

## Mandatory Requirement Certification

Bidders should indicate "Yes" or "No" if they can comply with Mandatory Requirements outlined in Section 2.1

Vendor Name \_\_\_\_\_

	Requirement	Yes	No
<b>A. General Requirements</b>			
1	Bidders are required to accept electronic checks and credit card payments for one-time and automatic/recurring payments.	<input type="checkbox"/>	<input type="checkbox"/>
2	Bidders are required to accept payments from major credit card companies, including but not limited to: MasterCard, Visa, American Express, Discover Card, and pin-less debit cards.	<input type="checkbox"/>	<input type="checkbox"/>
2.a	Bidder must comply with all applicable Card Association Rules and regulations (Visa, MasterCard, etc.) throughout the term of the Contract and shall remain authorized by the appropriate Card Associations, networks and other necessary organizations to provide the Payment Processing Services described herein.	<input type="checkbox"/>	<input type="checkbox"/>
3	Bidder is required to adhere to industry standard levels of security including, but not limited to, Payment Card Industry Data Security Standard Level 1 {PCI-DSS Level 1}; National Automated Clearing House Association {NACHA} compliance; Statement on Standards for Attestation Engagements {SSAE16} and must have a Type I or II report on file; external audits; federal, state and local regulations; credit card association rules and regulations, etc.	<input type="checkbox"/>	<input type="checkbox"/>
3.a	Upon the request of NYSIF, the bidder must provide a copy of its reporting statement on Standards for Attestation Engagements (SSAE), Service Organization Controls (SOC), or most current regulation, on attestation services and auditing standards or any successor standard or report, for review and assessment.	<input type="checkbox"/>	<input type="checkbox"/>
3.b	Bidder must directly provide NYSIF with an independent auditor's report on transaction processing controls and supporting information technology controls. Such report will cover the design and effectiveness of controls and is commonly referred to as a SOC 1 report.	<input type="checkbox"/>	<input type="checkbox"/>
3.c	Bidder must comply with all applicable Payment Card Industry Data Security Standards ("PCI-DSS") throughout the term of the Contract.	<input type="checkbox"/>	<input type="checkbox"/>
3.c.i	Bidder must provide NYSIF with a copy of their current Attestation of Compliance, and must provide future copies timely, and upon the request of NYSIF.	<input type="checkbox"/>	<input type="checkbox"/>
3.d	Bidder must be and remain a member of the National Automated Clearing House Association ("NACHA") and shall comply with all applicable NACHA Operating Rules throughout the term of the Contract.	<input type="checkbox"/>	<input type="checkbox"/>
4	Bidder must provide NYSIF with supporting documentation of NACHA membership, and must provide future documentation timely, and upon the request of NYSIF. Bidder must be able to provide multiple merchant accounts for each of NYSIF's lines of business (Workers' Compensation and Disability).	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidders must provide a both a web-based payment option and an Interactive Voice Response (IVR) payment option.	<input type="checkbox"/>	<input type="checkbox"/>
6	Bidder must be able to issue electronic refunds.	<input type="checkbox"/>	<input type="checkbox"/>
7	Bidder must support both bifurcated (customer pays) and non-bifurcated (NYSIF pays) payment processing fee structures.	<input type="checkbox"/>	<input type="checkbox"/>
8	Bidder must have the ability to consume and process daily files from NYSIF containing balance and other billing attributes related to payment processing.	<input type="checkbox"/>	<input type="checkbox"/>
9	Bidder must have the ability to consume NYSIF's custom API to achieve real time account validation and require a two-part verification process before proceeding to display or read aloud the customer's balance information.	<input type="checkbox"/>	<input type="checkbox"/>
10	Bidder must have the ability to co-brand all notifications from the Bidder (email, SMS, etc.) with approved NYSIF branding and language for a consistent customer experience.	<input type="checkbox"/>	<input type="checkbox"/>
11	Bidder's system must have the ability to send SMS text notifications based on various events or rules.	<input type="checkbox"/>	<input type="checkbox"/>
12	Bidder confirms no subcontracting will be utilized under the contract.	<input type="checkbox"/>	<input type="checkbox"/>

<b>B. Web Based Payments</b>			
1	Bidder must have the ability to dynamically display NYSIF customer payment information fields on the vendor's customer facing pages. Examples of the fields, which will be defined by NYSIF are Policy Number, Minimum Amount Due, Total Policy Balance and Due Date.	<input type="checkbox"/>	<input type="checkbox"/>
2	Bidder must have the ability to display a copy of NYSIF's most current bill to customers. These statements must be able to be viewed in full size on a computer screen, tablet, or mobile device.	<input type="checkbox"/>	<input type="checkbox"/>
3	Bidder must have the ability for NYSIF customers to start on the NYSIF website or mobile application and be redirected to payment pages using single sign-on.	<input type="checkbox"/>	<input type="checkbox"/>
4	Bidder's payment website must have the ability to support real-time transactions and communication between NYSIF's website and bidder's website.	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidder's web system must provide an option for customers to make a one-time guest payment without logging into an account. The one-time guest payment option must be able to consume our custom API and display customer payment information.	<input type="checkbox"/>	<input type="checkbox"/>
6	Bidder must have the ability to co-brand the bidder's payment pages with approved NYSIF branding for a consistent customer experience.	<input type="checkbox"/>	<input type="checkbox"/>
<b>C. Interactive Voice Response (IVR)</b>			
1	Bidder must be able to provide an IVR solution that is customizable	<input type="checkbox"/>	<input type="checkbox"/>
2	The IVR phone number is to be maintained by the bidder.	<input type="checkbox"/>	<input type="checkbox"/>
3	Bidders IVR option must be able to consume our custom API and require a two-part verification process before reading aloud the customer's balance information	<input type="checkbox"/>	<input type="checkbox"/>
4	IVR must include languages: English and Spanish. The IVR must be in accordance with New York State Language Access Law ( <a href="https://ogs.ny.gov/new-york-state-language-access-law">https://ogs.ny.gov/new-york-state-language-access-law</a> ).	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidder must have the ability to co-brand the vendor's IVR greetings in and payment prompts with approved NYSIF language for a consistent customer experience.	<input type="checkbox"/>	<input type="checkbox"/>
<b>D. Data Exchange and Reporting</b>			
1	Bidder must provide NYSIF with comma-delimited custom remittance files on a daily basis, that include NYSIF-defined fields, which is transmitted each New York State business day. Separate files must be provided for each different payment type that NYSIF receives.	<input type="checkbox"/>	<input type="checkbox"/>
1.a	All data files must be transferred either by SFTP (SSH File Transfer Protocol) or by FTPS (File Transfer Protocol Secure).	<input type="checkbox"/>	<input type="checkbox"/>
2	Bidder must provide NYSIF with real time recurring payment profile updates.	<input type="checkbox"/>	<input type="checkbox"/>
3	Bidder must produce daily funding summary reports, as well as supporting transaction level details, which corresponds directly to the daily deposits into NYSIF's bank account(s). These reports must break out deposits by payment type (ACH, AMEX, Other cards including, but not limited to, Visa, Mastercard, and Discover).	<input type="checkbox"/>	<input type="checkbox"/>
<b>E. Quality Assurance and Customer Service</b>			
1	Bidder must provide NYSIF staff with the ability to securely process customer payments, without introducing a third party or disrupting the two-party call between NYSIF and its customer. Specific reporting will need to be made available for this specific payment type which includes items including, but not limited to, CSR credentials, time stamp, payment amount.	<input type="checkbox"/>	<input type="checkbox"/>
2	Bidder must provide a test environment which can sync to NYSIF's test environment and can continuously run in parallel with the production environments.	<input type="checkbox"/>	<input type="checkbox"/>
3	Bidder must provide NYSIF staff the ability to report production issues.	<input type="checkbox"/>	<input type="checkbox"/>
4	Bidder must have the ability to report production outages to NYSIF.	<input type="checkbox"/>	<input type="checkbox"/>

Signature _____
Date _____