

## **Statement of Work (SOW) for EnvisionConnect Batch Payments Import Module**

### **Overview**

In an effort to continue to improve operational efficiencies, while providing the highest level of customer service to our clients, the Columbus Public Health Department (CPH) would like to streamline payment processing for Environmental Health licensing fees (and other services) and provide greater flexibility of payment options for the public.

The Environmental Health program at CPH handles financial processing of over three million dollars annually, represented by over 8,000 financial transactions. To provide greater flexibility in payment options, as well as to reduce intensive (manual) payment processing, CPH would like to utilize a payment module that will allow for payment processing over the CPH website. This will allow Environmental Health's licensing process to be open for business 24/7 and will give operators and other services provided to the public a more efficient way to do business with this organization.

The proposed solution requires a module add-on, known as the "Batch Payment Import Module", to EnvisionConnect, an externally hosted automated system application from Decade Software Company, which currently supports the entire Environmental Health operation. This add-on module will allow payments that are taken through outside financial institutions (in this case, via the web) to be interfaced with the EnvisionConnect application electronically for automated financial and operational processing.

### **Envision Connect Batch Payments Import Module**

- Currently all payments, including credit card payments, for annual licensing fees and other services are posted to EnvisionConnect manually. Currently, credit card payments are only provided through walk-in service, which is limited by hours of operation. This new module allows the application to interface with external financial institutions that can collect and process financially transactions electronically. In the case of the City of Columbus, this type of transaction is available through PayPoint/First Data (which CPH is currently using via point of sell credit card terminals).
- In this proposal/new module request, the licensing or service fee for a current account on EnvisionConnect would be available through the CPH website, with online credit card payment options, which would be processed through the external financial institution (PayPoint/First Data). The external financial institution will then automatically send payment information to the agency in import files, usually on a nightly basis. The "Batch Payment Import Module" on EnvisionConnect allows for the automated importing of this external payment s. Once the financial data is successfully imported, the payments are automatically applied to their respective charges in EnvisionConnect.

- CPH's goal is to provide greater flexibility for payment options, and the EnvisionConnect Batch Payment import module is required for this proposed web based, credit card payment solution.
- Benefits include:
  - Payments are automatic, with no human intervention
  - Reconciliation of the batch against payment totals requires little effort
  - Module provides automated reports for auditing
  - Can be run as a stand-alone application
  - Is typically run by Windows Task Scheduler
  - Has no graphical user interface or real-time event notification
  - Will appear on the Windows task bar during its execution

#### **Web Based Credit Card Payment for Licensing/Service Fees - Components for Success**

- Setup of Batch Payment Import Module – Decade Software Company
- Account charges/fees that are to be displayed on payment processor website (PayPoint/First Data) originate from EnvisionConnect via an API to the database of record, which will be uploaded to the external payment processor – will be setup with Decade, CPH, and PayPoint/First Data.
- Development of Web page on CPH site that links to PayPoint/First Data Consumer Payments application. The external financial institutions site application will be setup to collect and process credit card information for licensing payment. This site must be PCI DSS compliant. This will be completed by CPH, with assistance from PayPoint/First Data.
- PayPoint/First Data will create a payment file that adheres to the default format specified by Decade Software Company (Document Type Definition) or that is compatible with existing configurable format. If the file of the specified type cannot be created, the BPI module would require additional customization. To be completed by PayPoint/First Data.
- Import payment file created by PayPoint/First Data will be transmitted to CPH via secure FTP transmission. To be completed by PayPoint/First Data.
- The import file will be transmitted to Decade Software Company on nightly basis via secure FTP. To be completed by CPH.

- EnvisionConnect “Batch Payment Import Module” imports and processes all financial transactions in the import file from PayPoint/First Data, automatically updates financial records on EnvisionConnect
- Finally, and most importantly, a modification made to the current Decade Software Company EnvisionConnect contract to cover recurring (annual) fees for the “Batch Payment Import Module” (see attachment A: Professional Services). The first year of this annual fee will be funded by CPH. All subsequent annuals fees that will be included as part of the annual contract will be paid for through DoT funds thereafter. The Batch Payment Import Setup Fee represents a one-time charge that will be paid by CPH.
- Expected completion time frame is by year end 2013.

### **Additional Requirements**

- CPH, as part of this new batch payment processing process, must be able and willing to retrieve and review exception reports provided by Decade to ensure the accuracy and validity of transactions in the batch payment file.
- Decade will provide a test environment for the BPI module. CPH must develop thorough test procedures to ensure accuracy of all processes.
- Decade will setup the BPI utility to be run via the Windows Task Scheduler on the Decade hosted server.
- The BPI module will require additional confirmation testing prior to applying any future upgrades to the EnvisionConnect application.

## Attachment A: Professional Services

### Professional Services Fees

One-time Professional Service Fees	Amount
Batch Payment Import Set-up Fee	\$5,040.00
<b>Subtotal</b>	<b>\$5,040.00</b>

### Professional Services Payment Schedule

Payment	Service Description	Milestone	Amount
100%	Batch Payment Import Set-up Fee	Proposal Signing	\$5,040.00

### Batch Payment Import Payment Schedule

Batch Payment Import Fees	No. of Inspectors	Annual Cost
Decade will begin invoicing Client upon execution of Proposal or amendment to existing Contract.		
Batch Payment Import License and Support Fee at Proposal Signing	36	\$6,804.00

### Recurring Fees

Recurring Fees	No. of Inspectors	Annual Cost
Batch Payment Import Annual License and Support Fee	36	\$6,804.00
<b>Subtotal</b>		<b>\$6,804.00</b>

Payment is due and payable within thirty days of reaching a milestone