencies. Vendors are encouraged to discuss how their product and services enables such.

- Receipt (cash, checks, credit cards, ACH, journal voucher and future receipting processes)
  - Create receipt by entering data
  - Code receipt (automatic or manual) including multiple codes and split coding
  - Transaction batch per receptor
  - Daily deposit report with fund summary total
  - Finalize deposit (locks transactions)
  - Prepare A-8 for TMS
  - Upload A-8 into TMS
  - Upload batch with coding into AFRS
- Transaction coding adjustments
  - Select transaction to adjust
  - Select new coding
  - Run coding adjustment report
  - Upload batch with coding adjustments into AFRS
  - Run variety of reports
- NSF
  - Select and mark receipt as NSF to reverse and lock transaction
  - NSF report
  - Upload NSF batch into AFRS
  - Send out NSF letter
  - Send auto-email to division

- Recover NSF
  - Re-receipt tie to original receipt
  - Add NSF fee
  - Code
  - Included in daily deposit
- Cash Refund
  - Select and mark receipt
  - Run Report
  - Upload refund batch into AFRS make payments
- Credit card refund
  - Select receipt and request refund
  - Fiscal processes refund
  - Void in cc processing system
  - Creates and upload refund batch into AFRS (no payment)
- Warrant cancellation due to Statue of Limitations (SOL)
  - Select and mark receipt
  - Send SOL letter
  - Update customer information
  - Create and upload new re-issue batch into AFRS
- Chargeback from credit company
  - Select receipt and request chargeback
  - Send auto-email to division
  - Fiscal processes chargeback
  - Included in deposit report
- Revenue projection report
- Accounts Receivable (A/R)
  - Create invoices
  - Manage A/R accounting
  - Receipt journal voucher cash transfers from other state agencies
  - Create and upload A/R batches into AFRS
  - Aging reports
  - Customer statements
  - Refunds
  - General ledger reports
- CFD receipts - should all CFD donations be receipted through this system

#### 4.6 Copies

In addition to marketing material and product brochures, OSOS would like to have a paper or electronic copy of the solution diagram(s), including servers and their functions (e.g., system architecture, network/security diagram, NTier Architecture, solution architecture, technical architecture, etc.). The OSOS would like to see the layout of the system in terms of servers and the services/functions. From a network/security perspective, OSOS wants to understand the different components of the solution, the best network location to put the different components, and how best to secure these components.