

REQUEST FOR PROPOSALS

Online and IVR/Phone Payments

The City of Crossville is seeking proposals for a turnkey online payment system for court fines/citations, municipal taxes, utility bills, business licenses. These will be funded by voluntary service fees added onto epayments.

The following are minimum requirements requested:

- No cost to the City, no upfront cost, no long term contracts
- Customers can make payments using Visa, Mastercard, Discover, Amex, or eChecks
- IVR/Phone Payments multi-lingual
- Available 24/7 to customers
- Confidential and secure-PC compliant
- User friendly
- Payment portal to look and feel like the City's website
- Supports both integrated (search & pay) and non-integrated (enter & pay) solutions for the online payments
- Ability to tie into the City's back-office data management systems (Tyler Technology/Incode) to extract the information required to collect the payments and then send payment details back, alleviating the need for someone to re-enter the payment details (real time payments).
- Help share the cost of integrating with Incode to do the real time payments. The one time license fee from Incode is \$5,250
- Supply complete transaction reconciliation report which details who paid what at end of day or on demand
- Funds automatically transferred via ACH deposits

Additional Information

- 2,824 online payments processed totaling \$132,287.64 from 08/01/15-08/01/16
- 4,923 phone payments totaling \$274,585.76 from 01/01/16-09/01/16

The City of Crossville is an Equal Opportunity Employer.

The City of Crossville reserves the right to reject any or all proposals or to waive any informality in the bidding.

RFPs should be submitted in a sealed envelope marked "Online and IVR/Phone Payments" to the City Clerk at 392 North Main Street, Crossville, TN 38555 by 2:00 p.m. on Tuesday, November 22, 2016. For more information, please contact Samantha Bullock at 931-484-5113 or samantha.bullock@crossvilletn.gov.

PUBLIC NOTICE

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

“No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

The City of Crossville provides benefits and services such as police protection, fire protection, water service, sewer service, sanitation service, infrastructure needs, and other related municipal services. The City also provides funds to certain non-profit organizations.

Anyone who believes that an agency or local government receiving the federal funding mentioned above has discriminated against someone on the basis of race, color or national origin has a right to file a complaint within 180 days of the alleged discrimination.

Sally Oglesby, City Clerk
Title VI Coordinator

Please sign and return to the City of Crossville verifying that your company is in compliance with the above Title VI, 1964 Civil Rights Act.

Authorized Signature

Company

Print Name

Please return to: City of Crossville
 392 N. Main Street
 Crossville, TN 38555

IRAN DIVESTMENT ACT

In compliance with the Iran Divestment Act (State of Tennessee 2016, Public Chapter No. 817), which became effective on July 1, 2016, certification is required of all bidders on contracts over \$1,000.

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party hereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12-12-106.

I affirm, under the penalties of perjury, this statement to be true and correct.

Date

Signature of Bidder

Company

A bid shall not be considered for award nor shall any award be made where the foregoing certification has not been complied with; provided, however, that if in any case the bidder cannot make the foregoing certification, the bidder shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons therefor. The City of Crossville may award a bid to a bidder who cannot make the certification, on a case-by-case basis, if:

- (1) The investment activities in Iran were made before July 1, 2016, the investment activities in Iran have not been expanded or renewed on or after July 1, 2016, and the person has adopted, publicized, and is implementing a formal plan to cease the investment activities in Iran and to refrain from engaging in any new investments in Iran; or
- (2) The City of Crossville makes a determination that the goods or services are necessary for the City of Crossville to perform its functions and that, absent such an exemption, the political subdivision will be unable to obtain the goods or services for which the contract is offered. Such determination shall be made in writing and shall be a public document.