

****UPDATED 6/14/19****

**Electronic Check Processing (ECP)
Financial Agent Selection Process
Questions and Answers**

1.	Q:	Does your internal firewall limit the file size of the response we may send via email and, if so, what is the maximum file size allowed? Can we submit zipped files?
	A:	The maximum file size is 60MB per message. Fiscal Service firewalls could block the Zipped files.
2.	Q:	May we have your approval to use Bureau of the Fiscal Service's logo for the strict purposes of this RFP and all materials relating thereto, including but not limited to the presentation decks and any additional materials to be presented to Bureau of the Fiscal Service only?
	A:	Yes. Financial Institution may use the Fiscal Service logo as long as it is used only for internal Fiscal Service audiences.
3.	Q:	Please provide reporting and metrics for the current call center operations, including: <ul style="list-style-type: none">• Volume of inquiries, segregated by channel (e.g.: IVR, CSR, & email)• Volume of inquiries, segregated by type• Volume of inquiries, segregated by support level (e.g.: self-service, level I, level II, etc.)• SLAs and KPIs o What are the currently SLAs for Customer Service operations? o What is the average speed of answer for CSR-supported calls? o What is the average handle time for CSR-supported calls?
	A:	For Fiscal Year 2018 ECP customer service received 6,760 e-mail and 3,485 calls. Volume segregated by type is as follows (approximately); <ul style="list-style-type: none">- ACR (Adjustments, Corrections and Rescissions) - 1591- File Transmission - 4433- Access Control - 933- General -2436- Information Security - 852 SLA information will be provided in Phase 2 Information Session. The calls need to be answered within 30 seconds. The average handle time of a call is 4.35 minutes in 2018.
4.	Q:	How many participants are envisioned for each quarterly POC session? How Many ad hoc training sessions are conducted per year?
	A:	Quarterly POC training sessions normally have 25 participants on average. POC trainings are provided quarterly, additional training sessions could be conducted based on the requests received by the agencies.

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5.	Q:	Does Fiscal Service envision training to be on-site (if yes how many), remote, or a FA-defined mixture?
	A:	Fiscal Service envisions training to be conducted remotely via web-based conference.
6.	Q:	What level of POC turnover does Fiscal Service anticipate?
	A:	A semi-annual review of POC contact is conducted. However, metrics are not captured.
7.	Q:	Are the file specifications from the MAAS the same as ECP file specifications from the Lockbox Financial Agents?
	A:	Yes, ECP File Specifications are the same for MAAS (Mobile).
8.	Q:	Is settlement through the Debit Gateway a requirement for the ECP program through the next FA term?
	A:	Yes. The Debit Gateway is the centralized processing and settlement channel of electronic check and Automated Clearing House (ACH) debit transactions.
9.	Q:	What are the expected number of new cashflows to be implemented per year? What are the number of changed cashflows to be implemented per year
	A:	The volumes are agency driven for new and existing implementations. The volumes for FY 20 is expected to be approximately 80 implementations as a one-time project for the Indian Health Services. Subsequent year volumes are expected to be significantly lower.
10.	Q:	What is the % of payments settled via ACH and the % settled via Check 21?
	A:	In FY18, approximately 71% of payments were settled via Check 21 and 29% via ACH.
11.	Q:	Which cashflows are not eligible for check conversion to ACH?
	A:	It would depend on the agency needs. NACHA guidelines should be followed when deciding the proper conversion method.
12.	Q:	Can you provide the list of reports available to the Agencies and the list of reports available to the Financial Agents
	A:	There are multiple reports available to both agencies and financial agents. Detailed information about reporting will be provided during the information session.
13.	Q:	Are the technologies listed (ex. WebLogic) required technologies that need to be supported by the FA?
	A:	Yes.

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14.	Q:	How are returns handled within the ECP system?
	A:	Checks returned by the payee bank are matched to the original transaction in Debit Gateway. Debit Gateway reviews the agency setup instructions. Depending on whether the request is to retire or re-present the item will determine further handling. If re-present: the agency setup rules instruct Debit Gateway to re-present the check, Debit Gateway sends updated re-present status to ECP, and if action is taken on the check, then re-presented check is paid by Payee Bank. If retire: Agency setup rules instruct Debit Gateway to retire the transaction. Debit Gateway creates debit voucher and updates ECP with retired status, agency can view debit voucher report in ECP after 9:30 pm EST in ECP.
15.	Q:	What is the agenda and time for the Initial Information Session?
	A:	Notifications and agenda will be sent out after the RSVP due date on May 15th.
16.	Q:	Who is the current vendor?
	A:	The current ECP Financial Agent is Citibank.
17.	Q:	Is there an opportunity to partner or subcontract with other financial institutions? Is there a list of past respondents?
	A:	The Financial Institution may use third-party contractors to assist in providing the services required in the FAA, provided the third-party is approved by the Fiscal Service. Please see the solicitation document.
18.	Q:	Could you clarify if the informational session will be held via conference call or are attendees required to be present at the Fiscal Service.
	A:	The information session will only be held in-person. A conference line will not be available for the Information Session.
19.	Q:	What was the number of monthly incoming calls received by ECP Support Call Center for past 12 months?
	A:	In Fiscal Year 2018, on average, Customer Service received 290 monthly calls.
20.	Q:	What is the number of annual ECP software release updates (i.e. number of annual software changes implemented)?
	A:	ECP tries to deploy at least 2 major functional releases and 2 minor patch releases (bugs, software upgrades) on yearly basis. The number of release may vary depending on business priorities and budget availability.

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21.	Q:	Please provide current ECP SLA performance metrics and requirements, including any penalties for not meeting SLA goals (both ECP platform and Call Center).
	A:	SLA information will be provided in the ECP FASP Phase 2 Information Session.
22.	Q:	Is the use of vendors for part or all of the program acceptable?
	A:	The Financial Institution may use third-party contractors to assist in providing the services required in the FAA, provided the third-party is approved by the Fiscal Service. Please see the solicitation document.
23.	Q:	Is the current financial agent participating in the ECP FASP? Have they indicated if they do not wish to participate?
	A:	The ECP FASP is a full and open competition to all interested financial institutions.
24.	Q:	Are our personnel attending able to bring their laptops in order to take notes, or must everything be recorded shorthand?
	A:	The personnel attending from the Financial Institution will be allowed to bring their laptops, however they would not be allowed to connect to the Fiscal Service Network during the information session. No recording devices are allowed during the information session.
25.	Q:	Where is the backup location for ECP and what are the significant proximity risks associated with the primary & back up location?
	A:	ECP resides within the Treasury Web Applications Infrastructure (TWA) - a highly secure environment provided by the Federal Reserve Information Technology (FRIT) to support several enterprise-wide Treasury applications. Risks associated with the primary and back up locations are managed by Fiscal Service and FRIT.
26.	Q:	With what frequency are "failover exercises" and "war games" performed
	A:	Failover and table top exercises are conducted at least annually.

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27.	Q:	Additionally, we have not seen all the ECP user interfaces – those for agencies or Financial Agents and also for the FA who is administering the system. One of the items is for recommendations on improving or replacing. Can Fiscal Service provide a “demo” or training site we can review and/or a user manual for the various types of users (agencies, FAs, system operator). Does Fiscal Service envision that the improvements would be a basic refresh or potentially an entirely new user interface approach?
	A:	ECP training materials could be provided upon request via e-mail to the ECPFASP@fiscal.treasury.gov mailbox.
28.	Q:	Call center general support staff – who assist in client communications, preparations of agency cashflow profile documents, coordination of implementation schedules with agency customers, etc.
	A:	With direction from the Fiscal Service Program staff, the Financial Agent (FA) Customer Service and Implementation team assist in client communications.
29.	Q:	Call center / financial support staff – who field incoming calls from customers regarding transactions, reporting, adjustments, etc.
	A:	Financial Agent (FA) Customer Service field incoming calls from customers.
30.	Q:	Number of incoming calls per time period – for general questions, transactional assistance, technical support, etc.
	A:	For Fiscal Year 2018 ECP Customer Service received 6,760 e-mail and 3,485 calls. Volume segregated by type are as follows(approximately); - ACR (Adjustments, Corrections and Rescissions) - 1591 - File Transmission - 4433 - Access Control - 933 - General -2436 - Information Security – 852
31.	Q:	Is there any seasonality related to call volumes?
	A:	Call volume may increase slightly during the IRS peak period, Fiscal year end and if there are any issues pertaining to the ECP application or the lockboxes.
32.	Q:	Is there average call time & resolution data available?
	A:	The average call time is 4.35 minutes in 2018. 90% or more issues need to be resolved within 60 minutes or less.

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33.	Q:	What reporting from the FA to Fiscal Service is required and with what frequency?
	A:	<p><u>Annually</u></p> <ul style="list-style-type: none"> - Long range planning and budgeting <p>Quarterly</p> <ul style="list-style-type: none"> -Management Steering Group Presentations -ECP release road map review <p><u>Monthly</u></p> <ul style="list-style-type: none"> - Customer service updates - Capital Planning and Investment Control (CPIC) Reporting - Risk register review - Partner Issues Review <p><u>Bi-Weekly</u></p> <ul style="list-style-type: none"> - ECP security status updates <p><u>Weekly</u></p> <ul style="list-style-type: none"> - Program status updates - Implementation updates <p><u>Daily</u></p> <ul style="list-style-type: none"> - ECP Daily Balancing Report <p><u>Others</u></p> <ul style="list-style-type: none"> - Miscellaneous ad hoc data requests
34.	Q:	What type of clearance is required for this program (internally performed with Fiscal Service periodic validation or a separate – such as via OPM)?
	A:	The selected financial institution will need to adhere to Fiscal Service ECP Security requirements. The Phase 1 information session will cover these requirements.
35.	Q:	What types of security control assessments and/or other types of audits are required and with what frequency?
	A:	ECP is required to follow the Federal Information Security Modernization Act (FISMA). Security Control Assessments are required at least annually. Other security control assessments could be required during the year depending on application changes. In addition, ECP could be selected for audits from the U.S Treasury Office of Inspector General (OIG), U.S Government Accountability Office (GAO) and other oversight institutions.
36.	Q:	Is ECP capable of supporting API calls? If yes, what specific API's are currently utilized?
	A:	No. ECP is not currently able to support API calls.

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37.	Q:	How often are data center and/or ECP application resiliency (failover) tests conducted each year?
	A:	Failover tests are conducted at least once every year.
38.	Q:	Will the FA support the ECP system exactly the same way as the prior provider at transition or are there any builds required by the new FA at initiation?
	A:	Yes, new builds will be required. The selected financial institution is expected to provide the core processing functions as outlined in Section IV. A. in the ECP FASP solicitation. In addition, the Fiscal Service is soliciting a financial institution that can demonstrate experience delivering innovative products and services to achieve process improvements, increase productivity, and meet customer needs.
39.	Q:	Beyond Java, are there other programming or scripting languages utilized by the ECP application? If yes, please detail the other languages being used?
	A:	The selected financial institution should demonstrate its experience with the technologies outlined in the ECP FASP solicitation Section 5.A.
40.	Q:	Is the ECP application currently managed under true AGILE methodology, a Hybrid or Waterfall? What are the required artifacts for development projects?
	A:	The ECP application is managed under a Hybrid methodology. Multiple artifacts are required for development such as Project Charter, Risk Register, Business Requirements Document, Functional Requirement Document, Communication Plan, Test Plan, Migration Plans and Lessons Learned.
41.	Q:	Is the ECP application currently supported with a DevOps based approach and tools?
	A:	The ECP application is not currently supported with a DevOps-based approach. Fiscal Service expects the selected financial institution to provide a collaboration and shared tools strategy to enhance development, operations and quality assurance tools to accommodate future demands from our agencies.
42.	Q:	Are there any Robotic Process Automation (RPA) tools or developed processes part of the ECP application? If yes, what are the tools and processes deployed?
	A:	ECP does not utilize RPA tools at time. Fiscal Service is very open to exploring RPA tools or developed processes. Fiscal Service expects the selected financial institution to use its transaction processing expertise to offer options for improving standard procedures and operations.

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43.	Q:	Where are the physical locations of the Treasury Web Application Infrastructure?
	A:	Texas and New Jersey.
44.	Q:	Are there any environment instances hosted by the Financial Agent or are all ECP Prod, Test/QA, Dev instances hosted on the TWAI? How many instances on TWAI?
	A:	Yes. ECP production and testing environments are hosted on the TWAI. There are 5 testing environments.
45.	Q:	Are there multiple production instances of the ECP application? If yes, how many and what is processed on each production instance?
	A:	No.
46.	Q:	Is there any infrastructure or software to be maintained/hosted by the FA outside of TWAI to support ECP?
	A:	Yes. The selected financial institution will need to utilize the necessary tools to effectively manage the ECP program. Including, but not limited to software tools for tracking customer service inquiries, version control software and incident tracking software.
47.	Q:	When was the last hardware and software refresh completed for ECP? Are these now the most current versions (inclusive of any open source software)?
	A:	ECP works with the infrastructure (TWAI) to ensure all hardware and software refresh/upgrades are completed when required.
48.	Q:	What is the production version level for major software components on each tier: 1) Oracle, 2) Weblogic, 3) Apache/Web servers, 4) Solaris OS levels, etc)
	A:	This information will be provided during Information Session Phase 2.
49.	Q:	Does the ECP application run in an Active/Active, Active/Warm or other configuration across data centers?
	A:	ECP runs in an Active/Warm configuration.
50.	Q:	Is the ECP application regularly scanned for Security vulnerabilities? If yes, what are the outstanding vulnerabilities categorized by severity level?
	A:	Yes. ECP is constantly scanned for security vulnerabilities. This information will be shared with the selected financial institution.

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51.	Q:	What type of environment would ECP potentially be moving to?
	A:	It is unknown at this time.
52.	Q:	What Service Level Agreements (SLA) are in place for uptime, production problem resolution and defect remediation?
	A:	SLA information will be provided in Phase 2 Information Session.
53.	Q:	Do the required FA services include management of physical assets (e.g. replacing hard disk drives, upgrading RAM memory)?
	A:	No. However, the selected financial institution will be responsible for identifying infrastructure needs to support the ECP application and working with the TWAI to implement them.
54.	Q:	Do the required FA services include deployment, management, and support of server-level utilities (e.g. virus scanning software, server capacity monitoring software, etc.)?
	A:	No. However, the selected financial institution will be responsible for identifying infrastructure needs to support the ECP application and working with the TWAI to implement them.
55.	Q:	Do the required FA services include deployment, management, and support of middleware-level software and utilities?
	A:	No, the infrastructure is managed by the TWAI. However, the selected financial institution will be responsible for identifying infrastructure needs to support the ECP application and working with the TWAI to implement them.
56.	Q:	Do the required FA services include administration of databases (e.g. ensuring backups, running re-orgs, executing data definition language, clearing hung queries)?
	A:	No. Database administration is managed by the TWAI. However, the selected financial institution will be responsible for providing database development, troubleshooting database issues, addressing database performance issues and supporting remediation of database security vulnerabilities.
57.	Q:	Do the required FA services include systems operations functions (e.g. rebooting hung servers, moving servers into and out of load balancers, re-running failed jobs)?

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	A:	No. This activities are performed by TWAI personnel. The selected financial institution will be responsible for notifying TWAI personnel in the event infrastructure issues affect the ECP application.
58.	Q:	What are the FA responsibilities to support network components?
	A:	No. This activities are performed by TWAI personnel. The FA is responsible for notifying TWAI personnel in the event infrastructure issues affect the ECP application.
59.	Q:	Is the ECP application availability requirement truly 24x7 or is there a specific maintenance window for releases, fixes, patches etc?
	A:	No. There are specific windows for application releases and infrastructure maintenance.
60.	Q:	What percentage of the ECP application testing is currently automated: 1) SIT 2) Regression 3) UAT?
	A:	Automation is only available for SIT and file generation.
61.	Q:	Are there requirements for the level of automation needed for unit testing and functional testing?
	A:	No. The selected financial institution will work with the ECP program area to determine the level of automation needed based on the test cases.
62.	Q:	Is the incumbent or new FA responsible for "structuring" the ECP transition period including: 1) Technical training 2) Operational training 3) Client Service training? What is the expected duration of this transition period?
	A:	Yes. The expected transition period is 6-12 months.
63.	Q:	Do the physical security requirements dictate that all ECP staff be segregated from non-ECP staff or can positions/roles be allowed in a comingled work site?
	A:	Yes. The selected financial institution must follow the established physical security requirements and ensure those requirements are met at the work site.
64.	Q:	Do the FA resources supporting ECP require any additional screening or clearance in addition to the citizenship/legal permanent resident requirement? If so, what is the requirements/level of screening and who is responsible for performing these activities (FA or Gov't eQuip (Public Trust) process with OPM)?

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	A:	The requirements are laid out in the Fiscal Service security guidelines. Our physical security team conducts site visits and audits to verify the selected financial institution follows our established security guidelines for protecting sensitive information and that physical security protocols are in place at the site.
65.	Q:	What is the peak number of files/transactions processed daily within the year? (IRS peak period)
	A:	During IRS peak, ECP processed between 1,500 and 3,000 files per day. In FY2019, the peak number of transactions was approximately 1.2M and 2.9M for settlement files received from the Debit Gateway.
66.	Q:	Is there seasonality or day of week trends that would be important for planning purposes?
	A:	The IRS Peak requires FA planning and application readiness testing.
67.	Q:	What are the types of customer support calls being supported? What are the most frequent types of calls?
	A:	For Fiscal Year 2018 ECP Customer Service received 6,760 e-mail and 3,485 calls. Volume segregated by type are as follows(approximately); - ACR (Adjustments, Corrections and Rescissions) - 1591 - File Transmission - 4433 - Access Control - 933 - General -2436 - Information Security – 852
68.	Q:	Who is currently providing customer service and where are the call center(s) located?
	A:	The current FA is responsible for providing customer service. The call center is located within the continental United States.
69.	Q:	Are the five financial agents going to continue to provide lockbox services or does this RFP include lockbox services?
	A:	Lockbox services are not part of this solicitation.
70.	Q:	With respect to the financial agent lockboxes (Diagram step 2b): - What is the file transmission mechanism? - Are there published specifications for this transmission?
	A:	The file transmission mechanism is provided by the infrastructure (TWA). Financial Agents coordinate with the TWA and the ECP FA to establish connections.

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71.	Q:	Are the files from the financial agents separated by ECP tenant or single large files per day?
	A:	Each lockbox financial agent transmits multiple files per day.
72.	Q:	What time of day is the cut off for financial agents to submit files?
	A:	The final cut-off time for all financial agents to submit file is 11:00pm EST.
73.	Q:	What are the file specifications and cut offs for incoming images from the Mobile Check application?
	A:	The final cut-off time for all financial agents to submit file is 11:00pm EST.
74.	Q:	Are there any requirements of the ECP to perform IQA, OCR, CAR/LAR or other check image processing?
	A:	No for OCR and CAR/LAR. Not at this time for IQA.
75.	Q:	The diagram shows federal agencies logging into both the ECP and the CIR. Is there any type of single sign on mechanism between these environments? If so, what?
	A:	Not at this time.
76.	Q:	What is the last cut off to get files submitted to the Debit Gateway?
	A:	The last cut-off to send files to Debit Gateway is 11:15pm EST.
77.	Q:	What is the format that information is sent to the Debit Gateway? Is it proprietary, ACH, ICL, etc.?
	A:	It is a custom format.
78.	Q:	Are there any requirements for ECP to handle returned items, or does the debit gateway send returns information directly to CIR?
	A:	Yes. The ECP application sends return information directly to CIR.
79.	Q:	How many people currently support ECP the program by role?

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	A:	Developers - 4 FTEs Testers - 3 FTEs Production Support - 3 FTEs PM/BA - 2 FTEs Information Security Officer (ISSO) / IT Security - 1 FTE Customer Service/HelpDesk Level 1 - 3 FTEs Customer Service/HelpDesk Level 2 - 2 FTEs Customer Service/HelpDesk Level 2 (IS role in Customer Service) - 1 FTEs Business Analyst - 2 FTEs Implementations - 1 FTE
80.	Q:	Can Fiscal Service provide information regarding the approximate number of software releases per year – broken out between functional releases, infrastructure-related releases (such as updates to versions of java or new code migration tools, etc.) and “fix” releases, if possible.
	A:	The number of software releases vary depending on business priorities and budget availability. Typically, ECP tries to deploy at least 2 major functional releases and 2 minor patch releases (bugs, software upgrades) on yearly basis. Additional information about ECP releases will be provided via email.
81.	Q:	Please provide an architecture diagram of the ECP configuration.
	A:	This information will be provide during the Information Session - Phase 2.
82.	Q:	What technical infrastructure/connectivity is required for FA to connect to the environments where production support, development, build, and maintenance activities are performed for ECP?
	A:	Additional information will be provided during Phase 2 Information Session.
83.	Q:	Is the required access to the TWAI supported through FA owned devices?
	A:	Access to TWAI is through FA owned devices. Additional information will be provided during Phase 2 Information Session.
84.	Q:	What are the development tools utilized for the following functions: a. Version Control System, b. Build, c. Deployment, d. Integrated Development Environment, e. Code Review, f. Unit Testing, g. Functional Testing, h. Automation, i. Security Scanning?
	A:	This information will be provided via email.
85.	Q:	Are there any technology applications or functions (eg. Case tracking, IVR,etc.) currently used by the existing provider which are not a part of the ECP application that would be required by the new FA? If yes, what functions or processes do they support?

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	A:	Yes. The selected FA will be responsible for applications needed to effectively manage the ECP Customer Service and ECP operations including but not limited to case management system and incident management.
86.	Q:	What is the release cadence for deploying ECP application production changes, infrastructure changes, etc...?
	A:	The number of software releases vary depending on depending on business priorities and budget availability. Typically, ECP tries to deploy at least 2 major functional releases and 2 minor patch releases (bugs, software upgrades) on yearly basis. Additional information about ECP releases will be provided via email.
87.	Q:	Are the Web, Application, Middleware, Database tiers physical or virtual for ECP?
	A:	Physical tiers.
88.	Q:	Are the Web, Application, Middleware, Database tiers single node or clustered for ECP?
	A:	Clustered.
89.	Q:	Are the Web, Application, Middleware, Database tiers dedicated to ECP or shared with other applications?
	A:	Shared with other applications.
90.	Q:	Can you provide metrics that demonstrate the stability of ECP hosted platform? This includes the number of critical and high severity incidents categorized by 1) Application based 2) Infrastructure based 3) Other for the last 12 months?
	A:	This information will be provided via email.
91.	Q:	What are the top pain points and challenges with the current ECP solution?
	A:	We are looking to improve the ECP user experience.
92.	Q:	Are there any key architectural, obsolescence, regulatory/compliance, or security vulnerability issues that would require significant FA resources to address? What are the top issues requiring remediation?
	A:	No.
93.	Q:	What is the current backlog of application requests and projects categorized by priority level? Please provide examples of major changes completed recently.
	A:	Information about ECP releases will be provided via email.
94.	Q:	What type of resources are provided by the TWAI and not required in the FA staffing model including IT Operations and development activities? Are there any resources types/roles that need to be supplied by both the FA and TWAI?

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	A:	The TWAI assigns an Application Integrator (AI) and Database Administrator (DBA). In addition, it provides subject matter experts for infrastructure components related to the ECP application.
95.	Q:	Does the FA need to purchase any specific software to support the current operations/development of ECP environments or application?
	A:	The selected financial institution will be responsible for acquiring the necessary software to support ECP development and testing activities, Customer Service and other necessary areas of the ECP Program in order to effectively manage program.
96.	Q:	For support tools that the Financial Agent would need to supply themselves, are they required to be approved through the Federal TRM (Technical Reference Model)?
	A:	Any tool needed to process, store or transmit program sensitive information needs to be approved by Fiscal Service.
97.	Q:	What's the current staffing distribution of dedicated resources for each servicing area: customer service, operations, development, testing , analysis, security/compliance, program management, agency outreach/cashflow onboarding
	A:	<p><u>Technology</u> Developers - 4 FTEs Testers - 3 FTEs Production Support - 3 FTEs Business Analyst - 2 FTEs <u>Program Management</u> - 3 FTEs <u>Customer Service</u> Customer Service/HelpDesk Level 1 - 3 FTEs Customer Service/HelpDesk Level 2 - 2 FTEs Customer Service/HelpDesk Level 2 (IS role in Customer Service) - 1 FTE <u>Information Security Officer (ISSO) / IT Security</u> - 1 FTE <u>Implementations</u> - 1 FTE</p>
98.	Q:	As Attachment A outlines, the ECP operate at minimum of FISMA Moderate. Do any of the lockbox providers operate at FISMA High?
	A:	No.
99.	Q:	What is the largest # of items processed per day at peak?
	A:	<p>FY2019 1.2M for transactions received from Lockbox 2.9M for settlement and reporting files</p>
100.	Q:	What is the largest dollar amount for a transaction?

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	A:	\$99,999,999.99 - Check 21 \$25,000.00 - ACH Conversion
101.	Q:	As Fiscal Services has communicated a future change to your lock box strategy, are there any considerations that the potential ECP provider should be taking under consideration?
	A:	No.
102.	Q:	Is there an expectation that the selected vendor will ingest data from the existing Mobile Check application or are they to provide their own?
	A:	ECP receives files from Lockbox Financial Agents and the Mobile Application Administration Server (MAAS). See Process Flow diagram in section II of the solicitation document.
103.	Q:	Are the images coming from the Mobile Check application product scrubbed and ICL ready or do they need to be OCR and IQA processed? How are image rejects handled?
	A:	Images coming from the Mobile Check application are captured following the Federal Reserve Bank guidelines for Image Quality. OCR and IQA are outside of the scope of the ECP application. The selected financial institution will be responsible for working with the lockboxes or mobile application to send replacement images once an image reject is identified.
104.	Q:	Is there a specification for the connectivity to CIR? Is that function real time or file based?
	A:	ECP has an established connection with CIR. The selected financial institution is not required to establish new connections. ECP sends 2 files per day to CIR. One in the morning and the other at night.
105.	Q:	How are checks from the different federal agencies isolated and how is access controlled and delegated? For example, presumably agents at the fiscal service can see all data, however only agents at specific federal agencies can see certain data.
	A:	ECP access is controlled based on the organization, cashflow and roles and responsibilities of a particular user.
106.	Q:	When you consider evaluation of scoring, are there any different levels of weighting to the evaluation criteria. If so, what is considered most important?
	A:	This information is internal to Fiscal Service.
107.	Q:	Can you provide a brief description of your returns process?
	A:	This information will be provided via email. See slide 33-36 of the ECP Training document.

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108.	Q:	Does the scope of the work only link to ECP?
	A:	Yes.
109.	Q:	What value does a commercial banking partner add to ECP/Fiscal Service?
	A:	Fiscal Service has long history of utilizing financial agent’s expertise to help fulfill our mission.
110.	Q:	Who manages the hardware/software of ECP?
	A:	The hardware and software of the ECP application is managed by the TWAI.
111.	Q:	Where does Fiscal Service see ECP going given the decline in checks?
	A:	We foresee the need of ECP to continue at least through the term of the agreement.
112.	Q:	What environment do you foresee moving ECP to a new environment?
	A:	Unknown at this time.
113.	Q:	Are you expecting the FA to enhance ECP?
	A:	Yes.
114.	Q:	What kind of developments you expect the FA to make?
	A:	ECP Long Range Plans will be provided via email.
115.	Q:	Is there a roadmap for the changes to come?
	A:	ECP Long Range Plans will be provided via email.
116.	Q:	Do you foresee doing image quality control?
	A:	Yes. It is part of the ECP Long Range Plan.
117.	Q:	Is the ECP workflow automated or manual? Is it batched or real-time?
	A:	Automated and it is mix of batched and real-time transactions.
118.	Q:	Is ECP sized for maximum load?
	A:	Yes.
119.	Q:	Will you share the evaluation plan/criteria?
	A:	See evaluation criteria section 6.C on the solicitation document.
120.	Q:	What will happen with single-touch-point?
	A:	Fiscal Service has a goal to provide a single-touch-point to our agency partners.
121.	Q:	What do you consider a “cash flow”?
	A:	Generally, a cashflow is associated to an individual ALC+2.
122.	Q:	What is driving this conversation?

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	A:	Current agreement is expiring and we are utilizing the Financial Agent Selection Process.
123.	Q:	How often are security users certified?
	A:	Semi-Annually for powerful users and annually for regular ECP users.
124.	Q:	Is FA responsible for security assessment?
	A:	The selected financial agent will be responsible for supporting ECP security assessments and audits.
125.	Q:	Do you interface with TGA?
	A:	No.
126.	Q:	Is there a need for CCTV/camera surveillance?
	A:	The need for the CCTV system is based on how the CCTV system functions to assist with the deterrence, detection, surveillance, and investigation of incidents or potential incidents relevant to the protection of personnel, information, and facilities. CCTV system cameras, effectively capturing images sufficient for facial recognition, should be used at all facility entrance and exit points.
127.	Q:	How long do CCTV videos have to be maintained?
	A:	All forms of video recordings shall be maintained by the FA for a minimum of three months after the date the image was recorded. After three months, the image media may be recorded over.
128.	Q:	Is there a need for isolation/segregation?
	A:	No need for isolation/segregation when FA employees have a Treasury Folder.
129.	Q:	Can ECP workers co-mingle with other groups?
	A:	The workers can be co-mingled as long as each has a Treasury Folder.
130.	Q:	Can Fiscal Service provide information regarding: <ul style="list-style-type: none"> • Number of Lines of Code (LOC) that are being supported by the development team. • Average number of incidents per week that are escalated to the development team for resolution. • Average number of bug fixes completed per month or year. • Any major re-architecture work that is planned for TWAI or ECP applications (e.g. cloud migration, microservice refactoring, UX updates, etc.) • General development roadmap capacity expectations in “T-Shirt” sizes for new development (XS / S / M / L / XL / XXL) as a number per category per year. Please state comparative effort between sizes, or you can use XS being achievable by one person in a week, and generally doubling after that (S = 2 week, M = 4 week, L = 8 week, XL = 16 week, XXL = 32 week).
	A:	Please see "ECP Availability-Development-Releases" document shared via email on 6/6/2019.

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131.	Q:	Can Fiscal Service provide the same information by time of day to help understand the normal business hour/after hour staffing requirements?
	A:	In 2018, around 70% of the calls were between 8:00am EST to 5:00pm EST.
132.	Q:	Assuming the FA is required to own Access Management for the 1,200 users, can Fiscal Service provide volumes of Access Management requests and any required access role/level detail?
	A:	In FY18 ECP customer service received 933 e-mails/calls pertaining to access control. In 2018, 1795 users were recertified.
133.	Q:	What are the ECP uptime requirements and the prior 12 month performance against those requirements? What is the average recovery time for any outage?
	A:	Please see "ECP Availability-Development-Releases" document shared via email on 6/6/2019.
134.	Q:	What is the approximate number of defect fixes completed annually? What is the current backlog of defects categorized by severity level?
	A:	Please see "ECP Availability-Development-Releases" document shared via email on 6/6/2019.
135.	Q:	What support tools such as change management, issue management, customer support ticketing management, are currently provided by the TWAI?
	A:	The TWAI has its own support tools to handle infrastructure/application changes and customer interaction. The selected financial institution will be responsible for acquiring the necessary tools to effectively manage ECP. This include but is not limited to case management system for customer support and incident management systems.
136.	Q:	What are the volume metrics on the average daily call/email volumes, average call time duration, peak call time per day and volume?
	A:	Average daily e-mails for 2018 = 19 Average daily calls for 2018 = 10 The average handle time of a call in 2018 was 4.35 minutes Peak call time - 8 am - 7 pm
137.	Q:	What are the daily timeframes of operational activities occurring that require coverage from an operational/product support group, in addition to the mentioned customer service group servicing calls/emails from 6am-11pm Mon-Fri and on call support.
	A:	In addition to customer service, product support is on call 24/7/365 if needed.
138.	Q:	What is the average number of files/transactions processed daily?
	A:	ECP receives 1,000-1800 during normal processing time and 1,500-3,000 during April IRS Peak.

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139.	Q:	The ECP FASP requirements indicate the need for 99% ECP availability per month and four hours recovery time. Can you provide these statistics for the current ECP Program Channel?
	A:	Please see "ECP Availability-Development-Releases" document shared via email on 6/6/2019.
140.	Q:	Please provide statistics regarding call volume (daily, monthly, weekly with peaks identified), typed of support provided, number of reps in the existing customer service group, etc.
	A:	Total number of calls for 2018 - 3705 Average monthly calls for 2018 - 309 Average daily calls - 10 Peak call time - 8.00 am - 7.00 pm Peak months - January, April, June, September, November and December <u>Customer Service FTEs</u> Customer Service/HelpDesk Level 1 - 3 FTEs Customer Service/HelpDesk Level 2 - 2 FTEs Customer Service/HelpDesk Level 2 (IS role in Customer Service) - 1 FTE
141.	Q:	19. What sort of reconciliation meta-data requirements are passed through from the Financial agents and on to debit gateway / CIR?
	A:	ECP follows CIR and DG file specifications. There is automated and manual balancing process in place to ensure data sent to CIR and DG is accurate. In addition, ECP has file validation process to reject files from financial agents that are not conforming ECP files specifications.
142.	Q:	Can you supply samples of the currently supported reports?
	A:	ECP Reports samples were provided via email on 5/31/2019.
143.	Q:	Can you provide the current level of customer support that is in place today? Typical number of calls, number of personnel at call center, hours of operation, etc.
	A:	Total number of calls for 2018 - 3705 Average monthly calls for 2018 - 309 Average daily calls - 10 Hours of Operation - 6.00 am - 11.00 pm Peak call time - 8.00 am - 7.00 pm Peak months - January, April, June, September, November and December <u>Customer Service FTEs</u> Customer Service/HelpDesk Level 1 - 3 FTEs Customer Service/HelpDesk Level 2 - 2 FTEs Customer Service/HelpDesk Level 2 (IS role in Customer Service) - 1 FTE

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144.	Q:	If the financial agent submits the response in PDF form via email on June 19, can the hard copies and CD ROMs be delivered within the next 48 hours?
	A:	No. The hard copy and the CD ROM has to be delivered to Fiscal Service by June 19th.
145.	Q:	Can the financial agent utilize resources, such as facilities and contact center agents that already support a FISMA High program for Fiscal Service?
	A:	The Financial Institution may use third-party contractors to assist in providing the services required in the FAA, provided the third-party is approved by the Fiscal Service. Please see the solicitation document.
146.	Q:	What is the peak time of day for files received and processed daily?
	A:	The peak time of the day for files received and processed is 1:00pm EST to 2:00pm EST.
147.	Q:	What is the peak day of week for files received and processed daily?
	A:	The peak day of the week for files received and processed is Monday.
148.	Q:	What are the licensing costs for hardware/software for the FA's development environment (Oracle, Weblogic, Jasper, Nix, etc.)?
	A:	The ECP development environment currently cost \$25K per year to maintain and this includes licenses cost.