



Bismarck

City of Bismarck

REQUEST FOR PROPOSAL

FOR

**ELECTRONIC BILL PRESENTMENT AND
PAYMENT SERVICES (EBPP)**

KEY RFP DATES

Issue Date: July 13, 2012

Proposal Due Date: August 10, 2012

SENT TO:

City of Bismarck
Finance Department
221 N 5th Street
Bismarck, ND 58501

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I. **INTRODUCTION**

The City of Bismarck is requesting a proposal from qualified vendors to provide Electronic Bill Presentment and Payment (EBPP) Services for but not limited to Utility Billing, Special Assessments, and Miscellaneous Billings which includes Permits, Licenses, Fines and Charges for Services.

Bismarck does not currently offer web based e-payment services to its citizens. Web based Services sought include but not limited to: electronic bill payment options, online bill presentment, email notification of bills, and online payment history. In response to the needs of our internal and external customers, the City would like to offer this functionality as an additional payment channel for our citizens.

II. **BACKGROUND**

The City of Bismarck, incorporated in 1875, is North Dakota's state capitol and is located in the center of the state in Burleigh County, bounded on the west by the Missouri River. The City currently has a land area of 31.65 square miles and a 2010 census population of 61,272. Bismarck is a full service City, operating under the Commission form of government, employing 550 full-time equivalent positions, offering its citizens a wide range of municipal services in public safety, highways and streets, street lights, sanitation, water and sewer, airport, civic center, development and public infrastructure improvements, public health, library, general government functions, and others.

There are three areas for billing: Utility Billing, Special Assessments, and Miscellaneous Billing. There are approximately 18,800 water meters read and billed on a monthly basis. Special Assessments have 16,021 Properties that are sent the County for payment with the City of Bismarck collecting approximately 680 payments in full annually. There are currently 5,762 Miscellaneous Accounts due.

III. **GUIDELINES FOR PROPOSAL PREPARATIONS**

A. Contractual Contact

The vendor's principal contact with the City of Bismarck will be Rebecca Collins, Comptroller at (701) 355-1603. The Finance Department is located at 221 N 5th Street, Bismarck, ND 58501. The City website address is www.bismarck.org.

B. Due Dates

All proposals are due by close of business, 5pm, August 10, 2012. Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. We understand the abbreviated time frame and are willing to work with you to answer questions and clarifications as needed.

C. Proposal Submission

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

The City of Bismarck reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for evaluation.

Vendor's proposal in response to the RFP will be incorporated into the final agreement between The City of Bismarck and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Approach and Methodology
3. Pricing
4. Appendix: References
5. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

IV. **DETAILED RESPONSE REQUIREMENTS**

A. EXECUTIVE SUMMARY

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

B. SCOPE, APPROACH, AND METHODOLOGY

Include explanation of your service offerings including approach/method, tools utilized and outcome reporting. The proposal should include your approach to meeting the following requirements;

1. Payment Processing – Please describe how your solution/services perform the following transactions;
 - a. Utilizing credit/debit card, check, cash payment methods by either over the phone, kiosk and/or web transactions.
 - b. Scheduled one-time or recurring payments.
 - c. Ability to receive on-line statements and discontinue monthly statements.

- d. Describe your solution to provide an 24/7 available online Web-based customer portal for payments with the following suggested capabilities;
 - i. Features:
 - a. On-line Registration with Account Verification
 - b. Account Balance
 - c. Payment History
 - d. Terms and Conditions
 - ii. Presentation Items:
 - a. Professional yet customer friendly screens
 - b. Easy to navigate, use and understand
 - c. Seamless flow from The City of Bismarck's website to the Vendor.
 - e. Ability to secure data at different levels regarding payment, account transactions and customer information.
 - f. Please describe how your services can automate daily settlement downloads.
- 2. Collections – Please describe how your service/solution can meet the following requirements;
 - a. Ability to secure against customer errors such as duplicate payments on the same day.
 - b. Ability to edit scheduled payments.
 - c. Ability to accept payment for more than the customer's amount due for customers who choose to pay ahead or know they are having other fees added to the amount due, including a warning notification.
- 3. Billings – Please describe how your service/solution can meet the following requirements;
 - a. Ability to accept a daily update of customer balance/due date information for newly billed amounts, account adjustments and/or payments either as a batch or real-time.

- b. Ability to accept different statement formats and how it would display a variety of statement information. For example: Water Bill - water consumption, street lights, sewer; Miscellaneous Bill - permit information, invoice descriptions; Special Assessment – legal property description, property address.
- c. Ability to send account alerts by text or email related to the customer accounts.

C. PRICING

Include a fee breakdown by type of service offering, scope of service and monthly fees.

D. APPENDIX: REFERENCES

Provide three current corporate references for which you have performed similar work.

E. APPENDIX: COMPANY OVERVIEW

Provide the following for your company:

- I. Official registered name (Corporate, D.B.A, Partnership, etc.). Primary and secondary SIC numbers, address, main telephone number, and toll-free numbers.
- II. Certified credentials for PCI compliance.
- III. Key contact name, title, address, direct telephone/fax numbers.
- IV. Person authorized to contractually bind the organization for any proposal against this RFP.
- V. Brief history, including year established and number of years your company has been offering these services.

V. **Selection Criteria**

The selection of the most highly qualified vendor will be based upon the following criteria:

- A. Functionality, Ease and Capability of the System**
- B. Methodology and work plan**
- C. Completeness of proposal submitted**
- D. Direct experience and qualifications of project team and vendor**
- E. Information obtained from references**
- F. Total project cost**

It is expected that initial screening of firms submitting RFP's will be based upon the written proposals and the finalists will be required to make an oral presentation. A selection committee will recommend a single firm to the Board of City Commissioners.

Any firm bidding on this proposal must disclose any business relationship(s) with hardware and/or software vendor(s).