

STATE OF ALASKA REQUEST FOR INFORMATION (RFI)



Department of Administration
Shared Services of Alaska
333 Willoughby Avenue, 8th Floor
PO Box 110210
Juneau, Alaska 99811-0210

State of Alaska Division of Finance Vendor Bank Account Validation/Fraud Mitigation Solution

GENERAL INFORMATION

The State of Alaska Department of Finance (DOF) is seeking information from vendors who offer a comprehensive solution to mitigate fraud and improve efficiencies as it relates to our electronic payment process for vendors.

One of DOF's responsibilities is to set up vendors for direct deposit in the State of Alaska accounting system when they provide an Electronic Payment Agreement form for Vendors. Prior to processing the form, we validate a vendor's identity, to ensure that the actual vendor is submitting legitimate banking information tied to their business.

Although contact information is provided on the form, DOF does not use that contact information. Instead, DOF independently confirms contact information for the vendor using our vendor information table in our State of Alaska accounting system, or through additional research.

Once DOF confirms valid contact information, DOF calls the vendor and asks a series of security questions to validate the vendor's identity and banking information.

The calls can be time consuming, slowing down form processing time for vendors. On a daily basis, one to two hours may be spent trying to contact vendors, more times than not, leaving voicemail messages for a call back. When contact is made, some vendors inquire why we are even doing this verification, while some don't recall why they submitted the form in the first place. This results in numerous pending forms and requires unnecessary manual tracking of which vendors have been contacted, and which vendors have yet responded.

DOF is seeking:

- A reduction, or elimination, in the number of calls DOF makes to vendors to validate their identity and banking information, which improves efficiencies and processing time of our Electronic Payment Agreement form for Vendors.
- A solution that validates a vendor's identity, in real-time, which involves multifactor authentication.
- A solution that confirms bank account ownership in real-time, matching a vendor's name to a checking/savings account, involving a database that utilizes fuzzy logic to account for nicknames, misspellings, etc.
- A solution that validates a vendor's bank account status (e.g., open, closed, etc.), where status updates are linked directly to financial institutions.

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The purpose of this RFI is to:

- Identify companies that specialize in validating a vendor's identity in real-time, that involves multifactor authentication.
- Identify companies that specialize in confirming bank account ownership in real-time, matching a vendor's name to a checking/savings account, involving a database that utilizes fuzzy logic to account for nicknames, misspellings, etc.
- Identify companies that specialize in validating a vendor's bank account status (e.g., open, closed, etc.), where status updates are linked directly to financial institutions.
- Gain an understanding of the level of interest of potential bidders.
- Gain an understanding of the potential project cost for use in budgeting.
- Gain an understanding of the estimated duration required to implement the solution.
- Gain an understanding of what steps are involved to implement.

Interested parties responding to this RFI must provide a description of the business, including contact information such as: name of the company, point of contact name(s), physical and mailing addresses, phone number, and email address.

Important Notice: The State of Alaska does not intend to award a contract from this RFI, nor will it be financially responsible for any costs associated with the preparation of any response for the requested information. This RFI is issued for the sole purpose of obtaining information as described in this notice. However, the information obtained from this request may be used to prepare a solicitation in the future.

RESPONSE INFORMATION

Interested parties must submit a written response by **Tuesday, December 31, 2019, at 4:30 p.m. ADT** directed to the Procurement Officer, Heather Pedersen. Responses may be sent by U.S. mail or E-mail to the addresses listed below. All questions must be directed to the Procurement Officer in writing via email.

Department of Administration

Shared Services of Alaska

Attention: Heather Pedersen

P.O. Box 110210

Juneau, Alaska 99811-0210

Phone: 907-465-1066

Email: heather.pedersen@alaska.gov

Please note the State does not accept responsibility for failed U.S. mail or e-mailed response deliveries. It is the responsibility of the interested party to follow up with the individual listed above to ensure your response was received prior to the deadline specified above.