

South Gloucestershire Council

Badminton Road

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**REQUEST FOR INFORMATION**

Telephone payments PCI-DSS de-scoping solution

**DN331311**

Issue Date: 23/03/18

Closing Date and Time: 9/4/2018 @ 5PM

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# Cover Letter



Dear Supplier,

**RE: Request for Information for Telephone payments PCI-DSS de-scoping solution**

South Gloucestershire Council is currently reviewing the provision of a Telephone payments PCI-DSS de-scoping solution. As part of developing our plans to meet this requirement we are issuing this Request for Information (RFI). This RFI is one vehicle by which we can systematically identify similarities and differences between suppliers in the market, and additionally gain a greater understanding of specific suppliers’ abilities, core business and strategic outlook with respect to the PCI-DSS compliant telephone payment solutions.

You are invited to submit a response to this RFI. We look forward to your response by the closing date and time provided on the cover page of our RFI documentation.

Yours sincerely

South Gloucestershire Council

# PART 1 – BACKGROUND

This Part provides background information

## Company overview

South Gloucestershire is a unitary authority area in South West England. It comprises multiple suburban areas to the north and east of Bristol, covering an area of approximately 190 sq. miles and a population of approximately 280000.

South Gloucestershire Council is embarking on a major Digital Transformation Program which will begin to deliver new services in January 2018. We will make a significant investment in the council’s technology architecture, but it is about much more than just technological transformation or digitizing what we do now. It is about becoming a more efficient, more customer-centric organization, delivering benefits for residents, staff and the council. It will:

**Improve communication:** make it quicker and easier for residents to engage with the council and for us to communicate with residents.

**Streamline common transactions:** deliver an online customer account and improved online services to allow residents to quickly carry out tasks and easily track their progress.

**Make us more efficient:** use technology to redefine what we do and how we do it. Services will be more customer focused and will be delivered more cost-effectively.

**Build up a more comprehensive ‘single’ view of our residents:** join up our systems to better understand our residents and pre-empt their needs.

**Improve performance of systems:** replace or update poorly performing systems.

**Better data to improve decision-making:** join up our systems to better collate and share data and information across the breadth of the organisation and understand our residents and serve their needs.

**Deploy innovative technology:** use advances made in Artificial Intelligence, Cognitive Computing, Machine Learning and the Internet of Things to assist in pre-empting customer needs and to better inform decisions.

## The Opportunity

South Gloucestershire Council (“Company”) is considering options for the provision of a **telephone payments PCI-DSS de-scoping solution** (“Opportunity”). The Opportunity includes, but is not limited to, the following activities:

* De-scoping the Contact Centre appropriately from PCI-DSS, specifically:
  + The solution must not bring existing VoIP infrastructure (Cisco-based), its forthcoming replacement (Skype for Business), or our contact centre telephony solution into scope.
  + The solution must not bring our CRM platform (Microsoft Dynamics 365 – cloud hosted) into scope.
  + The solution must not bring our Income Management system (Capita AIM – supplier hosted) into scope.
  + The solution must not bring any other aspect of the council technical infrastructure into scope.
* Integration with our existing Income Management system (Capita AIM)
* Provision of APIs that enable us to integrate the payment process within our CRM (Microsoft Dynamics 365) to:
  + Trigger the payment process from with a wider service request process without using another piece of software outside the CRM.
  + Capture transaction success/failure information automatically in the CRM against a service request record without additional agent intervention.
* Result in minimal impact on existing contact centre workflows, processes and procedures
* Provide a user-friendly experience for customers making the payment using the solution
* Be readily updateable to accommodate PCI-DSS requirements changes in a short timeframe
* Must result in SAQ type A from our payment processor in relation to the latest PC-DSS requirements.
* Be a highly resilient system, easy and quick to recover from "outages" be they accidental (e.g. software bug, rollback of update, failure at hosting site, flood etc.) or malicious (malware outbreak, DDoS attack, non cyber-based attack etc.)

## Purpose of the RFI

The purpose of this RFI is to allow the Company to assess supplier responses and use the resultant assessments in future decision making in regard to supply of the Opportunity. Whilst it is the intent of the Company to compare supplier responses for the purposes of pre-qualification and possible short listing for further consideration, the Company makes no obligations or undertakings in any way to:

1. go to tender; or
2. accept any RFI information received from suppliers; or
3. include suppliers responding to this RFI in any future tender invitation; or
4. any other commitment to suppliers whatsoever, including any intention to form a contract with any supplier for provision of the Opportunity.

# PART 2 – INSTRUCTIONS

This Part sets out instructions regarding submission of responses to this RFI.

## RFI key dates

The following key dates apply to this RFI:

|  |  |
| --- | --- |
| **RFI Issue Date** | 23rd March 2018 |
| **RFI Closing Date and Time** | 9th April 2018 @ 5pm |

## Company contact

Questions should be directed to the procurement team via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk).

## Queries and questions during the RFI period

Suppliers are to direct any queries and questions regarding the RFI content or process through the Supplying the South West Portal ([www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)). The Authority may choose to convey responses to submitted questions and queries to all suppliers so that each is equally informed.

## Response lodgement methods and requirements

Suppliers must submit their response to the RFI via the Supplying the South West Portal ([www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)).

## Late responses

Suppliers are responsible for submitting their response prior to the RFI closing date and time in accordance with the acceptable lodgement requirements described in Clause 2. 5. There will be no allowance made by Company for any delays in transmission of the response from supplier to Company. Any Proposal received by the Company later than the stipulated RFI closing date and time may be removed from further consideration by the Company.

## Suppliers to inform themselves

Company has taken all reasonable care to ensure that the RFI is accurate; however, the Company gives no representation or warranty as to the accuracy or sufficiency of the contained information.

## Costs of preparing the response

All costs relating to the preparation and submission of a response are the sole responsibility of the supplier. Company shall not pay the supplier, wholly or in part, for its response.

## Confidentiality

Except as required for the preparation of a proposal, suppliers must not, without Company’s prior written consent, disclose to any third party any of the contents of the RFI documents. Suppliers must ensure that their employees, consultants and agents also are bound and comply with this condition of confidentiality.

## Acceptance of these Conditions

Suppliers, by submitting a response to this RFI, are deemed to have acknowledged and agreed to the conditions set out in this RFI.

# PART 3 – INFORMATION TO BE PROVIDED

This Part details all the information suppliers are required to provide to the Company. Submitted information will be used by the Company as set out in Clause 1. 3. The following minimum information is to be provided. If this information, or any additional information, is available on your website please provide the address to enable the Company to undertake further analysis.

## Supplier details

1. Supplier name (Trading and Registered), ABN, registered address.
2. Details of supplier operations and operating locations.
3. Supplier ownership information, including details of Directors and other key office bearers.
4. Details of any current legal actions pending against the supplier or its directors and/or office bearers.
5. Relationships with any parent company (if applicable).
6. Details of joint venture arrangements (if applicable).
7. Details of when the supplier organisation was founded, including origins and historical development of the organisation (if needed).
8. Total number of employees.

## Supplier capabilities and experience

1. A description of the core supplier business, listing relevant case studies or examples (a maximum of three) that support this description. Where possible, include case studies that may relate to activities consistent with the Opportunity. Within necessary boundaries of confidentiality, please be as specific as you can.
2. Additional services, products and works provided outside of your core business.
3. Examples (if any) of services that supplier has provided to Company including the name of the Company representative/s concerned.

## Supplier financials

1. Details of held insurances relevant to the Opportunity.
2. Supplier market share in terms of turnover, revenue and volume output.

## Certifications and awards

1. Details of all certifications held (eg ISO 9001) including date of last certification/recertification and details of the certifying body (copies of certifications may be appended to your response).
2. Details of any recent external corporate awards, including the awarding body, if relevant to the Opportunity.

## Indicative solution

1. A description of the proposed solution and how it will meet the requirements detailed within this Opportunity.
2. Specific information about how the required Income Management system integration would be implemented.
3. Specific information about how the required CRM integration could be facilitated, and the APIs available.
4. How you would manage the implementation of the solution.

## Indicative Pricing

1. Details of indicative rates and prices to deliver the Opportunity, broken down by:
   * Implementation cost
   * Ongoing operational costs

## Other Information

1. Any further information you believe the Company may require in support of its RFI review activities.