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# APPENDIX D -PRODUCT/SERVICE REQUIREMENTS

**WSIPC RFP 22-04 Online Payment Solutions**

## INSTRUCTIONS

Please answer each requirement based on the proposed solution’s ability to satisfy the respective requirement. If the requirement cannot be met and warrants further explanation, a brief explanation may be provided in the “Comments” column. The following scoring system should be used to evaluate each business requirement:

|  |  |
| --- | --- |
| **Response Code** | **Definition** |
| Y—Yes | Requirement is met. |
| N—No | Requirement is not met. |
| Q—Qualifier | Ability to meet requirement requires further explanation from Vendor. Please use the "Comment" column to provide more details. |

## General

| **Requirements/Specifications** | **Yes** | **No** | **Q** | **Comment *(Required if “Q” is selected)*** |
| --- | --- | --- | --- | --- |
| **Product/Service Usage -** The product and/or service is used by other Washington State K-12 school districts and has an active Washington State user community. | [ ]  | [ ]  | [ ]  |       |
| **Documentation -** Describe access to operational, instructional, and/or specification sheets. It is highly desirable that this type of information be available to customers electronically via the internet (preferred) or other electronic means of delivery. | [ ]  | [ ]  | [ ]  |       |
| **Shipping Costs -** All costs for shipping to the buyer’s location, must be clearly stated on price lists and promotional materials, and must be clearly described in the Proposer’s response to this RFP. | [ ]  | [ ]  | [ ]  |       |
| **Vendor Website -** The Proposer must have an active website with published product and/or service information. | [ ]  | [ ]  | [ ]  |       |

## Technical/functional Requirements

| **Requirements/Specifications** | **Yes** | **No** | **Q** | **Explanation *(Required if “Q” is selected)*** |
| --- | --- | --- | --- | --- |
| Cloud based solution | [ ]  | [ ]  | [ ]  |       |
| Must maintain confidentiality and meet all industry accepted security protocols | [ ]  | [ ]  | [ ]  |       |
| Payment fraud prevention | [ ]  | [ ]  | [ ]  |       |
| Payment Card Industry (PCI) compliant | [ ]  | [ ]  | [ ]  |       |
| Compliance with state and federal guidelines | [ ]  | [ ]  | [ ]  |       |
| All in one self-service solution (online, mobile, and in-person) | [ ]  | [ ]  | [ ]  |       |
| 24/7 payment portal access | [ ]  | [ ]  | [ ]  |       |
| Platform integration with Student Information Systems, chiefly Skyward Qmlativ and Skyward SMS 2.0 | [ ]  | [ ]  | [ ]  |       |
| Integration with other tools | [ ]  | [ ]  | [ ]  |       |
| Point of Sale system availability | [ ]  | [ ]  | [ ]  |       |
| Point of Sale should have a card reader (like Square) that feeds into the same system that allows for in-person payments | [ ]  | [ ]  | [ ]  |       |
| Multi-devise responsiveness and mobile friendly | [ ]  | [ ]  | [ ]  |       |
| Customizable online store portal with easy navigation | [ ]  | [ ]  | [ ]  |       |
| Pay all school fees with one-stop-shop | [ ]  | [ ]  | [ ]  |       |
| Online receipting | [ ]  | [ ]  | [ ]  |       |
| Notifications like low balance alerts or new fees | [ ]  | [ ]  | [ ]  |       |
| Ability for account holders to view balances and purchases | [ ]  | [ ]  | [ ]  |       |
| Flexible and multiple payment options (credit card, ACH, auto pay, mobile app, e-checks, preloaded funds, debit cards) | [ ]  | [ ]  | [ ]  |       |
| Solution offers multiple language options | [ ]  | [ ]  | [ ]  |       |
| Acceptance of partial payments | [ ]  | [ ]  | [ ]  |       |
| Automatic late payment fees | [ ]  | [ ]  | [ ]  |       |
| Multiple deposit accounts | [ ]  | [ ]  | [ ]  |       |
| Individualized district merchant account structure | [ ]  | [ ]  | [ ]  |       |
| Customizable billing periods and pricing structure | [ ]  | [ ]  | [ ]  |       |
| Solution includes robust reporting capability to track and manage payments | [ ]  | [ ]  | [ ]  |       |
| Reporting real-time and robust transactional reports with ability to export to Excel | [ ]  | [ ]  | [ ]  |       |
| Audit reporting and reconciliation | [ ]  | [ ]  | [ ]  |       |
| Experience working with the K-12 education sector and very familiar with district business functions | [ ]  | [ ]  | [ ]  |       |