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| **FORM N: Non-Mandatory Requirements** |
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| Instructions for filling out Form N: Non-Mandatory Requirements1. Complete Form N: Non-Mandatory Requirements
2. Follow the Proposal instructions in the Proposal Instructions section below
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| **PROPOSAL INSTRUCTIONS**1. **For each Non-Mandatory requirement indicate which Proponent response code that best describes your solution:****Y – Available Out of the Box:** the solution for the requirement is currently available in the existing product “out of the box”. Configuration may be required to enable the feature (requirement will be met through changes to settings of tables, switches, and rules without modification to the source code). Requirement is installed and operational at other sites and can be demonstrated to the City of Winnipeg.**C – Available via Customization:** the solution for the requirement is not currently available in the existing product “out of the box”, but may be incorporated via customization of the solution components. Requirement will be met through changes to the source code which would require analysis and reapplication during updates, upgrades, or when applying software patches.**F – Future Availability:** the solution for the requirement is not currently available, but will be available in an upcoming planned product release. If this option is indicated, include the date/timeframe e.g. Q1 2023, when the requirement will be available for implementation in the comments box.

**3 – Third-Party Supplied:** the solution for the requirement is expected to be met by using a third-party vendor’s existing product, either integrated or non-integrated.**N – Not Possible:** the solution for the requirement will not be provided by the Proponent. **Notes:**1. An omitted response will be assumed to be the same as a response code of “N”.
2. Any deviation from the response code will be re-coded at the discretion of the City of Winnipeg
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| **Form N - Non-Mandatory Requirements** |
| **Reference** | **Business Requirements** |  |
|  | **Requirement Description** | **Requirement Category** | **Proponent Response(Y, C, F, 3, N)** | **Comments** |
| The Solution should have the: |
| 1.1 | Ability to accept all major Canadian credit card brands and internet banking/debit cards. Provide a list of payment tender types offered.  | Electronic Payment Processing  |   |  |
| 1.2 | Ability to accept US Credit Card transactions for Canadian utilities payments. | Electronic Payment Processing  |   |  |
| 1.3 | Ability to process transactions and generate daily settlement files.  | Electronic Payment Processing  |   |  |
| 1.4 | Ability to allow customers to make payments using mobile devices and should provide a responsive design that is optimized for smart phones and tablets.  | Electronic Payment Processing  |   |  |
| 1.5 | Ability to have a customer payment experience that is easy-to-use with intuitive navigation. | Electronic Payment Processing  |   |  |
| 1.6 | Ability to support both enrolled and non-enrolled ("Guest") user experiences. | Electronic Payment Processing  |   |  |
| 1.7 | Ability to provide customers the option to have payment confirmation receipts after a successful transaction, either visually or audibly depending upon the various payment channel. | Electronic Payment Processing  |   |  |
| 1.8 | Ability to allow customers to select and pay multiple bills/accounts in a single transaction flow. | Electronic Payment Processing  |   |  |
| 1.9 | Ability to allow customers to save and re-use payment information. | Electronic Payment Processing  |   |  |
| 1.10 | Ability to provide and/or incentivize the use of “automatic payments” known as autopay. | Electronic Payment Processing  |  |  |
| 1.11 | Ability to choose the frequency, method of payment, amount, and threshold and end date. List details on configurable options.  | Electronic Payment Processing  |  |  |
| 1.12 | Ability to provide customers functionality to edit and/or cancel automatic payments when they choose via the Proponent portal.  | Electronic Payment Processing  |   |  |
| 1.13 | Ability to suspend automatic payments by the customer and by the business.  | Electronic Payment Processing  |   |  |
| 1.14 | Ability to show authorization of payments in real-time and notifies customers immediately if the payment cannot be authorized/or is declined.   | Electronic Payment Processing  |   |  |
| 1.15 | Ability for the Solution to allow the customer to continue the payment using a different payment method if a payment is not authorized or is declined.  | Electronic Payment Processing  |   |  |
| 1.16 | Ability to provide notification to a customer for expiring credit and debit cards saved to their electronic wallet. | Electronic Payment Processing  |   |  |
| 1.17 | Ability to provide a support updater services to easily update expiration dates without the need for the customer to re-enter all card details. | Electronic Payment Processing  |   |  |
| 1.18 | Ability to allow customers to make partial payments given an outstanding balance. | Electronic Payment Processing  |   |  |
| 1.19 | Ability to allow customers to apply partial payments equally across billable premises and apply payments to a chosen premise(s).  | Electronic Payment Processing  |   |  |
| 1.20 | Ability to allow the Department's customers to make payments to an account with no outstanding balance. | Electronic Payment Processing  |  |  |
| 1.21 | Ability to allow customers to pay after the due date. | Electronic Payment Processing  |   |  |
| 2.1 | Ability to provide visibility in the Solution portal for Department staff to search payment transaction information (Charges, Settlements, Credits, Voids, Chargebacks, Returns, Refunds) using the following criteria, but not limited to: * authorizations;
* Transaction confirmation number;
* Customer account number;
* Customer name;
* Customer email address;
* User ID;
* Date range;
* Payment status;
* Dollar range;
* Payment method;
* Payment channel;
* Department defined fields; and
* Other fields, (list in comments).
 | Administration Portal |   |  |
| 2.2 | Ability to provide data and trend analysis for each payment channel and for each tender type that would include, but not limited to:* Usage by transaction volume; and
* Usage by transaction value.
 | Administration Portal |   |  |
| 2.3 | Ability for the Department to access/download data files using SFTP.  | Administration Portal |   |  |
| 2.4 | Ability to allow any additional/unique user defined fields for data capture, transmission and presentment. | Administration Portal |   |  |
| 2.5 | Ability to provide transaction exception management using the Solution's portal using cross-references to the original payment and full transaction details.  | Administration Portal |   |  |
| 2.6 | Ability to provide the capability to block accounts, payment types and specific payment methods.   | Administration Portal |   |  |
| 2.7 | Ability for customization of the supporting messaging, interface labels, communication templates etc.  | Administration Portal |   |  |
| 3.1 | Ability to allow Department staff to create, view and manage campaigns or ad hoc messaging to all customers, to individually selected customer(s) or customer groups based on criteria.  | Notifications |   |  |
| 3.2 | Ability to allow Department's branding and customization that can be applied to customer messages.  | Notifications |   |  |
| 3.3 | Ability to allow customers to control timing and frequency of reminders and alerts. | Notifications |   |  |
| 3.4 | Ability to provide messaging/notifications directs a customer to the following: * Make a payment through MyUtility;
* Make a one-time payment through the Proponent’s service as a registered user and optionally entice the customer for automatic recurring payments;
* Make a one-time payment through the Proponent’s service as a Guest;
* Ability to provide outbound messaging capabilities including email, text and in-session notifications and reminders;
* Ability to allow for the following standard notifications:
	+ New Bill Notification, Bill Summary, Cut-off Notification, Stop Notification
	+ Payment Accepted, Payment Cancelled, Payment Declined, Payment Returned, Payment Refunded
	+ Pay Later Confirmation, Payment Reminder, Payment Due Reminder, Payment Overdue Notification
	+ AutoPay Created, AutoPay Edited, AutoPay Cancelled
	+ Scheduled Payment Created, Scheduled Payment Cancelled
	+ Password Change, Password Reset, Expired Card Notification, Wallet Updated
 | Notifications |   |  |
| 3.5 | Ability to allow staff to create and store messages for future use. The message content should be able to contain dynamic information specific to the customer.  | Notifications |   |  |
| 4.1 | Ability to support the creation of a record to document the completion of an official business transaction, which constitutes a record as defined within the City of Winnipeg Records Management By-law 123/2020. http://clkapps.winnipeg.ca/DMIS/bylaw.asp?id=123-2020  | Records Management |   |  |
| 4.2 | Ability to support the recording of user activity for any creation, update, access or destruction to a given record.  | Records Management |   |  |
| 4.3 | Ability to support the configuration of a minimum retention period for a given record type based on a defined "Record Schedule" as defined by the Records Management By-Law. https://clkapps.winnipeg.ca/DMIS/Documents/DocExt/BL/2003/2003.166.pdf  | Records Management |   |  |
| 4.4 | Ability to support the documentation of records deletion prior to the deletion of any records within the service.  | Records Management |   |  |
| 4.5 | Ability to support the creation of a report detailing the successful deletion of records including destruction and authorization information to demonstrate successful and permanent deletion.  | Records Management |   |  |
| 4.6 | Ability to support a standard record naming mechanism for all records export activities.  | Records Management |   |  |
| 4.7 | Ability to archive and export archival data.  | Records Management |   |  |
| 5.1 | Ability to directly debit the Department’s financial institution for any charge backs/returns.  | Financial Controls  |  |  |
| 5.2 | Ability to provide direct deposit to the Department’s financial institution for each day’s payments.  | Financial Controls  |  |  |
| 5.3 | Ability to the Department to designate the financial account(s) at their chosen financial institution where funds from payments will be deposited.  | Financial Controls  |  |  |
| 5.4 | Ability to allow Department staff to transact full and partial refunds using the Admin portal.  | Financial Controls  |  |  |
| 5.5 | Ability to automatically notify the merchant processor to credit the customer for the refund amount with no action required by the Department.  | Financial Controls  |  |  |
| 5.6 | Ability to capture the name of the payee, as it may differ from customer account holder, with the original payment to be used in the CIS service.  | Financial Controls  |  |  |
| 5.7 | Ability to provide notification of disbursement or payout failures.  | Financial Controls  |  |  |
| 5.8 | Ability to provide automated deposit process for close of the Department's business day. The Department’s business day is from 00:08:30 AM CST – 00:16:30 PM CST.  | Financial Controls  |  |  |
| 6.1 | Ability for the Solution to provide the following reports, but not limited to:  * Charge backs/refunds
* Scheduled payments
* Failed payments
* Reconciliation report
* Notification of changes (NOC)
* Payouts
* Enrollment
* Staff and associated access
* Messages sent and the status
* Email message bounce backs
 | Reporting |  |  |
| 6.2 | Ability to provide support as part of the service in accordance with the following:  * Toll free phone number(s) for access to CSC attendants and/or IVR services.
* Attended phones from 8am-5pm, Monday to Friday and directions for after hours.
* Self-serve options to Clients via a website.
* Secure access to real-time Transaction data, as necessary to research a given Transaction.
 | Support |  |  |
| 6.3 | Ability for the Proponent maintains a log of all calls received. The Proponent understands and agrees that this requirement will be part of the SLA between the Successful Proponent and the Department.  | Support |  |  |
| 6.4 | Ability for the Solution to integrate live chatbot technology with artificial intelligence and machine learning to assist customers without a call into the City's call centers. | Support |  |  |
| 6.5 | Ability to track/view the progress of any Department staff support incidents and requests.  | Support |  |  |
| 6.6 | Ability to provide support during the City of Winnipeg’s business hours of 00:08:30 AM CST – 00:16:30 PM CST. | Support |  |  |
| 7.1 | Ability to provide communications in both French and English including but not limited to: * Customer notifications via e-mails and SMS.
* Customer web and app user interfaces.
* Customer support channels.

Department staff support channels. | Language |  |  |
| 7.2 | Ability to customize bilingual language requirements to be in alignment with the City of Winnipeg’s standards.  | Language |  |  |