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Credit Risk Management

Writing an RFP for a Debt Collection System

~ A How-To Guide

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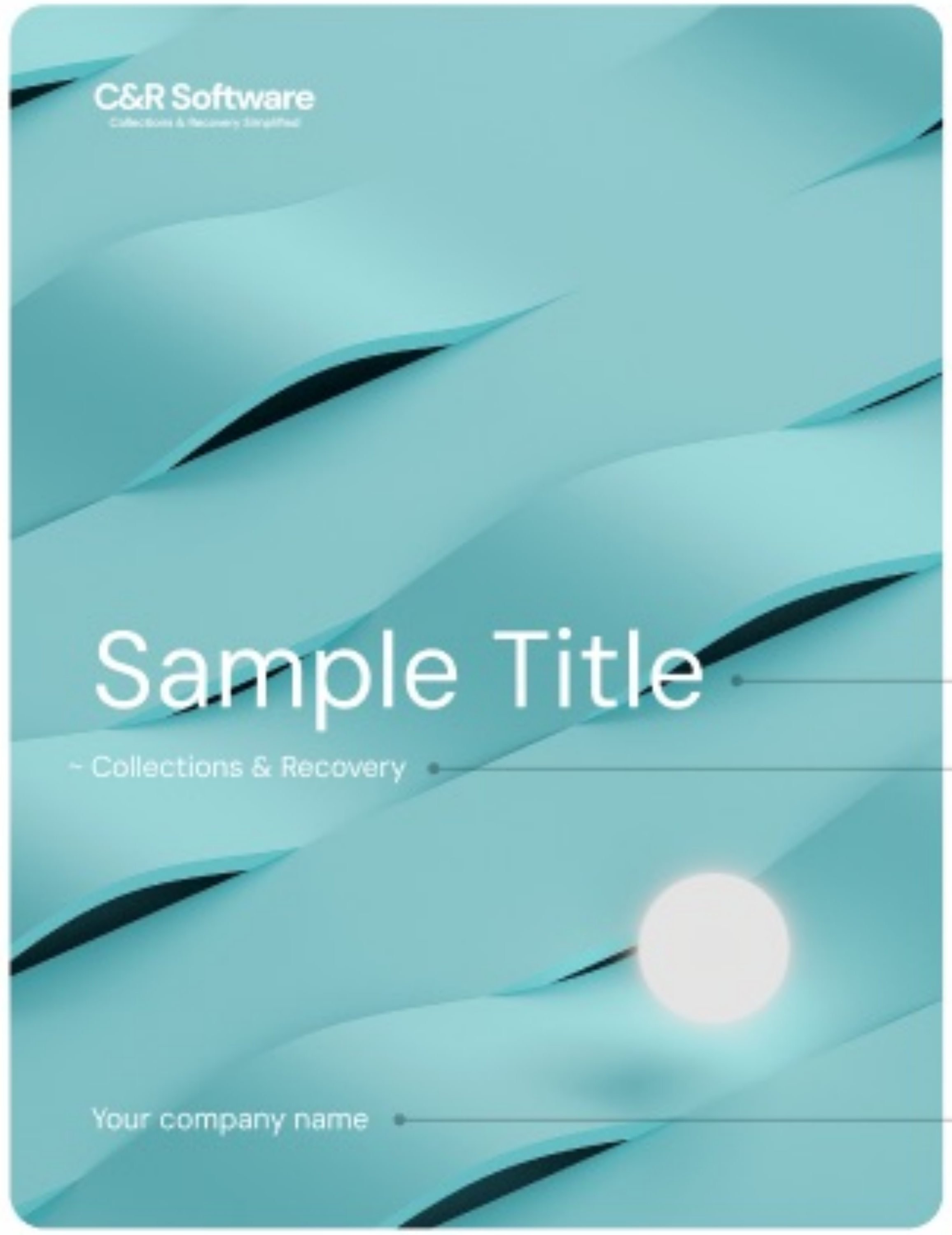
Overview

Step 1: Cover Page

Required

- **Title:**
  Request for Proposal
- **Essential Information:**
  Your company name
- **Topic:**
  Collections & Recovery



Tip

- Give your RFP a name so it's easier for respondents to refer to it in their response

Step 2: Submission Details

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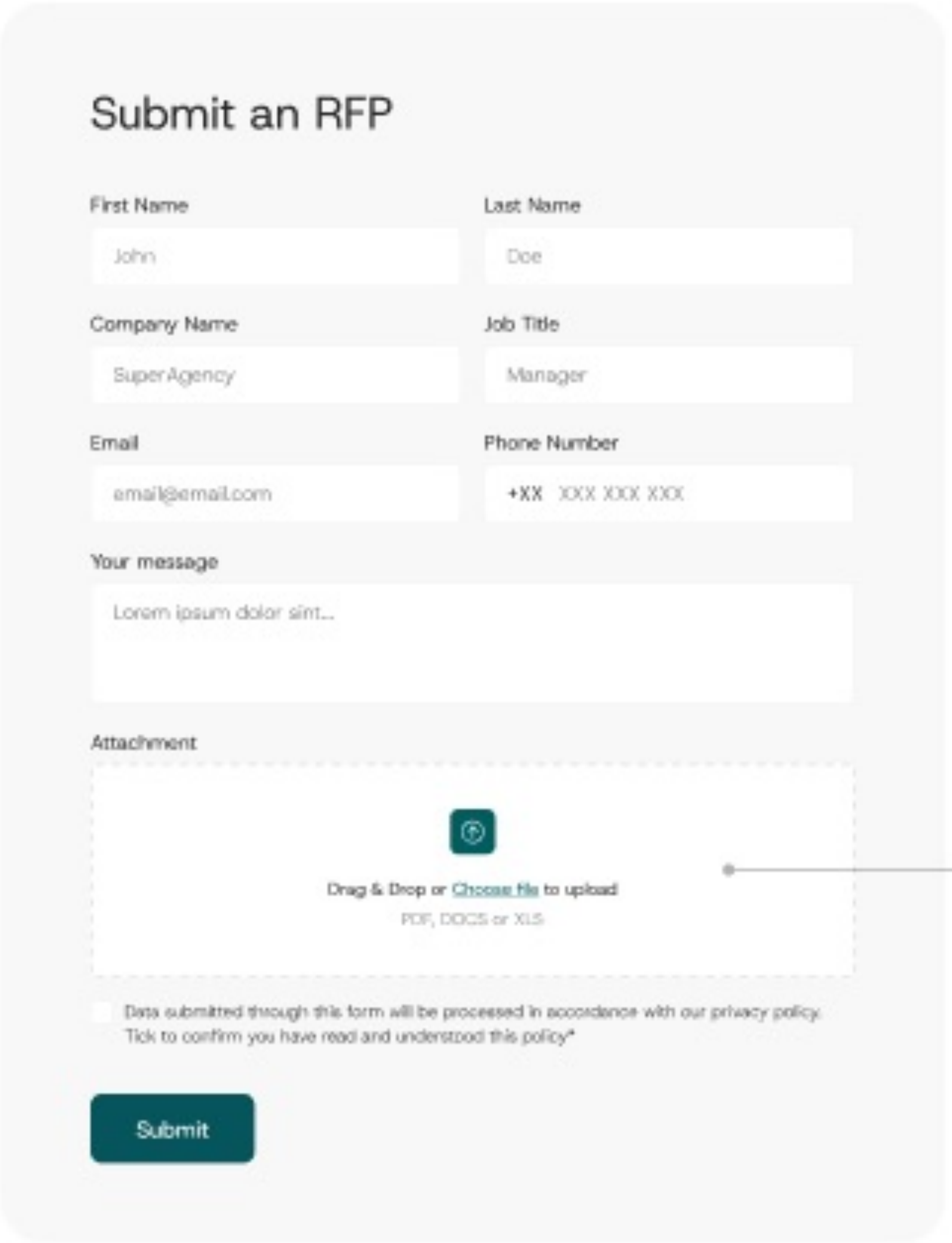
Required

- **Your Name**
- **Company**
- **Street or Box Number**
- **City, State, Zip**
- **Phone Number**
- **Due Date and Time**
- **Questions and clarifications** should be directed to Contact Name at Contact Information between 9:00 am and 3:00 pm ET, for example



Tips

- Include the due date, delivery channel details, and company administrator contact information.
- Outline a specific timeline for a Question-and-Answer period. Close this timeline before the proposal deadline so you can clarify any areas respondents may find it difficult to understand. Consider sharing the questions and answers with all participants in the process.

Step 3: Introduction and Summary

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Provide respondents with a brief overview of your company and an outline of your system requirements

Goals

Clearly define the goals of the project in the early pages of the RFP so they can be immediately addressed by each respondent.

Terminology

Describe your terminology and ask for consistency to make it easier to compare responses. For example:

- Collector = Representative = Agent = Desk = User
- Customer = Debtor = Consumer = Borrower
- Correspondence = Letter = Document = Notice = Form

Pricing

Ask for detailed pricing, including a five-year cost of ownership so you can see the true cost of a new software system. Support and maintenance fees should be included, and respondents should provide information about how any gaps or customizations will be addressed.

NDA

Include a Non-Disclosure Agreement (NDA), if applicable.

Step 4: Request Information

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Specific Questions

Avoid "Yes" or "No" questions and insist on written descriptions to receive more specific information about the system's capabilities. For example:

- What are the key differentiators of the system, and how does it compare to its competitors?
- Provide references for three complete production installations.
    - Name
    - Title
    - Company
    - Street, City, State
    - Email Address
    - Street, City, State
    - Phone
    - Description of business relationship

Tip

Don't ask for more than you're interested in learning and willing to read.

Understanding

Let each respondent know that on-site demonstrations will take place with your selection committee. By demonstrating and defending their responses in person, you can deepen your understanding of how each system meets your requirements.

Not sure what to ask? Review our question bank to ensure respondents provide a detailed look at each system's functionality, architecture, and support.

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Question Bank

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UI and General Questions

1 Functionality

2 Architecture & Infrastructure

3 Support & Training

Configurability

- Can functionality be configured to meet specific business needs without code changes? What configurable features are available?
- How is information organized in the user interface, and how configurable is the interface? What specific elements can be configured?
- What data is presented to agents? Can these screens be configured to present data based on the user and consumer/account attributes?
- Does the system provide a configurable compliance framework to implement compliance rules specific to the client's situation and manage rule changes easily as regulations evolve?
- Can the system be configured to provide external, publicly accessible information and advice to consumers, for example, relating to financial assistance programs available at national or local levels?

Collections Lifecycle Coverage

- Does the system support all stages of the collections and recovery lifecycle, from pre-delinquency to asset recovery and disposal?

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UI and General Questions

1 Functionality

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User Experience and Navigation

- How do users navigate between screens and consumer/ account actions, including user-defined fields and data?
- Can users view a history of recently accessed accounts?

Agent and Interaction Tools

- Does the system provide scripts to guide agents during interactions? How does this work?
- How do agents notate records with details about conversations and actions taken with consumers?
- Does the system alert agents when new information is added to an account?
- Are Outlook-style task reminders available? Can these reminders be directly linked to consumers and accounts?
- Does the system provide context-sensitive help for all functionalities? How is this help accessed?

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UI and General Questions

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Account and Relationship Management

- Can multiple accounts for the same consumer be linked or "packeted" together? How does the system support this?
- Does the system support joint & several liability (i.e., a single account with separate consumer treatments)?
- Does the system support one-to-many consumer-to-account relationships?
- Can multiple consumer relationships (e.g., spouse, co-payer, guarantor) be used in parallel?
- Does the system support linking separate consumer records based on their relationship to one another? How does this work?

Communication and Contact Management

- Does the system provide time zone support to prevent calling consumers at inappropriate times? How does this feature work?
- Can the system store APOs for military addresses, foreign addresses, phone numbers, consent to call preferences, countries, and zip codes?
- Can the system store an unlimited number of phone numbers, categorize them by type (e.g., home, work, or cell), and track the source of each phone number?

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UI and General Questions

Search and Lookup Capabilities

- Does the system support consumer and account-level lookups? Are there limitations on defining search fields?
- Are there any limits in defining the search fields?

Localization and Accessibility

- Does the system support multiple languages? If so, what languages are supported out of the box, and can others be added?
- Is the system Section 508 compliant for accessibility?

Data Access and Record Handling

- How is file locking handled within the system? If a user accesses a specific consumer record, are other users and processes locked out until the record is released?
- What is the system's hierarchy, and can it restrict user access to consumer records?

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User Defined Data

Custom Data Management

- How does the system manage custom data for fields not predefined in the system? How is this custom data stored, and what data types are available for data extension?
- Can business users add custom data fields without IT intervention? If not, what is required to add custom data fields?
- Can access to custom data be restricted based on user roles or permissions?
- Can custom data be encrypted for security purposes?
- Can custom data be used as criteria to drive workflow processes?

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User Defined Data

Custom Event Tracking and Costing

- Can user-defined costs or values be associated with each event at the account level for activity-based costing, reporting, and analysis? How does this process work?

Custom Interface and Integration

- Does the system allow users to create custom pages and access external systems and websites from within the system? How does this work?

Custom Status Codes

- Does the system support custom status codes? How does this functionality work, and what limitations exist?
- Is user access to status codes controlled by security permissions?
- Can multiple status codes coexist on a consumer or account record? If so, what is the maximum number of status codes that can be added?
- How does the system identify accounts in a specific status (e.g., 30 days, 60 days, 90 days, HOT, SKIP)?

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Workflow

1 Functionality

2 Architecture & Infrastructure

3 Support & Training

Consumer Treatment Strategies & Automation

- How does your solution orchestrate differentiated consumer treatment strategies based on specific situations?
- Is the workflow orchestration in your solution automated? Please describe how it works.
- How does the system handle different types of accounts, such as skips, settlements, disputes, probate, Consumer Credit and Consolidation Services (CCSC), bankruptcy, and others?
- Can the system accommodate different workflow processes for various types of debts? If so, how is this achieved?

Workflow Execution and Exception Handling

- Does the system provide time-based workflows to manage an account from start to finish within the application? Does this include checking criteria at each step of the process?
- Can the system accommodate workflows involving multiple responsible parties for a single debt (e.g., joint and several liability)?
- Is there an escalation process available? For example, if a consumer disputes an account, can the system pause agent activity until a supervisor or manager reviews the record?
- Can reminders be sent for promises made?
- Can correspondence be triggered automatically when promises are broken?

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Workflow

Mass Actions & Real-time Triggering

- How does the system perform actions in mass (e.g., send settlement offers, mark accounts affected by a disaster, etc.)?
- Can workflows be triggered in real time by user actions? How do users initiate workflows?

Legal & Compliance Support

- How does the system support SCRA and 1099c processing?

Workflow Events & Actions

- What types of events can trigger workflows?
- How does the system handle multiple actions resulting from a single event?

Out-of-the-Box Functionality

- Are pre-packaged, industry-standard best practice workflows provided out of the box?

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Workflow

Exception Handling & Custom Workflows

- Are there any limitations to managing exception treatments alongside standard collections processes?
- Can the system handle exception treatments at the consumer level, account level, or both simultaneously?

Escalation & Reminders

- Does the system allow users to create custom pages and access external systems and websites from within the system? How does this work?

Multi-Call Center & Environment Management

- How does the system handle multiple call centers within a single software instance while ensuring logical separation of data access?
- How can system configurations be promoted from one environment (e.g., test) to another (e.g., production)?

Correspondence

Requesting & Customizing Correspondence

- What methods are available for requesting correspondence?
- Can any field in the database be used within correspondence templates?
- Can user defined fields be used in correspondence?

Template Creation & Automated Generation

- How are templates for documents, letters, notices, forms, and other types of correspondence created within the system?
- How does the system generate automated correspondence?
- Can a series of correspondence be sent automatically?

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Correspondence

Third-Party Integration & Restrictions

- Can correspondence be sent through third parties? If so, how does this process work?
- Does the system allow letters to be sent or restricted based on specific attributes such as account details, demographics, or agent roles?

Storage & Access

- Does the system save all generated correspondence for future reference?
- Is all historical consumer correspondence accessible to agents at their desktop?
  How is correspondence stored within the system?

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Queues and Working Debt

Queue Organization & Structure

- How does your system build and organize work queues for agents?
- Does your solution support queue structures based on both consumer and account-level organization?
- How many simultaneous queues can agents access while working cases?

Work Queue Navigation & Prioritization

- What determines the order of items within queues, and how do agents navigate through their assigned work?
- Can the system automatically prioritize work within queues? How is this prioritization configured?
- What background processes are required to build and refresh queues? Can these run continuously (24/7), and how long does each process typically take?

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Queues and Working Debt

1 Functionality

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Queue Management & Scheduling

- Can managers schedule when specific queues are worked by agents? Is there a way to toggle queues on/off in real-time?
- How does your system track user activities? What information is captured in activity logs and how is it accessed?
- Can queues be configured to only be available at specific times of day for agents?

Queue Working Methods & Follow-Up

- What queue working methods does your system support? For example:
  - Selecting multiple queues simultaneously
  - Automatic delivery of accounts in priority order
  - Selective account picking
  - Blending queue work with inbound call
- Can agents schedule follow-up contacts with consumers directly in the system during phone conversations?
- How do agents mark accounts for future follow-up? What specific information can be captured in these follow-up notes?
- Can accounts be automatically flagged for follow-up through trigger events or rules?

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Queues and Working Debt

Supervisor & Agent Monitoring

- What tools help supervisors review queues and monitor agents' work?
- Are there specialized management views that allow supervisors to oversee multiple agents' activities?
- What alert mechanisms notify supervisors about important events or situations requiring attention?
- What in-system tools let agents request assistance from managers or supervisors during consumer interactions?

Activity Tracking & Queue Transfers

- How does the system handle bulk assignment of activities? What selection criteria can be applied, and can these assignments be scheduled?
- How are accounts transferred between different work queues? Can these transfers happen in real-time during active engagement?

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Segmentation and Assignment

1 Functionality

2 Architecture & Infrastructure

3 Support & Training

Inventory Segmentation

- How does the system segment inventory?
- What criteria are used for inventory segmentation?
- Can debt be segmented using any field or combination of fields?
- Is inventory segmentation handled at the consumer level, account level, or both?

Work Assignment

- How does the system assign work to internal agents and third-party agents?
- Does the system support skills-based routing for account assignment (e.g., assigning Spanish-speaking consumers to bilingual agents)?

Rules Engine & Segmentation

- Does the system use a rules engine for segmentation? If so, is it proprietary or integrated with a third-party rules engine?
- If a rules engine is used for segmentation how is this accomplished? Segmentation Trees? Decision Tables?

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Segmentation and Assignment

Scoring & Performance

- Does the system calculate collection and recovery scores out of the box? If so, can these scores be used for segmentation?

Champion/Challenger Strategies

- Does the system support champion/challenger strategies for performance testing?
- How are champion/challenger strategies created, and how can their relative performance be reported on?
- Can random digit groups be assigned to facilitate champion/challenger testing?

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Forwarding

1 Functionality

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Third-Party Assignment & Access

- How are accounts assigned to and recalled from third-party agencies?
- How are primary, secondary, and terciary placements handled within the system?
- Does the system provide a user interface for third-party providers (agencies, lawyers, etc.) to manage their assigned debt?
- What capabilities does the third-party user interface provide out of the box?
- Can the third-party user interface be tailored to meet our specific requirements for different types of third parties, products, and stages of debt?
- Does the third-party interface incorporate Role-Based Access Control (RBAC)?
- How is data security ensured when third parties are granted access to the system?

Inventory Management & History Tracking

- How does the system reconcile inventory and account balances assigned to third-party agencies?
- Can accounts be recalled and reassigned to multiple third parties while maintaining a full history of assignments?

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Forwarding

Performance Management & Strategy

- Can you set goals and reward agencies based on their performance metrics?
- Does the system support champion/challenger strategies for performance testing?
- How are champion/challenger strategies created, and how can their relative performance be reported on?
- Can random digit groups be assigned to facilitate champion/challenger testing?

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Forwarding

File Exchange & Data Integration

- Does the system provide standard file layouts for data exchange with agencies? What layouts are available?
- Can users modify file layouts directly, or is vendor support required for changes?
- Can the system update third-party providers with data while accounts are assigned to them in both real-time and batch modes?

Billing & Invoicing

- Does the system produce statements and invoices for agency, attorneys, and other 3rd parties automatically?

Communication & Support

- Does the system enable real-time communication with agencies for debt-related queries and requests?

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System of Record

Financial Buckets & Transaction Tracking

- How does the system support the following System of Record capabilities:
    - Multiple financial buckets (e.g., principal, interest, fees, court costs)
    - Interest calculations
    - Calculating future and historic balances
    - Payment apportionment
    - Statements and invoicing
    - Suspense payments
- What information is tracked for each financial transaction in the system?
- How are different money categories tracked within the system, such as financial buckets for principal, interest, and fees? Is there a limit to the number of financial buckets that can be tracked?

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System of Record

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Payments & Payment Allocation

- How are payments that cannot be posted to specific accounts handled, such as when a check arrives without sufficient information?
- Can the system apply a single payment to multiple accounts at once? What options are available for splitting the payment amount across accounts?
- Within an account, how are payments applied across the different financial buckets (principal, interest, etc.)? What is the payment waterfall?
- Can the system record multiple payment types, including detailed information like check numbers? How is this managed?
- Can consumers make payments through a web portal? If so, please describe the process.
- Can the system automatically add convenience fees for transactions such as NSFs, ACH, and credit card payments?

Interest Calculation

- What options are available for the calculation of interest (e.g., simple, periodic, compound)?
- Describe how the system calculates interest. Does it support simple, compound, and periodic interest? To what precision is interest calculated, and can interest accrual be suspended?

Currency & Commission Management

- Does the system support multiple currencies? If so, how is multi-currency processing handled?
- Does the system track commissions due to third-party agencies? Can these payments be reconciled? Please describe this process.

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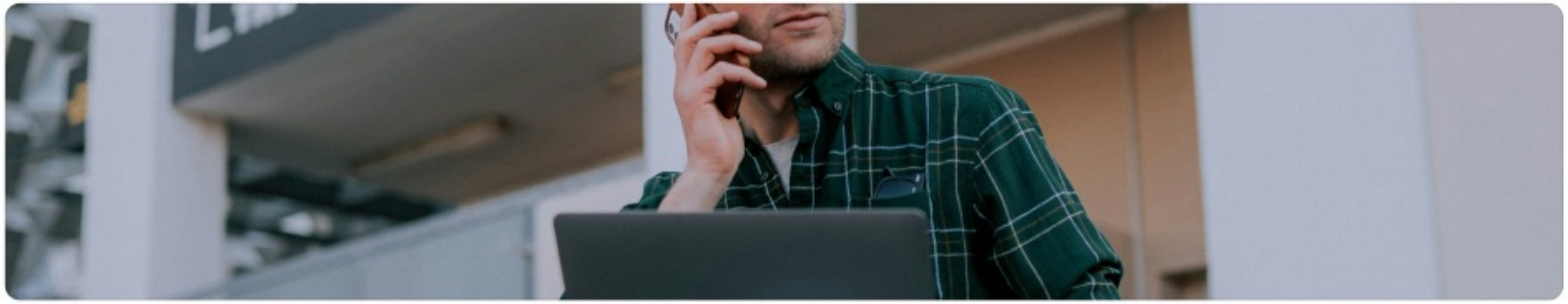
System of Record



Transaction Adjustments & Auditability

- Can a debt amount be modified without posting a financial transaction?
- What process is used to adjust amounts owed? Is there an audit trail of all changes made? Can amounts due be changed without a corresponding financial transaction?

Accounting & Ledger Integration

- How does the system generate monetary transactions that can be sent to a general ledger?
- Can the system support shadow accounting? How does this process work?
- Does your solution offer trust accounting and remittance tracking capabilities for third-party agency collections? Please describe these features.

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Payment Arrangements

Arrangement Setup

- Provide detailed information on the payment arrangement capabilities of the system, including arrangement tracking and the process for entering an arrangement.
- Pleases describe how your system supports single promises to pay and promise arrangements.
- Does your system support multiple concurrent payment arrangements on a single account? If so, please describe.
- Can the system assist agents by automatically suggesting a preselected set of payment arrangements for each account based on business rules defined in a decision engine?

Arrangement Tracking & Management

- Does the system allow for setting grace periods to extend payment arrangement deadlines?
- Does the system allow for modification of specific payment arrangement installment dates or amounts?
- Can the payments within an arrangement be different amounts or must they be the same? For example, can a balloon payment be a part of an arrangement.
- Can the system automatically send payment reminders before payments are due?

Payment Arrangements

Settlements

- How does the system manage settlements? Is a management approval mechanism available?
- How does the system handle settlement payments and broken payment arrangements?
- Are separate settlement rates available for agents and managers? Can managers approve lower settlement rates for agents?
- Please describe the functionality the system provides for settlements and for settlement arrangements.

Payment Options & Processing

- What payment options (e.g., Cash, Credit Card, ACH, etc.) does your solution offer?
- How does the system handle settlement payments and broken payment arrangements?
- Does the system provide real-time approval of credit card and ACH payments?

Wage Garnishment

- Does the system support a wage garnishment process? If so, please describe it.

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Reporting

Standard & Ad-Hoc Reports

- Are standard reports provided with the system? If so, what types of reports are included? Please provide samples and describe how these reports can be modified.
- Can non-technical users generate ad-hoc reports easily? Can users sort columns within reports, and are multiple sorting levels supported?
- Are there standard reports available to track calls made per day, week, month, etc.?

Reporting Tools & Capabilities

- Describe the reporting tools included in the system.
- What data warehousing capabilities are included with the system? Is the reporting tool proprietary or a best-of-breed integrated tool?
- What tools are used to extract and send data directly to a data warehouse?
- How are third-party reporting tools integrated into the system?
- Are there additional costs associated with reporting features or packages?

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Reporting

Advanced Reporting & Analytics

- Does the system provide a drill-down capability within reports to explore data in more detail?
- Can your reporting tool send alerts to users if a pre-defined threshold has been reached?
- Ability to provide automatic data analytics to support operational management: Please show details capabilities of your solution to provide data analytics to aid management and decision making.

Real-Time Data & Performance

- Is all data available for reporting in real-time? If so, how is this achieved within the system? If not, describe the time lag.
- Does the system support reporting off of real-time data without impacting the performance of online users?
- Does the system provide separate application/transactional data stores and reporting data stores out of the box?

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Reporting

Dashboards & Visualization

- Are dashboards provided with the system? If so, describe how interactive and configurable they are.
- Can dashboards be customized and viewed down to the user level without the need to run reports?

Scheduling & Delivery

- Is a scheduler available for automated report delivery? How are reports delivered (e.g., by email)?

Security & Access Control

- What security features are available within the reporting tool to control access to sensitive data?

Exporting & Formatting

- Can users export report data in various formats? If so, which formats are supported?

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System Architecture

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Infrastructure & Deployment Options

- Describe the available hardware infrastructure options for delivering the proposed system, such as virtualization, and provide details regarding the major hardware components.
- Describe the available software infrastructure options for delivering the system, such as database and middleware. Provide details regarding the major software components, including the versions of software component options that the system supports.
- Describe the databases, technologies, and operating systems used to deliver the proposed system.
- Provide a detailed description of the system architecture.
- Provide recommendations for the physical server sizing and configuration, considering factors such as the number of supported users and accounts, locations, and disaster recovery requirements.
- Is the system offered both on-premises and as a hosted solution (Software-as-a-Service)? Describe the details of the available deployment models.
- Does the solution rely on other systems as a requirement?

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System Architecture

System Requirements & End-User Access

- Does the system have specific hardware/software requirements that necessitate a particular brand or model?
- Describe the required end-user workstation hardware and software specifications.
- Describe how the software is accessed from the end-user workstation.

Technical Specifications & Protocols

- What percentage of the code is implemented as database stored procedures?
- What network protocols are used to interface with the system?

Upgrade & Maintenance Processes

- Describe how system upgrades are deployed. Are upgrades and patches applied at the server level, end-user workstation level, or both?

Auditability & Data Tracking

- Is all access to consumer records logged and auditable? How are data changes tracked within the system? Are all data changes logged and auditable?

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System Architecture

Security & Encryption

- Does the software encrypt all data in transit? If so, what encryption method is used?
- Does the software encrypt data at rest? If so, what encryption method is used?
- Does the solution encrypt all appropriate data to ensure security and compliance?
- Is the system architecture compliant with the appropriate regulatory controls within the channel?

Resource & Skill Requirements

- What skill sets are required for our current system architecture team to successfully deploy the proposed solution?

Architecture Design & Customization

- Does any business logic reside in the user interface?
- Describe the delineation between actions/tasks/workflow automation that are user-definable (created/controlled by an organization's business or IT administrator) versus those that require custom software development from the system's vendor.
- Is the solution architecture based on a modern, industry-standard design?

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Database

Supported Database Technologies

- What database software(s) and version(s) does the system support?

Team Requirements

- What skill sets are required for our current database team to successfully deploy the proposed solution?

Data Extraction & Integration

- What options exist to extract data from the solution database for reporting or integration purposes?

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Database

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Security, Compliance & Access Controls

- Does the solution database require storage of PII (Personally Identifiable Information) or PHI (Protected Health Information) consumer data?
- Are the security and regulatory controls for the solution database configurable to meet specific requirements?
- Does the solution require end users to have direct database access?
- Does the solution use the same security controls for both the database and end-user access?

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Database

Connection Management

- Does the software use connection pooling managed by the middleware, or do end users make direct connections to the database?

Concurrency & Data Access

- How does the system handle multiple users interacting with the same data simultaneously? Does it employ optimistic or pessimistic locking?

Data Integrity & Structure

- How does the system ensure data integrity through database-enforced and/or application-enforced rules? Please describe the process for ensuring and validating data integrity within the system.
- Is the database normalized to reduce redundancy and improve data consistency?

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Integration

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General Integration Capabilities

- Please describe how the automation and orchestration of various integrations work in your solution, specifying whether capabilities within the orchestration are real-time and/or file exchange based.
- Define the system's ability to import/export data. What file formats are supported, and can these processes be scheduled?
- Are specific file formats required? Can formats be modified without software vendor intervention?
- Where the solution integrates with existing enterprise systems, are the integration points clearly defined?

Real-Time & API Integrations

- What real-time capabilities are available for exchanging data with other internal and external systems? Please list and briefly describe all web services, APIs, or other real-time integration points provided out-of-the-box.
- Can the system receive one or many triggers from external sources (e.g., a credit bureau)?
- Can the system invoke calls to external systems in real-time via APIs?

Integration

1 Functionality

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Third-Party, Vendor & Credit Bureau Integration

- How does the system integrate with external service providers (letters, skip-tracing, bankruptcy, etc.)? What products does the system provide interfaces to, and what additional costs are associated with these interfaces?
- Can the system handle inbound vendor file feeds and create outbound file feeds (including notes and memos) for vendors?
- Can the system gather, format, and send data to an external credit bureau? Describe existing interfaces with credit bureaus.
- How are collection scores imported from third-party sources? What data can be stored, and can this data be used to drive workflows?

System-Specific Integrations

- Can the system interact with accounting systems? If so, how does this integration occur?
- Does the system have the capability to interact with predictive dialer systems? If so, how does the integration occur, which systems are supported, and what batch and real-time processes are involved?
- Can the software integrate with any document management system? If not, what document management system(s) does it support?
- How are documents stored in a document management system made available for consumers to view on demand?

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Scalability

System Design & Deployment

- Please describe your solution's deployment architecture and differentiate whether the solution is hosted or truly cloud-native, not merely cloud-enabled.
- Can the solution scale if used in a combination of both cloud and on-site infrastructures while maintaining performance requirements?
- Is the solution modular so components can be enhanced with more computing resources without upgrading the entire solution?

Operational Considerations

- Is any downtime required for system processes, such as nightly processing? If so, how long is the processing window?
- What skill sets are required to successfully scale the proposed solution?

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Scalability

Availability, Recovery & Redundancy

- Can the system operate in a fault-tolerant mode?
- Does the system support clustering at the database level? At the application level? Does it support failover configurations?
- Is data replication supported by the system?
- How does the system address high availability? Does it support clustering of systems such as databases and application servers?
- How does the system address disaster recovery? Does the system support failover to remote systems in the event of a disaster?

Scalability & Performance

- Provide information on the system's capacity and performance. How has this been proven? Describe the system's ability to scale—horizontally, vertically, or both.
- Are there account volume limits that would impact the solution's ability to scale and still perform adequately, for workflow or data retention?
- Has the system been load tested in real-world scenarios to ensure stability, performance, and data integrity? Describe any load testing procedures and provide benchmarking results.

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Security

Core Security & Compliance

- Describe the security features built into the system.
- Can the system be deployed in a rigorously audited, secure infrastructure/environment that adheres to regulations?
- How does the system support configuration to comply with changing regulations? Does reconfiguration require vendor involvement?
- Is the system PCI compliant?
- How is the system tested for security vulnerabilities?

Data Protection & Encryption

- Is data encrypted both in transit and at rest within the system? Does the encryption meet industry regulations?
- Are passwords stored in a proprietary database? If so, are they encrypted or hashed? What algorithm and key length are used?
- Describe any database security controls or configurations used to enhance application-level security controls.
- Is data masking available for sensitive fields within the system?

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2 Architecture & Infrastructure
3 Support & Training

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Security

Data Protection & Encryption

- Does the system log sensitive data displayed to users? What details are included in these logs?
- Are audit logs maintained for all user actions? What information is captured in these logs?
- Does the system audit all administrator actions (e.g., password resets, account unlocks, user ID creation/ deletion, changes to security permissions)?

User Authentication & Access Control

- Describe the system's user security parameters.
- How are users authenticated, and where is authentication information stored?
- Can the system enforce configurable password controls (e.g., length, complexity, expiration, history)?
- Does the system integrate with Active Directory for authentication and access control?
- Can users be assigned multiple roles within the system? Are there limits on role combinations or configurable roles?
- How are users added, deleted, or modified within the system? Is roles based security provided?

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Cloud

Cloud Service Model & Architecture

- Do you provide a Cloud Native solution?
- Is your cloud offering a Software-as-a-Service (SaaS) model?
- Who is the host provider for your cloud solution?
- What is the tenancy model of your product (e.g., single-tenant or multi-tenant)?
- What regions does your cloud solution cover?
- Please provide a diagram explaining your cloud architecture.
- Provide a diagram illustrating how we and third parties would integrate with your system within the cloud.
- Is the solution designed to be fully elastic when deployed in the cloud?

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Cloud

Authentication, Access & Integration

- What methods of authentication and authorization are available for users in the cloud?
- Does your cloud solution support Single Sign-On (SSO)?
- Does your cloud solution offer Multi-Factor Authentication (MFA)?
- Can the solution integrate via APIs in the cloud? What types of API authorization/authentication are supported?
- What access controls are in place for your employees to ensure data security?

Cloud Compliance & Operational Integrity

- Is your cloud offering ISO27001 and SOC2 compliant?
- What Security Information and Event Management (SIEM) controls are implemented within the cloud solution?
- Please provide details of your disaster recovery plan, including standard Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).
- What is your cloud backup policy?
- When vendor-hosted, does your solution allow our team to monitor regulatory compliance controls directly?

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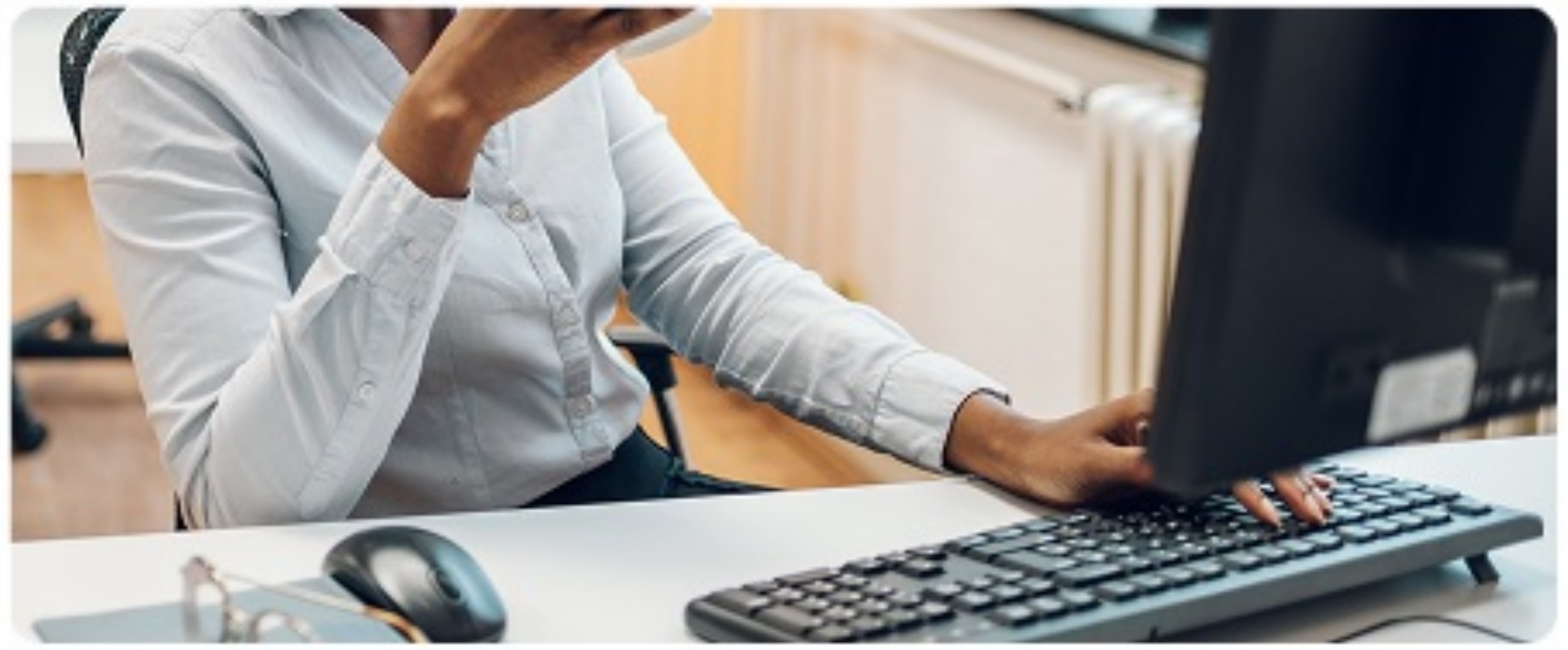
Cloud

Cloud Data Protection & Access Controls

- What protections are in place for data at rest and in transit within the cloud?
- What methods are used to transfer files securely within the cloud?
- How is data exchanged between clients and the cloud protected?
- What Data Loss Prevention (DLP) controls are in place for client data within the cloud?
- Is whitelisting available for inbound data transit and user access?
- What controls ensure segregation of client data and interactions from other multi-tenant clients?

Cloud Data Encryption & Key Management

- What controls are implemented for managing encryption keys in the cloud?
- Can data in transit be encrypted via TLS per EIS policy?
- What methods are used to encrypt messaging and pub/sub layers within the system?
- Do you offer Bring Your Own Key (BYOK) capabilities for encryption management?



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Cloud

Cloud Support, Service Levels & Monitoring

- Describe your support, reporting, and escalation process for addressing cloud-related issues.
- What are your support resolution times, maintenance schedules, and Service Level Agreements (SLAs)?
- Please list the items included in the cloud subscription.
- How do you monitor applications within the cloud? Please provide details on the tools and processes used.
- How many environments come with the standard cloud offering? Are additional environments available if needed?
- Can performance metrics be monitored by our team when deployed in the vendor's cloud environment?

Deployment Models & Support Requirements

- Is the solution available in both cloud and on-premises deployments?
- Does the architecture change between cloud and on-premises deployments?
- For vendor-based cloud solutions, what level of support and maintenance is required from our team?
- For on-premises deployments, what level of support and maintenance is required from our team?
- Can the solution be provided as an on-demand or per-transaction service?

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Development and Q&A

Development & QA Processes

- Describe your software development methodology.
- Describe the quality assurance process for both patches and new version releases.

Testing Tools & Practices

- What testing tools are used during the development of your software?
- What automated regression testing is performed before distributing releases to clients? What regression testing software is used?
- Describe the load testing performed before distributing releases to clients.
- How many accounts does the load-testing environment house?
- How many concurrent user sessions are simulated during load testing?
- What load-testing software is used?

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Communications

Channel Capabilities & Personalization

- Can the system communicate with consumers via digital channels? If so, which ones?
- Can communications be personalized in real-time based on up-to-date consumer and account data?
- Can communications be tailored to consumers' language preferences?
- Can communications be sent in real-time in response to any consumer or agent action?
- Can the system determine the optimum contact channel and time for each consumer?
- Can the system send and receive data from messaging app channels (e.g., WhatsApp, Facebook) in real-time?

Specific Channel Usage & Features

- How do your clients typically use your solution to facilitate chat interactions with their consumers?
- How do your clients typically use your solution to facilitate SMS interactions with their consumers?
- Does your solution provide the ability to send bulk SMS messages on delinquent accounts?
- Please describe the details of your solution's digital collections channels, including their capabilities, features, and the collections journey.

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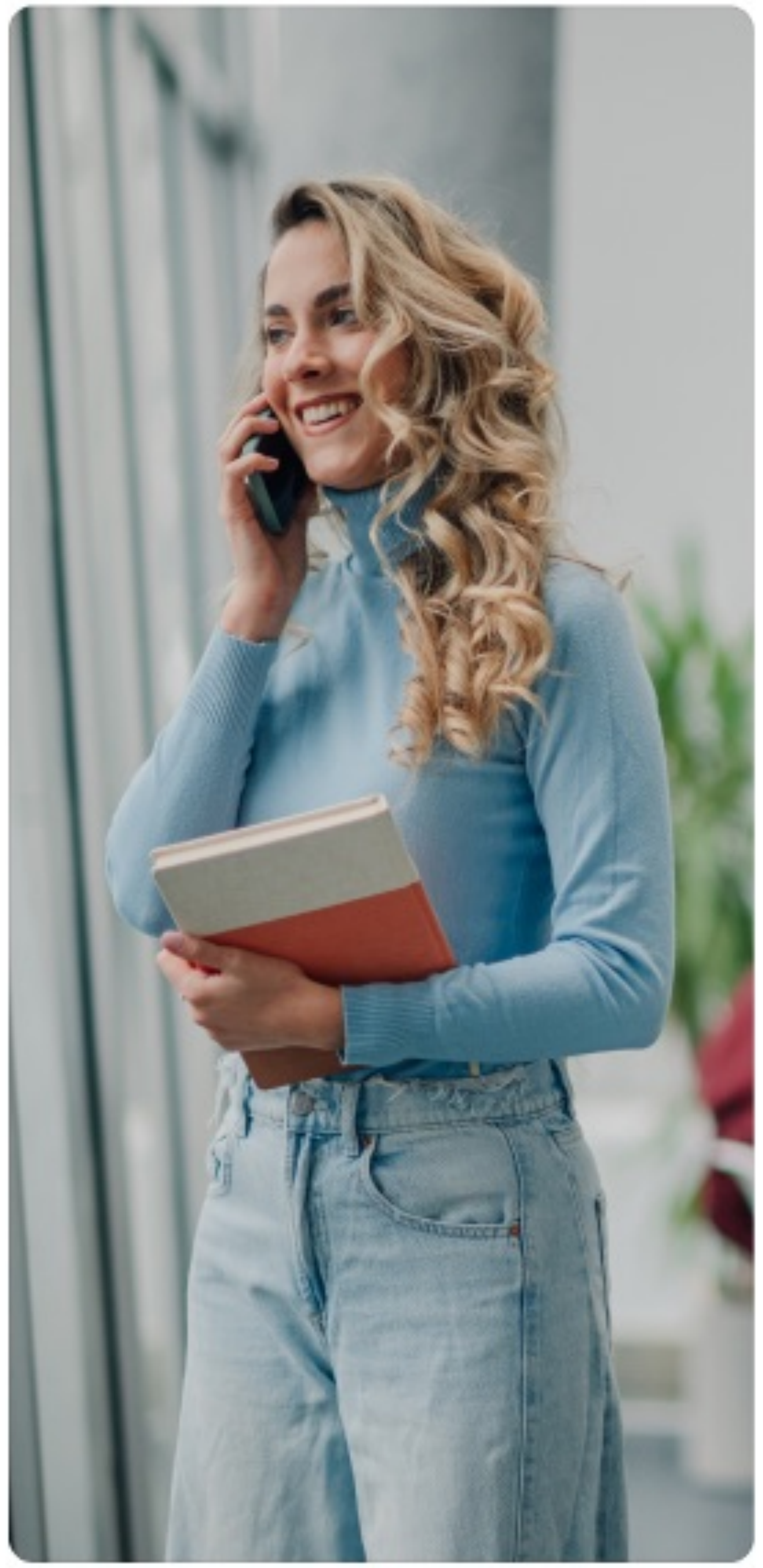
Communications

1 Functionality

2 Architecture & Infrastructure

3 Support & Training



Management, Compliance & Technical Infrastructure

- Can communications be based on consumer consent and channel preference?
- How does the system manage consumer opt-outs from communications?
- How does the system ensure digital communications comply with relevant regulations?
- Does the solution supply its own email/SMTP capabilities?
- Please describe how your platform manages communications to consumers (e.g., text messages, emails, letters, etc.), including text and email gateways and integrations with postal providers.
- Does your solution allow for sender ID, long code, 10DLC, short code, or TFN options when sending messages?
- Does your solution handle response statuses (e.g., message failed, message sent)?
- Does your solution have mobile number verification capabilities?

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Decision Engine

Core Functionality & Integration

- If a third-party decision engine is integrated, which one is used?
- Can the decision engine perform calculations and write results to the database?
- Can rules be configured to handle specific behaviors for different types of debts?
- Are decision tables available in the decision engine?
- Are decision trees available in the decision engine?

Rule Management & Testing

- Can business rules be tested before they are committed?
- Does the decision engine provide version control for business rule changes (e.g., reverting to prior versions)?
- How can rules be tested?
- How are rules promoted to production?

Portals

1 Functionality

2 Architecture & Infrastructure

3 Support & Training

Consumer-Facing Portals & Self-Service

- What self-service options does the system provide for consumers to manage their debt?
- Does the system include a consumer-facing web portal or mobile app?
- What capabilities does the consumer-facing portal or app provide out of the box?
- Please describe the functionality of your consumer-facing self-service portal.
- Can payment plans be created by a consumer on the portal? What governs the terms of those plans?
- Is the system able to support real-time communication with clients for queries and requests associated with debts?
- Can the consumer-facing portal or app be customized to meet our specific requirements?
- Can your consumer portal's look and feel be customized to any degree (e.g., changing color schemes and graphics)? Please describe the customization options.

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Portals

Client & Third-Party Portals

- Do you have a client portal available, and what functionalities does it offer?
- What portals are provided for other users (e.g., clients, third parties)? Describe the functionality provided in each portal.
- Are web portals provided for consumers, clients, and third parties to view consumer and account records?
- Are web portals provided, e.g., clients and third parties to view consumer and account records?

Chatbots

- Does the system include a consumer-facing chatbot that can be integrated into a web portal or mobile app?
- What capabilities does the chatbot provide out of the box?
- Can the chatbot be customized to meet our specific requirements?
- Can the chatbot be used via text and voice channels?

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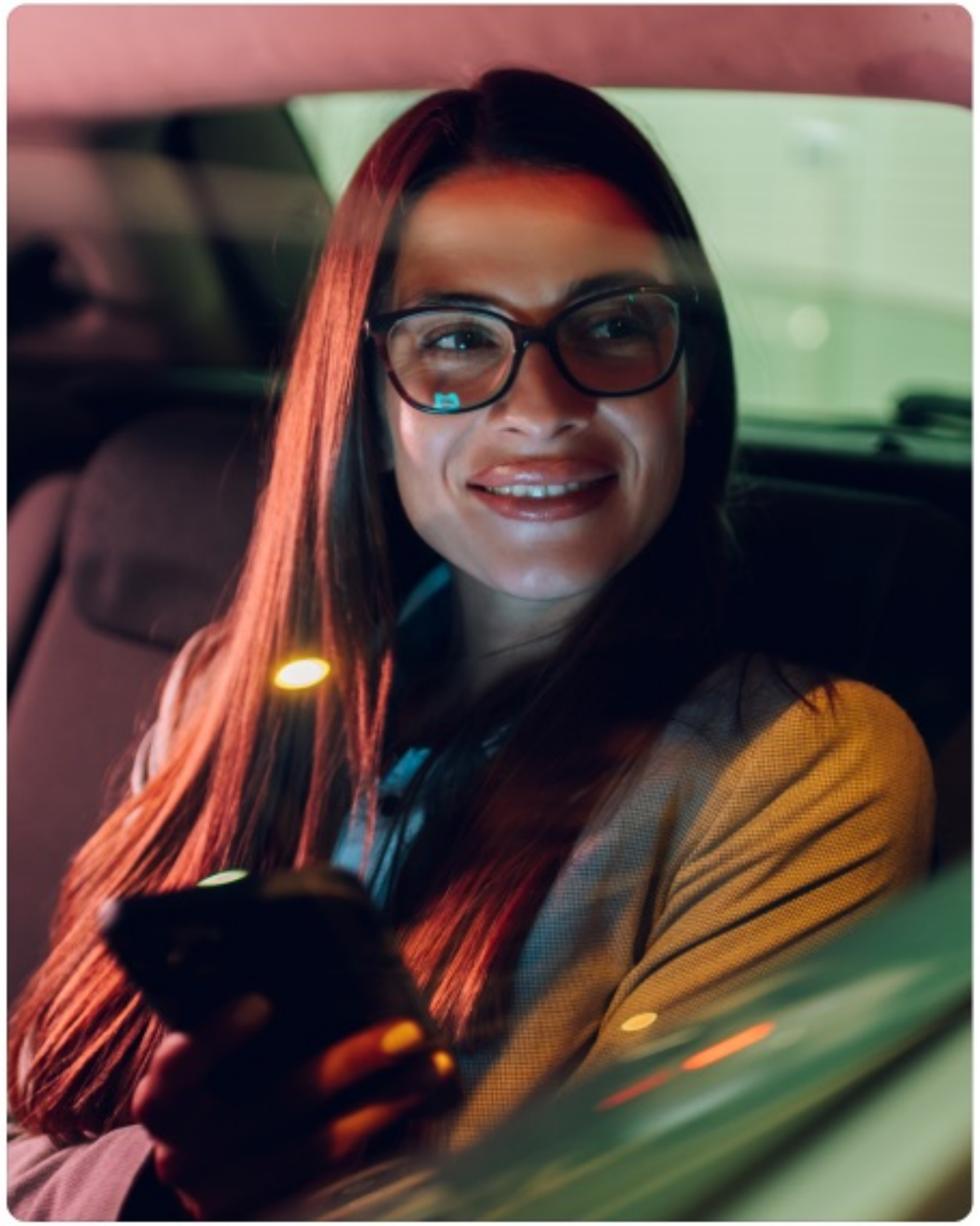
Artificial Intelligence

1 Functionality

2 Architecture & Infrastructure

3 Support & Training



AI/ML Capabilities & Integration

- What AI-driven features are currently available within the system?
- Does the system support Machine Learning (ML) models? If so, how can these be used to enhance segmentation and other decision points?
- Can Machine Learning models be used to support both batch and real-time decision-making?
- How can any AI-driven capabilities be trained to be relevant to our specific business, consumers, and requirements?
- Can the system be integrated with our own AI capabilities to enhance productivity and consumer service? If so, how?
- Please detail your solution's capabilities for providing data analytics to support operational management and decision-making.

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Artificial Intelligence

Generative AI (GenAI) & Roadmap

- Does the system provide Generative Artificial Intelligence (GenAI) capabilities out of the box?
- How does the system ensure that a client's IP or consumer personal data is not exposed to any public Large Language Model (LLM)?
- What is your current research into GenAI, and what is your vision/roadmap for how AI will be incorporated into the system in the future to enhance productivity and improve consumer service?

Virtual Agent Solutions

- Could you briefly describe how your virtual agent solution helps clients implement digital communication strategies?
- Provide a brief description of how your Virtual Agent solution solves for digital communication strategies.

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Vendor Implementation

Methodology & Approach

- Describe your approach to knowledge transfer during system implementation. Are you open to a collaborative approach during solution implementation?
- Describe your implementation methodology.
- Provide details on your data conversion methodology. What role does your company play in the process?
- Describe the project management process and how you ensure timely delivery against defined schedules, with client checkpoints to understand risk and ensure early notification of risks and issues.

Team, Resources & Transition

- How does the transition from your implementation team to standard support work?
- Will you assign a dedicated project manager to the implementation project?
- Describe a typical implementation team, including which roles the vendor and the client are expected to provide during all stages of the implementation project.

Timeline & Experience

- Provide a sample implementation timeline based on the information contained within this RFP.
- Describe your international implementation experience, if applicable.

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Documentation

Content & Availability

- Are all installation, configuration, and user guides provided with the system?
- Is the entire data model and a complete data dictionary provided with the system?
- Please provide recent examples of release notes for version releases, including details of system enhancements and bug fixes.

Access & Usability

- Does the system have an online help facility? If so, is the online help context-sensitive, fully indexed, and searchable by users?
- How do users gain access to the most current documentation? Is a web portal available for retrieving documentation?

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Training

1 Functionality

2 Architecture & Infrastructure

3 Support & Training

Delivery & Audience

- Is training delivered remotely, in a classroom setting, or both?
- What specific training is provided for the IT team (Developers, DBAs, etc.)?
- Describe the recommended training for business users, system administrators, and the client's own training personnel (e.g., "train the trainer.")
- Is training provided directly by your company, partners, or subcontractors?

Content & Offerings

- Describe the different types of training your team offers.
- Please provide a list of all available training classes, including content and duration.

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Support

Standard Support Services

- Describe your support organization and the assistance the team offers clients.
- What are your standard hours of support, and what support is offered outside these hours?
- Provide any costs associated with the support service.
- What is the escalation process for support issues?
- Describe your process to log, track, and resolve defects.

Extended Services & Community

- What professional services does your organization offer?
- Do you have an active user group? If so, how many people and organizations are currently involved?
- Does your company host regular user conferences? How frequently do these occur, and what is the subject matter of these conferences?
- If customization or enhancements are needed after the completion of the implementation project, what processes and cost structures do you offer?

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Maintenance

Release Management & Updates

- How often are new version releases distributed to clients? Please provide a history of recent releases.
- How do you handle bug fixes between releases?
- Does the system provide postal code validation updates as part of the standard maintenance?
- How are releases distributed to clients, and how are they applied? Are clients required to upgrade to each release?

Roadmap, Enhancements & Version Support

- Please provide information regarding future scheduled releases and/or a product roadmap.
- Do your clients have input regarding potential system enhancements? How are these ideas submitted?
- Describe the process for determining whether client-requested enhancements are made available to all clients.
- How long are older versions of the system supported?

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Summary of Offerings

Overall Value Proposition

- In one page or less, what does your solution offer, and how does this differ from other providers in the marketplace?

1 Functionality

2 Architecture & Infrastructure

3 Support & Training