City of Hendersonville, NC

Request for Proposal # _20211008001_

Electronic Payment System/Service

Date Issued: November 22, 2021

Bid Opening Date: December 6, 2021 at 2 PM ET

Direct all inquires concerning this RFP to:

Logan Hickey

Procurement & Contracts Administrator

lhickey@hvlnc.gov

828-233-3203

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I.   Purpose and Background

The purpose of this Request for Proposals (RFP) is to obtain pricing for and to select a vendor to provide a dynamic, multi-functional Electronic Payment Processing System/Service for the City of Hendersonville, NC.

The City is requesting pricing for a 12-month term contract with optional 12-month extensions up to 60 months. The City will have to option to cancel at any time with a 90 day notice with no penalty. No other terms will be accepted at this time.

The contract will be awarded to the vendor deemed to have submitted the best overall proposal on the basis of the factors included in this RFP. This service is intended for use by the city's Billing/Customer Service area of the Finance department. The City may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. The award document will be a contract incorporating by reference all the requirements, items, and conditions of the RFP. **The City of Hendersonville reserves the right to reject any and all submissions.**

The City Finance Department will serve as the point of contact for setup, implementation, maintenance, use, account questions, and billing.

II.   Procurement Process

2.A   Timeline/Schedule

- Release of RFQ: November 22, 2021

- Deadline for Vendor Questions: November 25, 2021, by 5 PM EST

- RFP Due Date: December 6, 2021, by 2 PM EST

- Anticipated Award Date: December 10, 2021

- Effective Contract Date: January 1, 2022

2.B   Interpretations and Clarifications

Requests for information or clarification of this RFP must be made in writing and addressed to Logan Hickey at the address or e-mail address listed below. E-mail is the preferred method of communication. RFP Number, Page Number (if applicable), and Topic of Question should be addressed.

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Logan Hickey

Finance Office

160 Sixth Ave. E.

Hendersonville NC, 28792

E-mail: lhickey@hvlnc.gov

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Per Section A, all questions must be received by 5 PM EST on November 26, 2021. The answers to questions submitted that require a response will be available to all vendors in the form of an addendum via e-mail. The last addendum will be issued no later than 5 PM on Friday, November 26, 2021.

2.C   Submission of RFP

One (1) original and three (3) paper copies, and one electronic file (either on media submitted with the proposal or by email prior to the deadline) of the proposal shall be submitted by 2 PM on Monday, December 6, 2021 to:

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Logan Hickey

Finance Office

160 Sixth Ave. E.

Hendersonville NC, 28792

E-mail: lhickey@hvlnc.gov

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- Proposals should be clearly marked "RFP for City of Hendersonville Electronic Payments System/Service"

- When received, all proposals and supporting materials, as well as correspondence relating to the RFP, shall become the property of the City of Hendersonville. Proposals sent by fax will not be accepted.

- Proposals will not be made available to inspect or copy until the contract has been awarded.

- In submitting a proposal, it is understood by the vendor that the City of Hendersonville reserves the right to accept any proposal, to reject any and all proposals as non-responsive, and to waive any irregularities or informalities in proposals when to do so is in the best interest of the City.

- Any proposal may be withdrawn or modified by written request of the vendor, provided such request is received by the City at the designated address prior to the date and time set for receipt of proposals.

- If a proposal includes any propriety data or information, such data or information must be specifically identified as such on every page on which it is found. Data or information so identified will remain confidential to the extent allowed by North Carolina law pursuant to GS 132-1.2 and will be used by City personnel solely for the purposes of evaluating proposals and conducting contract negotiations. The practice of labeling unqualified pages as confidential, including the bid form, may result in a proposal being dismissed from evaluation.

- All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, the City reserves the right to change the conditions, requirements, and specifications as it deems necessary.

- No proposals will be accepted from any person or organization that is in arrears for any obligation to the City, or that otherwise may be deemed irresponsible or unresponsive by City staff or the City of Hendersonville City Council.

- All prices quoted must be firm for a period of 90 (ninety) days following the proposal deadline to allow for evaluation and a contract award period.

- The cost of preparing a response to the RFP will not be reimbursed by the City.

- All proposals must include all necessary brochures of proposed service, platform, and related software.

- No agreements with any selected vendor shall be binding until a contract is signed and executed by City Council or City Manager and authorized representatives of the vendor.

2.D   Proposal Content
Proposals should contain the following information:

- Cover letter presenting the vendor's understanding of the project, a summary of the approach to be undertaken to perform the services, and a summary of the costs to provide the services. It must be signed by an individual authorized to execute binding legal documents on behalf of the vendor and include the name, address, telephone number and fax number of the vendor along with the name, title, address, telephone, and fax numbers of the executive that has the authority to contract.
- Identification of the dedicated Company Point of Contact that will serve the City.
- An executive summary, which shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the

proposed services. The summary should also highlight aspects of the proposal which make it superior or unique in addressing the needs of the City.

- Vendor shall provide a concise description of the company, including origin, state of incorporation, background, and current size. Include information concerning experience with similar Cost per Copy or Multi-Function Machine projects. In addition, vendor shall describe why their services, from a technical and functional perspective, are the best fit for the City.
- Describe how your organization shall fulfill the City's requirements for a program designed to meet the current and future needs. The following may be used to as a template for this description.
  - o Describe the platform/solution being proposed.
  - o Describe how changes to the contract would be handled administratively and operationally.
  - o Describe how vendor's platform/solution will integrate with the City's current billing and customer service software provider (MuniLink).

2.E   Pricing

Vendor must provide a list of all known and anticipated costs for each service provided. The vendor should complete each of the proposal terms included in this proposal.

Requirements:
- Upgrades and requested options shall be specifically identified the first month of the addition to the City invoice.
- No third-party leasing or billing will be acceptable.
- All additions later in the contract term will be at the same price, term, and conditions of the original award.
- The vendor must identify in the proposal all occasions when charges are not covered by the contract and present a proposed range of charges.
- The vendor may not increase pricing at any time during the contract. However, the vendor may at any time evaluate the usage and offer a lower rate.

2.F   Other Process Note

- It is the desire of the City of Hendersonville to contract with vendors within the City and Henderson County whenever possible. The City has a responsibility to its citizens and local businesses; however, the City must ensure taxpayer money is spent with prudence. The City **does not** make purchasing decisions based exclusively on the location of the vendor; however, every effort will be made to encourage qualified local vendors and suppliers to compete for City business.

III. Selection Process

3.A Purpose

- The purpose of the RFP is to select a vendor to provide an Electronic Payment Processing System/Service for the City of Hendersonville, NC.

- Upon review of proposals, the City will select a single vendor to provide the services sought within the content of this RFP. The City will award a contract to the vendor that submits the best overall proposal, as determined by the City. Negotiations may be undertaken with the vendor whose proposal is the best overall and whose understanding, qualifications, experience, technical approach, and financial terms show them to be qualified, responsible, and capable of providing the services.

- The contract awarded as a result of this RFP will be selected based on the most advantageous to the City and best meeting the needs of the City. The contract will not necessarily be awarded to the respondent with the lowest overall cost proposal or lowest overall cost per copy.

3.B Selection Criteria

- Proposals will be evaluated and scored by a committee consisting of Finance personnel on the basis of the following criteria in combination with a scoring matrix:
    - Suitability of proposed solution for purpose intended.
    - Ability of vendor and willingness of vendor to integrate real time with the City's current billing and customer service software.
    - Ability of vendor to meet the time schedule of the project. Preference will be given to proposals demonstrating an ability to carry out the tasks and responsibilities outlined in the proposal in a prompt and efficient manner.
    - Vendor record or performance and integrity. Preference will be given to respondents demonstrating strong capabilities, experience, and reputation in undertakings similar to those described in this RFP through reference.
    - Vendor transaction pricing and fee proposals.
    - Overall response to the proposal.
- The City will make a final selection based on the evaluation committee's recommendation and such other factors as the City deems to be in its best interest, which factors shall be recorded.

IV.   Preferred Specifications/Requirements

4.A   General Information

The minimum specifications listed in Sections 4.B thru 4.E are broken down into the areas in which they relate. Responding vendors must review the "Requirements" portion of each section and select "Yes" or "No" in the fields to the right as an indication of whether the vendor's proposed response meets the requirement. While all specifications are preferred, exceptions may be made in some cases in situations where the intended purpose for a given requirement is met via an alternately acceptable and equally effective vendor proposal. Further details regarding exceptions should be thoroughly detailed in Section 4.I.

4.B   General Requirements

Number	Requirement	Yes	No
1	Vendor currently provides services for a minimum of 1 municipal utility using the MUNI-LINK and CSS.		
2	Vendor's service will include integration with MUNI-LINK that provides a real-time, API-based data exchange and Single Sign-on process between the two platforms.		
3	Vendor response includes evidence of strong e-billing and online payment adoption (as a % of customer base).		
4	Vendor response includes evidence of high levels of customer satisfaction across their current customer base. Vendor has provided a Net Promoter score if available. If vendor has not provided this score, vendor has described their included evidence below. _____ _____ _____		
5	Vendor response includes evidence of ease-of-use, including percentage of reduced customer service calls if available. Vendor has described their evidence relating to this below. _____ _____ _____		
6	Vendor response has included evidence of consistently delivering projects on time. Vendor has described their evidence relating to this below. _____ _____ _____		
7	Vendor services include the maintaining of a library of APIs for real-time integration with MUNI-LINK.		

8	Vendor's proposed service electronically presents bills/invoices (for viewing online) and processes online payments. Customers can view an invoice and then proceed, within the same user interface, to make an online payment.		
9	Vendor software includes the ability to offer the option to provide a fully featured Single Sign On into MUNI-LINK /CSS Portal (AutoPay, Paperless, Payment History, Email/Text/Calendar Reminders), or the vendor provides their own fully featured and custom, branded to CITY OF HENDERSONVILLE payment portal. If vendor is providing their own such payment portal, vendor has provided additional info here: _____ _____ _____		
10	Vendor's service includes the ability to present all types of bills electronically, including multi-page bills.		
11	Vendor's service allows for a minimum of 24 months of billing and payment history to be shown to Customers and CITY OF HENDERSONVILLE personnel, once City of Hendersonville has been using the service for 24 months.		
12	Vendor's service allows a minimum of 24 months of bills history to be viewed in the one-time payment channel with NO REGISTRATION REQUIRED. Customer is able to view an exact copy of all 24 months of bills.		
13	Vendor's service allows customers to elect paperless billing through online self-service portal (registered) and through the one-time payment channel (not-registered).		
14	Vendor's service allows customers to enroll in AutoPay through online self-service portal (registered) and through the one-time payment channel (not-registered).		
15	Vendor's service allows customers to enroll in Pay by Text through ab online self-service portal (registered) and through a one-time payment channel (not-registered).		
16	Vendor's service does not require customers to register to make a payment.		
17	Vendor provides merchant services for processing that allow the CITY OF HENDERSONVILLE to continue to use their selected banks for deposit accounts without having to sweep funds.		
18	Vendor offers the option for POS (Point of Sale) to be provided and integrated with the service directly through MUNI-LINK cashiering system.		
19	Vendor's service will provide hosted interfaces that support the following payment processing functions: authorizations, charges, settlement, credits, refunds and voids, scheduled payments, AutoPay payments, Flex-Pay (customer-initiated payment plans), chargebacks, and reject notifications.		
20	Vendor's service will have the capability for CSRs to send on-demand payment links to payers by email and text with one click. Links are able to take the payer directly into their mobile optimized payment details for ease of payment.		
21	Vendor provider has a proven paperless program and can provide documentation as to the number of customers and the percentage of successful implementation.		

22	Vendor's service includes the following payment options: credit card, debit card, eCheck/ACH, GooglePay, ApplePay, PayPal, Venmo.		
23	Vendor online services detect and allow customers to pay with existing third-party digital wallets on their browser and/or device, including Apple Pay, Google Pay, PayPal, and Venmo.		

4.C   Technical Requirements

Number	Requirement	Yes	No
24	Vendor uses true Software as a Service architecture. All payer financial or payment information and the invoice presentment and payment processing application is housed offsite and not under the care or control of the CITY OF HENDERSONVILLE. In addition, true SaaS means that the software automatically pushes out all new versions, updates, support, and functionality. There will never be an update that needs to be done by the Utility, OR the provider for an individual client site. There will not be different versions of the software in use. All clients of the provider are hosted on the same stack of code, and always on the latest/greatest version. When a new feature comes out, it should be available to every client immediately—no upgrade required be either party (utility or provider). Vendor understands that the city is not looking for hosted "SaaS/Hosted infrastructure", however, desires for true SaaS.		
25	Vendor has experience integrating with the CITY OF HENDERSONVILLE's Software billing software for EBPP.		
26	Vendor Service and Billing Software are synchronized in real-time.		
27	Vendor offers ability to store and display a minimum of 24 months of payment history for customers to view and/or download.		
28	Vendor offers the ability for the CITY OF HENDERSONVILLE to designate the authentication method(s) used for customer to locate and/or pay electronic bill.		
29	Vendor offers the ability for customers to pay online without registering by making one-time payments, where payment information is not stored for future use.		
30	Vendor offers the ability for customers to apply existing third-party digital wallet payment options, including Apple Pay, Google Pay, PayPal, and Venmo when making a one-time payment.		
31	Vender offers the ability for rendering bill electronically at payer's request through either branded CITY OF HENDERSONVILLE online payment portal or via an email notification, depending which method the payer has selected.		
32	Vendor provides secure, private and PCI Level 1 compliant storage of customer payment information completely outside of the CITY OF HENDERSONVILLE's Information Systems.		
33	Vendor's service is compliant with all applicable PCI and NACHA regulations and laws.		
34	Vendor complies with Federal E-Signature Act for paperless billing and AutoPay by providing a system in which a customer must confirm enrollment in paperless billing and/or AutoPay by responding to an email sent after customer selects paperless billing and/or AutoPay through online self-service.		

Number	Requirement	Yes	No
35	Vendor complies with NACHA requirement to use a commercially reconcilable fraudulent transaction detection system to screen web debits for fraud.		

4.D System Requirements

Number	Requirement	Yes	No
36	Vendor's system allow the CITY OF HENDERSONVILLE to either absorb or pass e-payment processing fees onto the customer at time of payment, for the various bills presented and paid.		
37	Vendor's system clearly displays any convenience fees for all bills and sub-bills before the payer begins the payment process, and re-displayed throughout the process. Vendor's system requires the payer to accept the terms of payment before completing the transaction.		
38	Vendor's system includes the ability to process transactions automatically each night through the auto-close process.		
39	Vendor's system includes the ability to send test bills and validate changes prior to going live with new email templates and/or paper bills.		
40	Vendor offers a program specifically for utilities to qualify for card association utility rates.		
41	Vendor's system offers the ability, at the CITY OF HENDERSONVILLE's option, to register and electronically receive customer payments made through customers' online banking program channels. Vendor's service automatically intercept payments made by consumers using online bill pay sites (ex. home banking and online banking services), shows best matches of those payments to consumer's open balances, provides system where CITY OF HENDERSONVILLE staff can upload file of online payments into the billing system with system settling those payments by Automated Clearing House and depositing funds directly into CITY OF HENDERSONVILLE operating account with full reporting. Reporting includes list of all online payments made to CITY OF HENDERSONVILLE on the business day following the day of payments, with funds deposited two business days after date of payments. Vendor's service includes providing email notifications to residents who have registered their email addresses in the service.		
42	Vendor's system offers the ability, at the CITY OF HENDERSONVILLE's option, to accept credit and debit cards at cashier's windows with card readers that can be plugged into desktop computer USB ports. Vendor's service is integrated with invoice presentment system to allow staff to tie payments directly to selected invoices, resulting in approved payments automatically updating billing system.		
43	Vendor's system offers the ability, at the CITY OF HENDERSONVILLE's option, to allow the conversion of paper checks into electronic payments. Vendor's service displays best matches of those payments to consumer's open balances, provides system where CITY OF HENDERSONVILLE staff can upload file of converted check payments into the billing system with system settling those payments by Automated Clearing House and depositing funds directly into CITY OF HENDERSONVILLE operating account with full reporting. Vendor reporting includes list of all Check 21 payments made to CITY OF HENDERSONVILLE on the business day following the day of		

	conversion and batching, with funds deposited two business days after date of payments.		

4.E   Presentment Requirements

Number	Requirement	Yes	No
44	Vendor's electronic invoice looks like the printed form or otherwise as specified by the CITY OF HENDERSONVILLE.		
45	Vendor's service includes features that promote the adoption of paperless billing, including prompting the customer to enroll in paperless billing during the online payment process.		
46	Vendor provides multiple email notification templates: multiple per invoice, invoice payment receipt, upcoming auto payment, failed auto payment, failed scheduled payments, registration confirmation, auto payment registration, paperless registration, late fee invoice notice, ACH rejects, credit card expiration, scheduled payment reminder, auto-payment reminder, flex-pay schedule and customer registration.		
47	Vendor offers email notifications that are customizable and allow targeted messages with links to inserts, banners or news announcements. Vendor's service allows the CITY OF HENDERSONVILLE to change these at any time through a self-service portal.		
48	After a customer registers or makes a payment and inputs the email address connected to their account, customer is able to begin to receive email notifications for future invoices. The CITY OF HENDERSONVILLE can upload existing email addresses, if any are currently retained, directly into the system, and email notifications can be sent without any action on the part of the customer.		
49	Vendor service is capable of sending e-mail reminders to the customer automatically when an e-mail address is on file for a customer. Customer does not need to self-enroll for additional reminders. Additional reminders are only sent to people who have not yet paid the bill, scheduled the payment, and are not on AutoPay. Links in email do NOT require the user to log in.		
50	Vendor provides a simple self-service means for customers to sign up to "go paperless" and discontinue getting a paper bill, without ANY involvement from the CITY OF HENDERSONVILLE staff.		
51	Customers are able to sign up for paperless in the one-time payment channel with no registration required.		
52	Vendor's service offers an integrated paperless process so that "paperless" customers can be filtered out of the print file.		
53	Vendor's service allows paperless customers to be automatically re-enrolled to receive paper bills if customer's email notification "bounces" as undeliverable.		

4.F   Customer Experience Requirements

Number	Requirement	Yes	No
54	Vendor's electronic invoice notifications and CITY OF HENDERSONVILLE web site are able to be set up to provide a link that customer can click which transports customer to a secure (256-bit SSL encryption at a minimum) site, which is branded as the CITY OF HENDERSONVILLE, for a seamless transition.		

55	When customer begins the online payment process, customer data being pulled from the invoice being paid should be pre-populated on the customer's behalf as "billing name and address" information. Vendor system allows the customer to overwrite this information if a different person is paying the invoice.		
56	Vendor customer portal is user-friendly, easy to use, has no more than 3 steps in the payment process, and has intuitive navigation.		
57	Vendor will ensure that customers are be able to view bills and payment history, sign up for auto-payment, make scheduled payments, elect to go paperless, make customer requests and make payments – all from the same Customer user interface.		
58	Vendor will ensure that CITY OF HENDERSONVILLE artwork can be used to create a customized portal interface that mimics their website.		
59	Vendor will ensure that customers are able to see that Customer portal is secure as denoted by https:// designation with lock icon.		
60	Vendor will ensure that customer are able to locate their bill easily using a variety of authentication data as determined by CITY OF HENDERSONVILLE.		
61	Utilizing the vendor's system, customer must be able to view and download an exact replica of the paper bill.		
62	Vendor's service supports a one-time online payment option without registration, as well as a capability to register to access history, schedule a payment, or set up automatic payments.		
63	Vendor's service validates customer payment methods, including credit card, debit card, and ACH credentials, in near real-time when entered to prevent payment with accounts linked to fraudulent activity. The vendor's service alerts customers and allows them to change their payment method mid-payment process.		
64	Vendor's service offers a re-occurring scheduled payments option where customer can choose to have a pre-determined amount of money come out of their account or be charged to their credit/debit card on a specific day(s) each month. For example: customer may request to 'take $50 from my bank account on the 15th and 30th of each month.'		
65	Service offers PayPal Pay Later options to customers with PayPal accounts, including PayPal Credit and PayPal Pay in 4, that allow the customer to pay down their balance with PayPal while the CITY OF HENDERSONVILLE receives all funds upfront. The CITY OF HENDERSONVILLE will NOT be responsible for collecting should the customer fail to meet Pay Later payment terms.		
66	Vendor's service includes a true AutoPay—for both credit/debit and ACH—defined as: the customer is enrolling for AutoPay, which authorizes the remainder of their account balance to be drafted from their bank account or charged to their credit/debit card on the due date.		
67	Vendor is able to and will set up system to ensure that if a customer has signed up for AutoPay, he/she will receive email notice of pending payments three business days prior to the payment being made.		
68	Vendor is able to and will set up system to ensure that if a customer has signed up for Scheduled Payments, he/she will receive email notice of pending		

	payments three business days prior to the payment being made with the option to make changes.		
69	Vendor is able to and will set up system to ensure that if a customer has registered, he/she is able to login into his/her account using only their email address and password. Vendor's service will show multiple billing accounts to customers who register for different bill types with the same email and password.		
70	Vendor's service includes a courtesy email address field, so that account holder can authorize copies of email notifications to go to a secondary email address.		
71	Vendor's service allows customers to schedule payments, enroll in automatic payments and elect paperless billing using online self-service all within the same CITY OF HENDERSONVILLE branded Customer Portal.		
72	Vendor is able to and will set up system to ensure that that customers have the ability to view their bills online whether they pay their bills online or via the mail.		
73	Vendor is able to and will set up system to allow for partial payments by providing ability to allow customers to specify the amount they wish to pay. This will only apply for bill types designated by the CITY OF HENDERSONVILLE.		
74	Vendor is able to and will set up system to allow payment confirmation to be displayed online at conclusion of payment transaction and to allow customers to also receive a "Thank you for your payment" email confirmation within 2 minutes of payment authorization.		
75	Vendor is able to and will set up system to ensure that after making a one-time payment, the payment confirmation screen includes a link stating, 'Would you like to save this payment information for future use?'		
76	Vendor is able to and will set up system to include a print screen button to appear on the payment confirmation screen, giving customers a self-serve option to print out a payment receipt/confirmation.		
77	Vendor is able to and will set up service to notify customers to update their credit card information 60 days prior to their credit card expiration date and again at 30 days prior to expiration if the customer has not updated the information.		
78	Vendor is able to and will set up service to include customer account management features and provide access to 24 months of rolling invoice and payment history from the point of first invoice file upload on the system.		
79	Vendor is able to and will set up service to provide a customer request system housed in the CITY OF HENDERSONVILLE branded Customer Portal enabling the customer to send an email which will open a ticket in the CITY OF HENDERSONVILLE management tool.		
80	Vendor is able to and will set up service to allow customers to make mobile payments using mobile responsive design that is optimized for smart phones and tablets – with no app required.		
81	Vendor is able to and will set up service to allow customers to receive text (SMS) messaging reminders and pay-by-text message.		

82	Vendor's text reminder includes the option to pay (if remittance data is stored) along with a link to that customers mobile page if they'd like to view a copy of the bill. The link does not require the user to log in.		
83	Vendor is able to and will set up service to allow customer the ability to respond to a text reminder with the word 'PAY' to initiate the payment of the bill with stored remittance data (ACH draft or credit/debit card).		
84	Vendor's mobile interface is easy to use which has been demonstrated by a minimum of 20% of service activity being made through mobile devices.		
85	Vendor's service allows customers to see full payment history for 24 months, regardless of payment method (i.e., at the counter, online, mailed in, etc).		
86	Vendor's service is able to send e-mail confirmation receipts to payers who pay online through their personal banks if their e-mail address is available.		
87	Vendor will not require residents to enter any non-bill information from a paper bill to authenticate or to go paperless. All information needed to authenticate is able to be found directly in the invoice data file and/or bill without searching for extraneous coded numerical sequences that have been added by the print company somewhere on the bill.		
88	Vendor provides full self-service to allow residents to select their billing option, be it paperless or paper. Vendor does not instruct residents to contact the CITY OF HENDERSONVILLE to change their status from paperless to receiving paper.		

4.F   Administrative Function Requirements

Number	Requirement	Yes	No
89	Vendor provides an easy-to-use administrative tool that helps CITY OF HENDERSONVILLE staff manage customer accounts and monitor payment activity.		
90	Vendor provides customizable management level dashboards for tracking areas like paperless enrollment growth, e-payments over a certain time period, payments by source, among other areas.		
91	Vendor will ensure that CITY OF HENDERSONVILLE Customer Service Representatives ("CSR") will have the ability to login as the customer and see what the customer sees throughout the complete online payment and customer portal access process.		
92	Vendor will ensure that CITY OF HENDERSONVILLE'S CSRs are able to make a payment on behalf of the customer. This specifically is typically in relation to phone payments.		
93	Vendor will ensure that CITY OF HENDERSONVILLE'S CSRs are able to send an email with a link to customer's invoice on demand. Link will take the customer directly to their invoice, requiring no log in.		
94	Vendor will ensure that CITY OF HENDERSONVILLE'S CSRs are able to send a SMS text with a link to the customer's invoice on demand. Link will take the customer directly to their invoice, requiring no log in.		
95	Vendor will ensure that the CITY OF HENDERSONVILLE and the customer will be notified via email of any transactions rejected due to insufficient funds or other processing issues. The email notification will include the reason code for the reject.		

96	Vendor will ensure that CITY OF HENDERSONVILLE'S CSRs have the ability to perform voids within the same day and credits for credit card and ACH payments made online.		
97	Vendor's service will provide daily batch close reports, daily management reports, ACH rejects, file processing notifications, ACH Reject Notifications, paperless customer email bounce reports, and customer request system notifications to multiple staff members via email.		
98	Vendor will ensure that the CITY OF HENDERSONVILLE will receive email notifications if there are any disabled/incorrect email addresses used in the delivery of bills or emails.		
99	Vendor will provide email template management for event-driven notifications, such as bill issued, payment confirmation, and payment rejected. Emails are customizable for each bill-type the CITY OF HENDERSONVILLE wishes to electronically present.		
100	Vendor's service (when applicable) will accept payments beyond the due date, with balances automatically updated in real-time. This will ensure no additional steps need to be taken by the CITY OF HENDERSONVILLE.		
101	Vendor's system will allow multiple payment types from customer for the same bill.		
102	Vendor's system will allow flexible payments to be scheduled by customers through self-service whereby a customer can select the number of payments he/she wants to make. Vendor's system automatically calculates the amount and provides a payment schedule to the customer via email.		
103	Vendor's service includes permissions management and accommodates multiple administrative levels which can be assigned to allow different functionality based on staff position requirements.		
104	Vendor will ensure that the CITY OF HENDERSONVILLE is able to block all online payments from specified customers (i.e., if a payer repeatedly bounces checks) through the integration with the MUNI-LINK .		
105	Vendor will ensure that the CITY OF HENDERSONVILLE is able to block credit card payments but allow e-check payments for specified customers. Vendor will ensure the CITY OF HENDERSONVILLE is able to do the vice-versa as well.		
106	Vendor's service provides the ability for CITY OF HENDERSONVILLE to create a maintenance window for a specific duration at a specified time.		
107	Vendor's service includes the ability to administer the online customer request ticketing system through the account management tool.		
108	Vendor will ensure that the CITY OF HENDERSONVILLE can program automated event-driven outbound IVR calls including open invoice reminders. Vendor's service will integrate with the inbound IVR system by allowing call recipients to press a number (i.e. "2") to enter the IVR system to make a payment by credit card or check without requiring them to enter their account number		
109	Vendor will ensure that the CITY OF HENDERSONVILLE can create custom outbound email, SMS text message, and IVR campaigns. City staff will be able to store and categorize notifications for future use. City staff will be able to store and categorize notifications for future use. The message content will have		

| | the ability to contain dynamic information specific to the call recipient (e.g., street address, amount due). Vendor's service will provide a report of the final disposition (i.e., live person, voice mail, no answer, bad number) of each call attempt. Vendor's service will report number of call attempts and call duration. Vendor's service will post data back into MUNI-LINK so it can be viewed when an account is pulled up in MUNI-LINK as well as allow report data to be exported to Excel (e.g. CSV). | | |

4.G   Reporting Requirements

Number	Requirement	Yes	No
110	Vendor will provide means in which CITY OF HENDERSONVILLE personnel can authenticate into a secure City of Hendersonville Portal to create reports and/or excel spreadsheets showing daily, monthly, or date range activity for payments, scheduled payments, upcoming auto-payments, registrations, paperless sign ups, auto-pay enrollments and ACH/EFT rejects.		
111	Vendor will provide a large selection of pre-configured reports in the online management tool (which are regularly synchronized with CITY OF HENDERSONVILLE's billing software) to access trend data and resolve inquiries. CITY OF HENDERSONVILLE will be able to request reports for daily, monthly, or date range activity for payments, scheduled payments, registrations, paperless and ACH/EFT rejects.		
112	Vendor will provide the ability for City of Hendersonville's staff to schedule the output of payments at specific intervals (daily, weekly, monthly). For example, city staff would have the ability to schedule a report of payments to be e-mailed to someone in excel on the 1st of each month.		
113	Vendor will provide the ability to provide reports for scheduled future payments.		
114	Vendor will provide the ability to provide daily and monthly reports indicating the number of dishonored transactions, including rejected ACH transactions.		
115	Vendor will provide the ability to provide daily and monthly Summary and Detail Analysis Reporting of customer payments activity.		
116	Vendor will provide the ability to provide reconciliation reporting for daily deposits and batches, segmented by bill type.		
117	Vendor will ensure that fees incurred by CITY OF HENDERSONVILLE are separate from revenue collected by CITY OF HENDERSONVILLE on all financial reports.		
118	Vendor will ensure that for each customer, a full log of all e-mails sent to customer is displayed, with a delivery date and a 'click through' date of when they viewed the e-bill.		
119	Vendor will ensure that for each customer, a full log of all online payment activity – log ins by IP address – is displayed.		

4.H   Requirements for Support, Training, and Installation

Number	Requirement	Yes	No
120	Vendor's service provides an online customer support ticketing system.		

121	Vendor will transition the CITY OF HENDERSONVILLE customers currently signed up for automatic recurring ACH payments to their system, supplying the proper layout and relevant information that is needed for the conversion.		
122	Vendor will ensure that the CITY OF HENDERSONVILLE will have the ability to pre-audit the online bills before they are sent to verify accuracy and format.		
123	Vendor will provide client support during working hours and access to a fully functioning helpdesk ticketing system 24x7.		
124	Vendor will ensure that routine technical support is available during business hours.		
125	Vendor is able to confirm that all updates, upgrades and enhancements for the electronic invoice presentment and payment service will be performed by the vendor, in the "cloud" rather than at client location. No additional costs will be incurred for updates or upgrades.		
126	Vendor will notify CITY OF HENDERSONVILLE of all updates, upgrades or enhancements via email.		
127	Vendor will provide thorough training to instruct CITY OF HENDERSONVILLE staff how to use the system. Ongoing training will also be available.		
128	Vendor will ensure that installation is well planned and requires a low level of effort on the part of CITY OF HENDERSONVILLE.		

4.I   List of Vendor Exceptions and Related Proposals

Exception Number from 4.B thru 4.H	Provide a thorough, clear explanation regarding why your company will be unable to meet this requirement. Additionally, provide an alternative proposal for how your company can effectively meeting this requirement via a different means.

V.   Additional City Requirements

5.A   Insurances

Vendor shall maintain insurance from companies licensed to write business in North Carolina, with an A.M. Best rating of "A" or higher, and acceptable to City, of the kinds and minimum amounts specified below.

The vendor awarded this contract shall maintain all required insurances as listed below the entire time of the contract.

- Workman's Compensation Insurance
  - The successful vendor shall maintain during the life of the contract all Workmen's compensation insurance as is or may be required by Laws of North Carolina.
- Automobile Liability Insurance
  - Insurance for all vehicles used in the performance of this contract must be in place at minimum in amounts of at least $300,000.00 per person and $500,000.00 per occurrence for personal injury and wrongful death; and at least $100,000 for property damage; and medical payment coverage of at least $5,000.00 per occurrence.
- Professional Insurance
  - Contractor shall also maintain professional liability insurance with minimum limits of $1,000,000.00 per occurrence, combined single limit for bodily injury and property damage coverage, and shall include premises and operations, independent contractors, products and completed operations, contractual liability, and broad form property damage. The City shall be named as an additional insured on each of said insurance policies. Contractor shall furnish copies of all such policies and all renewals, terminations, and alterations to the City on a current basis.

5.B   Certificates and Notice of Cancellation

Before commencing work under this contract, Contractor shall furnish City with certificates of all insurance required below. Certificates shall indicate the type, amount, class of operations covered, effective date and expiration date of all policies, and shall contain the following statement:

"The insurance covered by this certificate will not be canceled or materially altered, **except after thirty (30) days written notice** has been received by City".

5.C   Indemnify the City

Contractor agrees to protect, defend, indemnify and hold the City, and its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, recoveries, costs, charges, and other expenses or liability of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of this agreement and or the performance hereof. Contractor further agrees to investigate, handle, respond to and provide defense for any such claim at his sole expense.

5.D   Termination of the Contract

The City reserves the right to cancel the contract by giving a sixty-day written notice. This is in addition to a fiscal year end cancellation caused by lack of funding. Any cancellation as described herein will not be considered a breach of contract and will not be subject to penalty payments other than removal charges.

5.E   Administrative Requirements

- Vendor must provide a single designated account manager to work with the City as a point of contact who will have full authority over the contract, equipment and personnel who will be assigned to the City. This individual should have experience in the copier business with a background in service, sales, and management. Also, include the number of additional personnel and their responsibilities who will be assigned to the City.
  - Designated Account Point of Contact:
    - Name: _____
    - Phone: _____
    - Email: _____
- The vendor must provide one invoice emailed to the appointed City Contact. The City prefers to be billed on a monthly basis for all transaction costs and related fees. The invoice shall at minimum include the following info:
  1. Invoice number
  2. Bill date
  3. Department Name and Location

VI.   Reference List

References for which you have done business in the last (3) three years. Preferred consideration will be made for City/City entities).

Name of Contact	Company Name	Phone Number	Email Address
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

VII. Bid Response Sheet

<div align="center">

Electronic Payment System/Service

Service Agreement

City of Hendersonville, North Carolina

</div>

Bid furnished by: _____

Address: _____

Telephone #: _____ Fax# _____

Tax ID# _____

I (we) have carefully examined the Bid Information, reviewed the Bid Specifications, and all Addenda and therefore furnish the bid proposal as shown below.

BID PROPOSAL:

(12) Twelve-month contract with optional 12-month extensions for up to 60 months.

Please include a breakdown of fees associated with all of your company's acceptable payment types, all transaction fees, and general fees below.

Transaction Type	Transaction Cost/Fee (per Transaction)

General Fees (Administrative, Maintenance, Other)	Cost per Month

Set Up Fees	One Time Fee (if applicable)

Attach additional sheets if necessary.

The City will consider additional proposals other than described above if it is evaluated and deemed to be the best interest of the City based on the committee review.

Please attach additional proposals as separate pages added to the bid response. Include both a summary and detail.

Name of Point of Contact dedicated to the City of Hendersonville:

_____   _____   _____   _____
Name   Phone Number   Email Address   Title

Additional personnel and responsibilities who will be dedicated to the City:

_____   _____   _____   _____
Name   Phone Number   Email Address   Responsibility

Date of Bid Proposal: _____

By: _____
Authorized signature

Printed Name: _____

Title: _____

Address: _____

_____

Phone: _____

Fax: _____

E-mail: _____