



To: Delaware Cash Management Policy Board – Banking Subcommittee
From: Digital Government RFP Evaluation Team
Date: August 13, 2021
Subject: Digital Government RFP Award Recommendations

The Request for Proposals (RFP) for Digital Government Services has been issued, written responses have been evaluated, finalist oral presentations have been heard, and recommendations have been formulated by the RFP Evaluation Team. A summary of the RFP process and recommendations are as follows.

RFP Process Summary

- The RFP for Digital Government Services was issued by the Office of the State Treasurer (OST), Department of Technology and Information (DTI) and Department of State (DOS) on October 12, 2020. The RFP consisted of four inter-connected components:
 - Web and application design
 - Payment gateway
 - Merchant processing and
 - Account reconciliation and fee analysis services
- A total of twelve responses were received by the RFP deadline of December 18, 2020.
- The Evaluation Team, consisting of fifteen members, representing OST, DTI, DOS, Department of Finance, and the Delaware Department of Transportation met on March 23, 2021 and five firms were selected as finalists to make oral presentations.
- Those organizations and respective components under consideration were:
 - Fiserv (payment gateway, merchant processing, & account reconciliation and fee analysis)
 - Worldpay from FIS (payment gateway and merchant processing)
 - Paylt (payment gateway, merchant processing, & web and application design)
 - Vanguard Direct (web and application design)
 - Breakline Digital (web and application design)

Finalist presentations were heard by the Evaluation Team via videoconference between April and July of 2021. Immediately, following the presentations, the Evaluation Team met and commenced deliberations. Following the discussion, members of the Evaluation Team requested that best and final offers be requested from Fiserv, Worldpay from FIS, Vanguard Direct and Breakline Digital.

Best and final offers were reviewed by the Evaluation Team on August 11, 2021. Following the meeting, the Evaluation Committee recommended that Fiserv be retained as merchant processor, and that the Cash Management Policy Board (CMPB) enter contract negotiations for the additional services of payment gateway, & account reconciliation and fee analysis services. Deliberations continue with the Evaluation Team surrounding web and application design services, which is not a component under the purview of the OST nor CMPB.

The Evaluation Team noted that Fiserv provided the most secure payment gateway options, widest array of products for unbanked citizens, and the most user-friendly platform for reporting among the finalists. Also, Fiserv was the top scorer for all components in which they submitted responses based on the RFP Evaluation Criteria.

The members of the Evaluation Team look forward to discussing the recommendations with the Banking Subcommittee on August 18th.