

Nevada State Fire Marshal - Licensing Program	
Vendor Questions	Answer
There is mention of the ability to send out mass emails to either a group of customers or all customers. What is the approximate range of customers expected to receive emails in this capacity?	At the most less than 10,000 at any given time
What type of entities have headquarters outside of Nevada that the SFM program supports?	We have a few that are located outside the USA, all in Canada. 99.9% are USA, all different states.
What is the retention period for historical photos and documentation that is currently stored in file cabinets?	Since we are looking for an electronic database, industry standard is never delete. However by regulations we are required minimum of 4 years. We would be open to purging old documents from closed accounts after 5 years.
Within the new system, what is the retention period for new customer related documents and photos?	Same answer as above.
Is there a state policy related to the retention and storage of archived customer documentation and certificates?	Same answer as above.
What type of file formatting and technical specifications must be met in order to successfully interface with Wells Fargo payment system?	See attached documentation.
What type of file format would report outputs need to be in? (.csv, .doc, .pdf, etc)	We would like a selection if possible..... .csv, .doc, pdf, .xls
How many data elements needs to be tracked(for auditing) and how long it needs to be preserved?	Most of our auditing focuses on numbers of X-Type of renewals versus X-Type that do not renew. All monies collected are audited obviously as well as any deficits where there should be none. There are hundreds of data points, it just depends on the State Auditors and what they are researching when the audit is called for.
How many Individual Customers/Companies are currently existing in the system? Do we need to provide all these existing Customers/Companies with portal access. If Yes, how often will they interact with the system?	Currently we track less than 9,000 (CofRs - Individuals) and less than 2,000 (Licenses - Companies) in the database. We expect that number to grow in the next few years at least 10% due to the improved economy. All Licensed Companies and Registered Card holders deal with this office daily/weekly/monthly and or yearly, it depends on what they are asking for. An individual could require a new card due to moving or divorce with a name change....a company could change ownership and require new licensing....the possibilities are endless. It is a certainty that all regardless will work with this office at least yearly for renewal purposes.
What is the overall data volume in the existing data base and how much data needs to be migrated to the new proposed system?	Data has been collected in the current database since 2004 and has never been purged. We are not a large user of data with only 9,000 CofR holders and 2,000 Licenses. It is unknown at this time the actual volume, we would need to get that information from the current vendor when we pick a new vendor during the RFP process.
There is a signature option in the sample applications. Does SFM wants electronic signature functionality in the application	Yes absolutely!
What integration options (API, Batch etc.) are available to integrate with ID Card system?	At this point I have not spoken with ID Ville on this application. We are definitely open to suggestions on this functionality of the program. Anything to assist us in making it easier to produce the ID Cards for CofR holders. Once again when we do the RFP process we can visit that further.

RFI Name: Nevada State Fire Marshal – Licensing Program

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Integration Methods

Each Integration Method features a different way for payment information to enter CyberSource's system. We offer fast and simple methods and more advanced options that provide greater flexibility and control. Determine which Integration Method best matches your business' needs, learn how each method works, its advantages, and the technical skills required.

Secure Acceptance Web/Mobile

Accept payments from any browser – web or mobile, while benefiting from language packs and other easily configurable options. Hosted payment solution, allowing card data to bypass merchant's network and travel directly from end-user consumer to Cybersource, greatly simplifying the PCI compliance process.

http://apps.cybersource.com/library/documentation/dev_guides/Secure_Acceptance_WM/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Secure Acceptance Silent Order POST

Host your own order page and post payment data to CyberSource to process each transaction. Direct post solution, allowing card data to bypass merchant's network and travel directly from end-user consumer to Cybersource, greatly simplifying the PCI compliance process. Support full customization.

http://apps.cybersource.com/library/documentation/dev_guides/Secure_Acceptance_SOP/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Virtual Terminal

Use CyberSource's easiest payment solution to enter credit card orders, issue credits, and generate receipts. Your Virtual Terminal can be up & running in 15 minutes. This tool can be utilized by your staff for any transactions that need to be processed outside web or integration payments.

<http://www.cybersource.com/resources/quickstart/Enterprise/html/wwhelp/wwhimpl/js/html/wwhelp.htm>

Simple Order API

Scalability, full range of services & more control for developers. CyberSource provides the client software. Implementing an API client with a CyberSource SDK requires programming skills in ASP/COM, C, Java/Cold Fusion, .NET, Perl or PHP. You should be comfortable installing libraries into your existing server environment. Access to all Cybersource transaction services. Wide support for many popular code/OS combinations.

http://www.cybersource.com/developers/getting_started/integration_methods/simple_order_api/

http://apps.cybersource.com/library/documentation/dev_guides/CC_Svcs_SO_API/html/wwhelp/wwhimpl/js/html/wwhelp.htm#href=cover_standard.html

CyberSource Transaction Web Service Schemas

<https://ics2ws.ic3.com/commerce/1.x/transactionProcessor/>

SOAP Toolkit API

Scalability, full range of services & more control for developers. You build your own client software to have scalability, full range of services and great control over buying experience. Access to all Cybersource transaction services. Any code or technology able to build a SOAP message or consume a web-service may be integrated due to the open-source nature of this solution.

http://www.cybersource.com/developers/integration_methods/simple_order_and_soap_toolkit_api/soap_api/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Batch Upload

Use Offline File Submission to send CyberSource your transactions in batches, instead of submitting each one individually. In one file, you can include transactions that use different services, currencies, countries, merchant IDs, and card types, thus eliminating the burden of handling these values separately.

http://apps.cybersource.com/library/documentation/dev_guides/Offline_Trans_File_Submission/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Recurring Billing (Subscription ID/tokenization)

Consolidate one-time and recurring payment processing on a single platform. CyberSource Recurring Billing supports subscription and installment payments, enabling billing via multiple payment options in numerous currencies. Sensitive payment information is stored in secure datacenters, reducing data storage risks.

http://apps.cybersource.com/library/documentation/dev_guides/Recurring_Billing/SO_API/html/wwhelp/wwhimpl/js/html/wwhelp.htm#href=coverSO.html

Business Center Reporting

The Business Center is your focal point when you need to reconcile your orders and the amount in your bank account. The reports show all the payments collected from all customers during a specific day and the refunds.

http://apps.cybersource.com/library/documentation/sbc/SB_Reporting_UG/html/wwhelp/wwhimpl/js/html/wwhelp.htm#href=cover.html

Reporting API

In addition to the pre-defined reports in the previous chapter, the Business Center offers on-demand reports. On-demand means that these reports are not automatically generated every day (or week or month), but that you can request them at any time. You can obtain on-demand reports by downloading in the Business Center, using a Client Application or Query API.

http://apps.cybersource.com/library/documentation/dev_guides/Reporting_Developers_Guide/html/wwhelp/wwhimpl/js/html/wwhelp.htm#href=cover.html

Account Updater Service to be used to update Recurring Billing/Subscription IDs

Account Updater notifies you of changes to stored customer credit card data. Such changes could affect expiration date, credit card number, or a brand. Account Updater obtains credit card information from both Visa and MasterCard and provides an encrypted response file that you can use to update your data store.

http://apps.cybersource.com/library/documentation/dev_guides/Account_Updater_UG/html/wwhelp/wwhimpl/js/html/wwhelp.htm#href=ch1Intro.html

Other Applications

Visa Checkout

http://www.cybersource.com/developers/integration_methods/visa_checkout/

Paypal Express Checkout Services

http://apps.cybersource.com/library/documentation/dev_guides/PayPal_Express_SO/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Applepay

http://apps.cybersource.com/library/documentation/dev_guides/apple_payments/getting_started/html/wwhelp/wwhimpl/js/html/wwhelp.htm