



**CITY OF ROLLINGWOOD**  
403 Nixon Drive  
Rollingwood, Texas 78746  
(512) 327-1838 Fax (512) 327-1869

**RFP NO. 2019-01**

**REQUEST FOR PROPOSALS FOR UTILITY BILLING – BILL PROCESSING AND PAYMENT SERVICES**

The City of Rollingwood is soliciting proposals for Utility Billing – Bill Processing and Payment Services. Qualified service providers, that meet the requirements set forth in this Request for Proposal, and are capable of advancing to meet future needs, are encouraged to participate.

Respondents to this RFP shall submit completed proposals in a sealed envelope, clearly marked with “Proposal for Utility Billing – Bill Processing and Payment Services” and the name of the firm submitting the proposal. Nine (9) copies and one electronic version of the proposal must be submitted by 4:00 p.m. CST on Thursday, February 21, 2019 to the following address:

**Rollingwood Municipal Building**  
**403 Nixon Drive**  
**Rollingwood, Texas 78746**  
**Attn: Amber Lewis, City Administrator**

The City of Rollingwood reserves the right to reject any and all proposals and to waive any informality in proposals received. The City of Rollingwood pays for goods and service according to the provisions of Chapter 2251 of the Government Code.

RFP documents are available for review/inspection or can be picked up during regular business hours at City of Rollingwood City Hall, 403 Nixon Drive, Rollingwood, Texas, 78746. RFP documents can be accessed electronically on the City’s website at, [www.cityofrollingwood.com](http://www.cityofrollingwood.com) Public Notices.

If you have any questions about the RFP, please submit your inquiries in writing, preferably via e-mail to:

Amber Lewis, City Administrator  
[administrator@cityofrollingwood.com](mailto:administrator@cityofrollingwood.com)

## 1. INTRODUCTION

### 1.1 Proposal Solicitation:

The City of Rollingwood, hereinafter referred to as the "City", is soliciting proposals for Utility Billing – Bill Processing and Payment Services. Qualified institutions, hereinafter referred to as "service provider", who meet the requirements set forth in this Request for Proposal, are encouraged to participate.

### 1.2 Current Bill Processing & Payment Services:

Current Service Provider was awarded the statement processing contract through a Request for Proposal process. The current Service Provider's contract will end on July 31, 2019. It is anticipated that the term for the services offered would be two years with three one-year options.

### 1.3 City Contact Personnel:

The service provider's principal contacts with the City will be:

- Amber Lewis, City Administrator 512-327-1838
- Jackie Bob Wright, Public Works Director 512-327-1838
- Abel Campos, Finance Manager 512-327-1838

City Hall is located at 403 Nixon Drive, Rollingwood, Texas 78746.

The primary telephone number is 512-327-1838, and the fax number is 512-327-1869.

The mailing address is the same as the physical address, 403 Nixon Drive, Rollingwood, Texas 78746.

## 2. INSTRUCTIONS

### 2.1 Purpose:

The purpose of this Request for Proposal (RFP) is to provide interested service providers the necessary information for preparing proposals for bill processing & payment services, which should include internet bill payment processing that will meet the specific needs of the City. Proposals should also include detailed information about services, transition, and maintenance and training costs. The City is interested in selecting a partner that will provide innovative methodologies, which will lead to streamlining operations and daily routine tasks.

### 2.2 Proposal Submission:

Each proposal must be submitted in the specified format and may be delivered via US Mail, in person, or express courier to the specified address. Nine (9) copies and one electronic version of the proposal must be submitted by 4:00 p.m. CST on Thursday, February 21, 2019. Refer to Service Provider Proposal Format in Section 4.

### **2.3 Schedule of Events:**

The City will proceed with the selection of bill processing & payment services in a series of steps. This RFP has been developed for two reasons: (1) to provide adequate information for interested service providers on the format to use for their proposals and (2) to provide the City with the necessary factors involved in its selection process. This RFP's schedule for release, submittal, evaluation and selection is summarized on the PROPOSAL SCHEDULE in Section 5.

### **2.4 Questions related to this RFP:**

In order to avoid any potential confusion, and to minimize the burden on City staff, the City requires that all procedural questions relating to this RFP be directed to Amber Lewis, City Administrator, administrator@cityofrollingwood.com. Service providers may speak with City officials and staff only in this setting, which is part of the formal selection process.

## **3. CONDITIONS AND REQUIREMENTS**

### **3.1 Firm Prices:**

Prices quoted by service providers will be firm prices, not subject to increase during the term of any contractual agreement arising with the City as a result of this proposal. Pricing structure shall be for a total of three years. Service providers quoted prices must include any applicable federal or state tax. Service providers are to stipulate the expiration date of their quoted proposal but shall not be less than 120 days.

### **3.2 Right to Contract for Selected Services:**

The City reserves the right to contract for selected services relating to this proposal from any service provider(s), in part or in whole thus, the City may select several service providers to provide bill processing & payment services.

### **3.3 Evaluation Criteria:**

The various significant factors that will be considered in the evaluation of proposals are summarized below. The City's final selection will not be dictated on any single factor, including price. The relative importance of these factors involves judgment on the part of the City and will include both objective and subjective analysis.

The evaluation criteria will include the following specifications:

#### **3.3.1 Minimum Qualifications:**

To be considered for selection, proposing service providers must meet at least the following qualifications:

- Be able to demonstrate experience related to providing bill processing & payment services to a public entity.
- Be able to provide statement processing and payment services, which is Internet based.
- Be capable of providing the services sought by the City.
- Agree to assign experienced and dedicated staff members who are committed to quality customer service and capable of servicing our accounts.

**3.3.2 Proper Submission and Completeness of RFP:**

Proposals are due on the dates outlined in the PROPOSAL SCHEDULE. Late submissions or delivery via facsimile will not be considered. Late proposals will be returned to service provider unopened.

**3.3.3 Comprehensiveness of Services Provided:**

Overall capabilities of the service provider to meet the required service levels described in this RFP.

**3.3.4 Public Sector Experience and References:**

The service provider's experience in providing services to the public sector and assessments will be determined from client references.

**3.3.5 Strength and Stability of Service Provider:**

The service provider's financial strength and stability based on financial statements.

**3.3.6 Assigned Account Manager:**

The credentials and experience of the staff assigned to our relationship. Documented access to staff that will be familiar with the City's account and related services from 8:00-5:00, Monday through Friday.

**3.3.7 Charges for Services:**

The amount of proposed charges and pricing increases in subsequent years.

**3.3.8 Technology:**

The service provider's level of technology in terms of website, quality and ease of operation of on-line payment processing and other potential services. Services should be process in a real time environment and should include both account information and payment status.

**3.3.9 Other Factors:**

Any other factors not previously described which are in the City's best interest to consider. Service providers' proposals will be evaluated against the specifications presented in this RFP. A service provider may be eliminated from consideration for failure to comply with any of the requirements, depending on their critical nature.

**3.4 Right to Request Additional Information:**

During the evaluation process, the City reserves the right, where it may serve the City's best interest, to request additional information or clarifications from service providers. At the discretion of the City, service providers submitting proposals may be requested to make oral presentations as part of the evaluation process. The City reserves the right to investigate the qualifications of the service provider, as it deems appropriate.

### **3.5 Right to Reject Any or All Proposals:**

The City reserves the right to reject any or all proposals, to waive technicalities or formalities, and to accept any proposal deemed to be in the best interest of the City. Where two or more service providers are deemed equal, the City reserves the right to make the award to one of the two service providers.

### **3.6 Contracts:**

It is recognized that the formal basis of any agreement between the City and the service provider is a contract rather than a proposal. The proposal will become part of the agreement between the City and the successful service provider.

#### **3.6.1 Agreements:**

Service providers must submit a sample or copy of all required contracts and agreements, including but not limited to:

- Professional Services Agreement
- Payment Processing Service Agreements
- Credit Card Agreements

#### **3.6.2 Contract Negotiations:**

After a review of the proposals, and possible oral presentations, the City intends to enter into contract negotiations with the selected service provider. These negotiations could include all aspects of services and fees. If a contract is not finalized in a reasonable period of time, the City will open negotiations with the next ranked service provider.

#### **3.6.3 Personnel:**

Managers, other supervisory staff and specialists may be changed if these personnel leave the service provider, are promoted or are assigned to another office. The personnel may also be changed for other reasons with the express prior written permission of the City. However, in either case, the City retains the right to approve or reject replacements. Service provider specialists identified in response to the proposal can only be changed with the express prior written permission of the City, which retains the right to approve or reject replacements. Other staff personnel may be changed at the discretion of the service provider provided that replacements have substantially the same or better qualifications or experience.

### **3.7 Proposal Changes or Revisions:**

The City reserves the right to amend, alter, or revoke this proposal in any manner at any time. Any modifications, clarifications, additions or changes to this RFP by the City will be sent to each service provider or individual to whom an RFP has been sent as an addendum to the original RFP. Such changes become an integral part of the RFP for incorporation into any contract awarded pursuant to the RFP.

### **3.8 Insurance Requirements:**

For the duration of the contract, the service provider must maintain Commercial General Liability insurance with limits of not less than \$1,000,000 per occurrence and

\$2,000,000 aggregate, Professional Liability Insurance with limits of not less than \$1,000,000 per occurrence if available to a professional engaged in consultant's regular course of business, Automobile Liability insurance with a minimum limit of \$1,000,000 per accident, and Workers Compensation Insurance as required by the State of Texas.

Service Provider shall maintain liability insurance in an amount of not less than \$1,000,000 per occurrence, naming the City as an additional insured, covering any such unauthorized disclosure of Protected Information caused by a defect or failure of the Software or any electronic communication system maintained or controlled by Service Provider.

The City reserves the right to establish that these insurance requirements be met and complied with prior to any contractual agreement is entered into. The cost of such insurance is the service provider's responsibility. Failure to comply could result in non-award of the contract.

### **3.9 Additional Services:**

The general service requirements describe the minimum work to be accomplished. Upon final selection of the service provider, the scope of service may be modified and refined during negotiations with the City.

### **3.10 Non-Discrimination:**

The City maintains various policies related to contractual service providers. Among these is an anti-discrimination policy, which requires that our contractors not discriminate in hiring on the basis of gender, race, religion, sexual orientation, or medical condition. Upon acceptance of a proposal, the City may request that the selected service provider sign a statement affirming their compliance with this policy.

### **3.11 Right to Conduct Personal Interviews:**

The City reserves the right to conduct personal interviews or require oral presentation of any or all service providers prior to final selection.

### **3.12 Understanding of Service to be Performed:**

By submitting a proposal, the service provider certifies that they have fully read and understand the "Request for Proposal" and have full knowledge of the scope, nature, and quality of service to be performed.

### **3.13 Proposal Preparation Costs:**

There is no express or implied obligation for the City to reimburse responding service providers for any expenses incurred in preparing proposals in response to this request.

## **4. SERVICE PROVIDER PROPOSAL FORMAT**

To assist the City in its evaluation of the submitted proposals, it is required that each proposal conforms to the following format:

**4.1 Letter of Transmittal:** Describe the service provider's understanding of the work to be performed and why this service provider is the best qualified to perform the services requested. This letter of transmittal must state the name of the individual(s) authorized to negotiate with the City and sign contracts on behalf of the service provider.

**4.2 Table of Contents:** A clear listing of the material submitted by section and by page number.

### **4.3 Service Items:**

#### **4.3.1 Service Provider and Staff Profile:**

Respond to the following sections:

#### **4.4.2 Experience:**

Describe the service provider's experience in providing services to the public sector and any exclusive resources dedicated to the public sector.

#### **4.3.3 Relationship Management:**

Describe the team that will be assigned to service our relationship. Provide the name, title, experience and qualifications of each individual and the roles, responsibilities and experience. Give the name(s) of the person(s) who will be authorized to make representations for the service provider, their title(s), address and telephone number(s). Also, provide an organizational chart for the personnel who will be associated with the City, including the roles of each person, illustrating the relationship among the personnel. Where will the Relationship Management Team be located and will there be access to local staff that will be familiar with the City's account and related services.

**4.3.4 Compliance and Exceptions:** Include a statement confirming the service provider's compliance to our minimum qualifications. Also, list any exceptions to required services of this RFP.

**4.3.5 Work Plan:** The service provider must submit a detailed work plan that outlines implementing statement presentment, printing, stuffing, mailing of statements, on-line access and on-line banking services.

**4.3.6 Conversion Plan:** The service provider must provide on-site training to our personnel for the operation and use of all bill processing & payment services through implementation and early transition. Describe the plan the service provider will coordinate to ensure a smooth transition for the City from its current provider.

#### **4.3.7 Disaster Recovery Plan:**

Provide the service provider's disaster recovery plan and capability to perform work should the firm's primary facility, that services the City becomes inoperable. Describe the locations and capabilities of alternate facilities, the time required to work to resume and alternate facilities, and how the service provider will be available to print and mail

the City's statements in the event of the loss of the firms' primary facility. Include what resources; the City will be required to provide if a disaster recovery plan is implemented.

#### **4.3.8 Data Retention and Disposal:**

A description and or copy of the service provider's data retention and disposal policy and procedures.

#### **4.3.9 Data Protection:**

The Service Provider should maintain software that is designed to protect confidential information of third parties, including utility customers, from unauthorized disclosure. Such confidential information shall include personal identifying information such as social security numbers, personal credit card and bank account identification numbers, and all other information protected from disclosure by applicable law "Protected Information". In the event of an unauthorized disclosure of Protected Information as a result of a defect or failure of the software or any electronic communication system maintained or controlled by the Service Provider, Service Provider shall comply with applicable law in providing notice to affected third parties of any such unauthorized disclosure of Protected Information.

#### **4.3.10 Internet Services:**

Describe service provider services that may be accessed through the Internet. Provide a statement about system requirements, security, and cost. Provide a sample of your security measures or plans regarding internet security

#### **4.3.11 Payment Processing - Electronic:**

Describe the service provider's incoming and outgoing electronic statement processing system and on-line banking services. Include safeguards and security measures offered by your service. This must include both customer and the City's current banking partner.

#### **4.3.12 Electronic Payment Reporting:**

The service provider must have direct computer communication to provide the previous day balance and transaction information for each designated account no later than 6:00 a.m. Central Standard Time. The City will use a personal computer to obtain a balance report each morning. Describe the balance reporting system offered by the service provider, its features, "user friendliness", and cost. Provide merchant services timelines (banking hours) for Visa, MasterCard, Discover and ACH processing.

**4.3.13 Credit/Debit Cards Processing:** The service provider must be able to provide an electronic system, which will accommodate credit/debit card authorizations. Describe the electronic system available for processing these transactions and any costs involved.

#### **4.3.14 Reporting**

The Service Provider must provide a reports with financial and consumption information. The financial report should reflect monthly billing and collections and arrears data, including, but not limited to, billing adjustments, accounts receivable, and collections at

least at month-end. The consumption information must include at least, but not limited to, water losses, water purchase from the City of Austin, gallons billed and number of connections. Other reports necessary to utility operations may be requested as needed. Describe any other innovative data collection and reporting not previously mentioned that would enhance the City's services to its customers and reporting requirements. Provide sample reports that would be submitted in connection with this requirement. The Service provider must be available to attend City Council meetings from time to time, as requested.

**4.3.15 Pricing Terms and Conditions:** Describe the service provider's proposed terms of contract.

**4.3.16 Pricing Schedule:**

Provide the costs for the services to be provided by the service provider.

**4.3.17 Additional Information:**

The City is interested in alternative ideas or suggestions that could reduce statement processing costs and recognize these may modify the above listed services. Describe any such programs.

**4.3.18 Other Statement Processing Suggestions:**

Describe any other information not previously mentioned that the service provider believes should be considered that would enhance the City's services to its customers; i.e. real time banking and account services.

**4.3.19 Statement of Intention to Assist in Future Conversion Efforts**

In the future, the City may determine that it's in the best interest of the City to operate the utility billing - bill processing and payment services internally. Provide a statement that the service provider is willing to assist and consult in the conversion process.

**4.3.20 Other Services:**

Provide a list of the observed holidays.

**4.4 References - Similar Engagements with Other Government Entities**

**4.4.1 Government References:**

Submit five (5) references of Government Entities for which the service provider provides services. Include a brief description of the services provided, how long such services have been provided, and a contact person and telephone number for each government client described.

**4.4.2 Former Clients:**

Provide a list of clients where similar services were provided who have terminated services in the last three years.

**4.5 Minimum Qualifications:**

Respond to each of the minimum qualifications listed under Section 3.3.1 of EVALUATION CRITERIA.

**4.6 Exhibits:**

**4.6.1 Contract Samples:**

Provide samples of contracts/agreements for service provider services specific to the services represented in this RFP.

**4.6.2 Financial Statements and Ratings:**

If available, provide the service provider's most recent audited financial statement, or annual report and most current Standard & Poors or Moody's credit ratings.

**5. PROPOSAL SCHEDULE**

Event	Date
Request for Proposals Published	Thursday, January 24, 2019
Final Date for Submitting Proposal	Thursday, February 21, 2019 at 4:00 p.m.
Semi-Finalist Interviews (Tentative)	Wednesday, March 20, 2019
City Council Approval of Contract (Tentative)	Wednesday, April 17, 2019
Transition Work	April – July 2019
Begin Utility Billing Services	On or around August 1, 2019