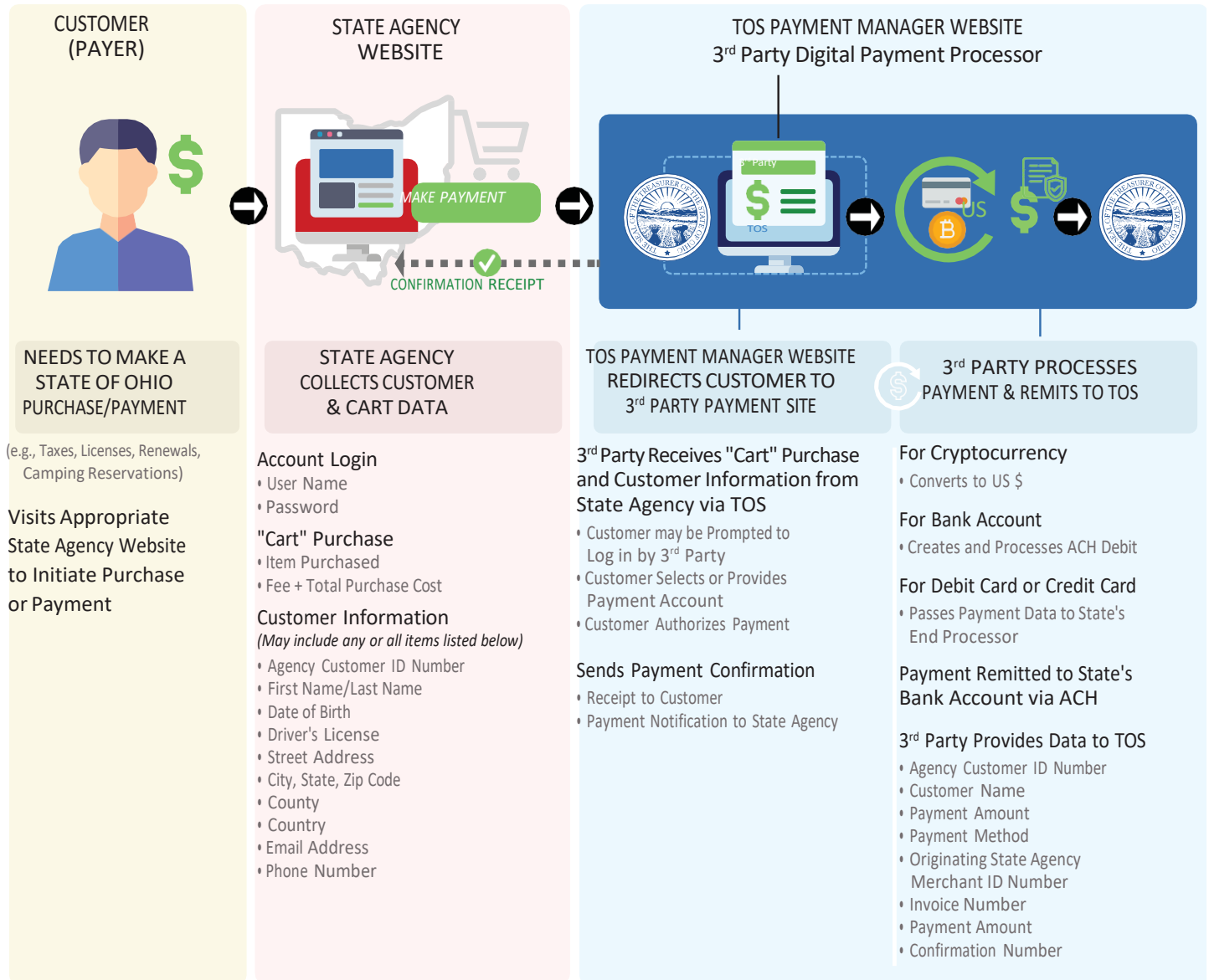


**Ohio Board of Deposit**  
**Digital Payment Services Request for Proposal**  
**Respondent Questions and Treasurer's Office Answers**  
**August 5, 2025**

This diagram provides a general view of the process TOS envisions.  
The process may be modified as part of the implementation with the selected vendor(s).



## General Questions

Respondent Question	Treasurer's Office Answer
Can the State please provide a list of all agencies in scope for this RFP?	All State Agencies that receive appropriation from the Ohio General Assembly would be able to accept payments through the payment methods addressed in this RFP. <a href="https://www.lsc.ohio.gov/budget/136/main-operating-budget/as-enacted">https://www.lsc.ohio.gov/budget/136/main-operating-budget/as-enacted</a>
Can you provide some examples of digital wallet providers that the vendor should be able to accept payments from?	Please refer to the diagram. As used in this RFP, “digital wallet” means a payment method that stores debit card, credit card, or bank account details for the customer and shields those payment account details from the State Agency and the Treasurer’s Office. This RFP contemplates the digital wallet processor controlling the flow of funds and acting as an intermediary, executing the customer’s payment method and remitting the payment to the Treasurer’s bank account via ACH along with data identifying the customer and their payment.
Can you give examples of ALL payment types for the term “digital wallet”?	Please refer to the diagram. As used in this RFP, “digital wallet” means a payment method that stores debit card, credit card, or bank account details for the customer and shields those payment account details from the State Agency and the Treasurer’s Office. This RFP contemplates the digital wallet processor controlling the flow of funds and acting as an intermediary, executing the customer’s payment method and remitting the payment to the Treasurer’s bank account via ACH along with data identifying the customer and their payment.
Will the state or individual agency be required to maintain their own digital wallet address, or should the respondent provide custodial wallets on their behalf?	The Treasurer’s Office envisions a custodial wallet provided by the Respondent.
Does processing digital wallet payments involve any cryptocurrency processing?	No. As used in this RFP, “digital wallet” means a payment method using only the customer’s debit card, credit card, or bank account. In this RFP, processing cryptocurrency is referred to as processing “digital assets”.
Is the digital wallet required to store cryptocurrency information?	No.

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
Does digital wallet refer only to credit card, debit card, and bank account information, or should digital wallet processing also involve processing cryptocurrency?	As used in this RFP, "digital wallet" does not involve processing cryptocurrency.
Is the State of Ohio seeking a partner to simply accept mobile wallet payments, or is the State interested in collaborating with a provider to develop and launch its own mobile wallet solution?	The State is not seeking to accept mobile wallet payments, nor is the State seeking to develop and launch its own mobile wallet solution. Please refer to the diagram. This RFP is specific to the digital payment services described on page 3 of the RFP.
To better understand your requirements and ensure we can provide the most suitable solutions, could you please share a detailed list of the mobile wallet providers you are interested in partnering with or supporting?	This RFP does not seek a solution for mobile wallets.
Are "Buy Now Pay Later" products (e.g., Klarna, Affirm, PayPal Pay-in-4) acceptable or are they considered consumer-credit products outside this RFP?	"Buy Now Pay Later" products are outside the scope of this RFP.
Is your interest focused solely on how the State of Ohio accepts digital assets as a form of payment, or are you also exploring broader digital asset capabilities and solutions?	Please refer to the diagram. This RFP is specific to the digital payment services described on page 3 of the RFP.
Which digital assets (blockchains/tokens) does the State anticipate accepting at go-live?	No decision has been made at this point in time.
Are there any digital wallets or digital assets (including blockchains) that the State is specifically interested in accepting at go-live?	None have been identified at this point in time.
If the proposed solution does not support digital coin/asset acceptance as a form of payment, is the State of Ohio interested in settling transactions using a cryptocurrency or digital coin instead?	Under Ohio law, transactions must be settled in US dollars.
If a respondent proposes to use Coinbase (or similar) for wallet and conversion services, are there any licensing, custodial or infrastructure compliance considerations the respondent must meet beyond Coinbase's standards?	The respondent would be expected to be compliant with all relevant federal laws and Ohio statutes.

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
Who are the incumbent processors?	There are no incumbents. This is a new processing solution.
What is the projected transaction volume for this new digital wallet and/or digital coin offering?	The transaction volume is expected to be small initially, with volume growing as these new payment methods become popular with State Agencies and their customers.
If someone responds to only the digital wallet requirements and responds "SERVICE NOT OFFERED" to any cryptocurrency requirements, would that be considered a complete response?	Yes. A Respondent can choose to respond to provide either Digital Wallet Processing Services or Digital Asset Processing Services or both. See the RFP's Exhibit 1.

### **Terms and Conditions**

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
Should the respondent include requested changes to the terms and conditions as part of their response?	Yes. Please use Exhibit 2.

### **Organizational Information**

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
How does the respondent provide proof of regulatory capital and balance sheet strength?	Undetermined at this point in time.
How does the Treasurer's office estimate the full value of transactions for the respondent to prove sufficient balance sheet strength?	Undetermined at this point in time.

### **Business Requirements**

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
Will a SOC 2 Type 1 and an in-flight SOC 2 Type 1 satisfy Requirement 4.3.7 at the time of award?	Initially, a SOC 2 Type 1 report is acceptable. However, the Treasurer's Office expects the Respondent to transition to a SOC 2 Type 2 report to provide assurance on the operating effectiveness of security controls over a period of time (e.g., year).

## Functional Requirements

Respondent Question	Treasurer's Office Answer
Is there a maximum length of the response to part 2 of the technical proposal?	No, there is no maximum length to the technical portion of the proposal.
What is the State's estimated go-live for these payment services? Does the State anticipate implementing all agencies simultaneously or individually?	The State anticipates implementing State Agencies on an individual basis beginning 4 <sup>th</sup> quarter calendar year 2025 or 1 <sup>st</sup> quarter calendar year 2026. There is no requirement for individual State Agencies to offer the payment methods contemplated in this RFP.
What is the target go-live date for Digital Payment Services, and will this be a phased rollout?	The State anticipates design and implementation to begin 4 <sup>th</sup> quarter calendar year 2025 or 1 <sup>st</sup> quarter calendar year 2026. This solution will be phased in for individual State Agencies upon request from the Agency.
Is there a plan a mandate (sic) all agencies to implement and utilize this solution across their operations?	There is no requirement for individual State Agencies to offer the payment methods contemplated in this RFP.
Requirement 5.2.2. states fees must be added to the payment amount. Please confirm that the payor will bear all convenience fees and that no vendor fees will be invoiced to the State.	The customer, not the State, will pay any and all convenience, conversion, transactional, and/or similar fees.
Can you provide an example of potential additional charges as specified in requirement 5.2.3.?	Late fees or penalties imposed by the State Agency are an example of an additional charge.
How should the respondent show proof of requirement 5.2.4.?	Finalists should be prepared to provide this during the evaluation phase.
Will the State accept T-2 settlement for digital wallet funds that cannot clear faster, provided gross proceeds are wired/ACH'd to the designated depository? If next day funds availability is mandatory, may a vendor use prefunding or a letter of credit to bridge the clearing gap?	Next day settlement is preferred. Settlement of funds can be a point of discussion during contract negotiation with the selected vendor(s).
What are the Ohio Board of Deposit-designated banks that the proposer must work with (Section 5.0, Page 18)?	Fifth Third Bank, National Association; The Huntington National Bank; JPMorgan Chase Bank, N.A.; KeyBank National Association.; PNC Bank, National Association; and U.S. Bank National Association.

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
Please provide the current list of Board-designated public fund depositories and any minimum balance or format requirements for incoming ACH/Wire deposits.	Fifth Third Bank, National Association; The Huntington National Bank; JPMorgan Chase Bank, N.A.; KeyBank National Association; PNC Bank, National Association; and U.S. Bank National Association. Minimum balance and format requirements for incoming ACH/wire deposits will be provided during design and implementation planning.
For irreversible on-chain crypto transactions, how should the vendor report "chargeback statistics" and dispute metrics in its proposal?	The Treasurer's Office is unable to provide guidance on this.
If a payor sends an unsupported digital asset or mis-routes funds, does the State require the vendor to attempt recovery, or may such events be deemed non-recoverable with appropriate disclosure.	Such events can be deemed non-recoverable with appropriate disclosure.
Is the responsibility for matching transactions to agency records (i.e. identifying and posting payments) part of the respondent's scope, or is this considered an integration point for the state agency?	Please refer to the diagram. As currently envisioned, a transaction confirmation will be sent to the State Agency for reconciliation and metadata will accompany the payment to the Treasurer.
How should the payment processor associate a cryptocurrency payment with a specific bill or obligation (e.g., tax payment, license fee)? Will payment metadata (e.g., invoice number, agency code) be provided by the user or passed through via API integration?	Please refer to the diagram. As currently envisioned, the State Agency will pass customer metadata via API to the Treasurer's Office to be accessed by the payment processor.
Is the expectation that the respondent integrates with the state agency's existing payment system or will the state provide a unified endpoint/system for integration?	Please refer to the diagram. A unified endpoint integration is envisioned.
Which systems will the payment transactions need to be integrated into for reconciliation? Do these systems have documented API's and/or interfaces?	Please refer to the diagram. The Treasurer's Office requires the ability to identify the revenue and integrate it into the OAKS, the State's general ledger system. The responsibility for and method of integration with OAKS will be determined during implementation design.
Please list the payment gateways currently certified for statewide use.	There is no process for certifying gateways for statewide use. Each State Agency selects their own gateway.

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
Are there any additional integrations or third-party systems within the environment that should be considered for connectivity?	This will be determined upon award of contract, during implementation design.
Should the proposal be focused on corporate setup with CBOSS and SFCC or all possible integrations including agency variances?	Please refer to the diagram. When a State Agency elects to utilize the digital payment solution hosted by the Treasurer's Office, it will be incumbent upon the State Agency to require their gateway to redirect to the Treasurer's Office payment manager webpage.
Could you please provide an overview of the current partners or solutions utilized within the State of Ohio's payments ecosystem as this will be needed to review each certification and integration to the State's end processor for potential digital wallet capabilities.	This RFP contemplates a new payment solution that does not use the current ecosystem.
How will the end-user initiate a digital asset payment—will the state agency provide a public-facing payment portal or is the respondent expected to provide a hosted payment page or API-based interface?	Please refer to the diagram. The State Agency will redirect the customer to a payment portal hosted by the Treasurer's Office.

## **Fees**

<b>Respondent Question</b>	<b>Treasurer's Office Answer</b>
What is the target budget or range in mind for this project?	The Treasurer's Office has not set a target budget for this solution.