



## CITY OF INGRAM

### RFP NO. 2024-01

## REQUEST FOR PROPOSALS FOR WATER/WASTEWATER BILL PROCESSING AND PAYMENT SERVICES

The City of Ingram is soliciting proposals for Water/Wastewater Bill Processing and Payment Services. Qualified service providers, that meet the requirements set forth in this Request for Proposal, and are capable of meeting future needs, are encouraged to participate. Respondents to this RFP shall submit completed proposals in a sealed envelope, clearly marked with "Proposal for Water/Wastewater Bill Processing and Payment Services" and the name of the firm submitting the proposal. Seven (7) copies and one electronic version of the proposal must be submitted by 4:00 p.m. CST on **Friday, December 6, 2024**, to the following address:

City of Ingram, Attn: City Secretary, 230 Hwy 39, Ingram, Texas 78025-3264

Electronic copy to: [CitySecretary@ingramTX.com](mailto:CitySecretary@ingramTX.com)

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

RFP documents are available for review/inspection or can be picked up during regular business hours at Ingram City Hall, 230 Hwy. 39, Ingram, Texas 78025.

RFP documents can also be accessed electronically on the City's website at <https://cityofingram.com/government/>

If you have any questions about the RFP, please submit your inquiries via e-mail, to Kelly Brogan - [CitySecretary@ingramTX.com](mailto:CitySecretary@ingramTX.com)



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### 1. INTRODUCTION

#### 1.1 Proposal Solicitation:

The City of Ingram, hereinafter referred to as the "City," is soliciting proposals for Water/Wastewater Bill Processing and Payment Services. Qualified institutions, hereinafter referred to as "service providers," who meet the requirements set forth in this Request for Proposal, are encouraged to participate.

#### 1.2 City Contact Personnel:

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

- **Kelly Brogan, City Secretary** (830) 367-5115 x7
- **Laura Amberson, Municipal Court Clerk** (830) 367-5115 x4

Ingram City Hall is located at 230 Hwy. 39, Ingram, Texas, 78025.

The primary telephone number is (830) 367-5115, and the fax number is (830) 367-3175.

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### 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 and payment services, which should include internet bill payment processing that will meet the specific needs of the City. Proposals should include detailed information about services, transition, maintenance, and training costs. The City seeks a partner that will provide innovative solutions to streamline operations and daily tasks.

Additionally, the service provider will be responsible for analyzing customer payment data, consumption patterns, fees, and general use information in order to identify and rectify any billing discrepancies discovered by City personnel. The service provider must offer on-site training for all City staff, ensure a technician is available on call 24/7, and provide an on-site technician within 24 hours of request.

#### 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. Seven (7) copies and one electronic version of the proposal must be submitted by 4:00 p.m. CST on **Friday, December 6, 2024**. See Section 4 for



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the Service Provider Proposal Format.

### 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. The pricing structure shall be for a **total of three years**. Service providers must stipulate the expiration date of their quoted proposal, which shall not be less than 120 days. The pricing structure must include a detailed breakdown of any processing fees associated with the service provider's offering. This should encompass all transaction fees, service charges, and any other fees related to billing or payment processing that the city will be responsible for.

#### 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. The City may select multiple service providers to provide bill processing and payment services.

#### 3.3 Evaluation Criteria:

The significant factors that will be considered in the evaluation of proposals include the following:

- **Minimum Qualifications:** Demonstrated experience providing water/wastewater bill processing and payment services to a public entity.
- **Proper Submission and Completeness of RFP:** Proposals must be submitted in the specified format by the deadline. Late or incomplete submissions will not be considered.
- **Comprehensiveness of Services Provided:** The service provider's ability to meet the required service levels described in this RFP.
- **Public Sector Experience and References:** Experience in providing services to the public sector, as evidenced by references.
- **Strength and Stability of Service Provider:** Financial strength and stability, based on financial statements.
- **Technology:** Level of technology in terms of website functionality, ease of online payment processing, and real-time data availability.
- **Pricing:** Proposed charges and pricing for services in subsequent years.
- **Other Factors:** Any other factors that the City deems important in the evaluation process.



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### **3.4 Right to Request Additional Information:**

The City reserves the right to request additional information or clarifications from service providers during the evaluation process. Oral presentations may be required.

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

The City reserves the right to reject any or all proposals, waive technicalities or formalities, and accept any proposal deemed to be in the best interest of the City.

### **3.6 Contracts:**

The final basis of any agreement between the City and the service provider will be a contract. Proposals will become part of the agreement between the City and the successful service provider.

### **3.7 Insurance Requirements:**

Service providers must maintain Commercial General Liability Insurance, Professional Liability Insurance, Automobile Liability Insurance, and Workers' Compensation Insurance with minimum coverage amounts as specified in the RFP. The City reserves the right to establish compliance with these insurance requirements before finalizing a contractual agreement.

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

To assist the City in evaluating the submitted proposals, each proposal must conform to the following format:

### **4.1 Letter of Transmittal:**

Describe the service provider's understanding of the work to be performed and why the service provider is the best qualified. Include the name of the individual(s) authorized to negotiate and sign contracts.

### **4.2 Table of Contents:**

Provide a clear listing of the material submitted by section and page number.

### **4.3 Service Items:**

- **Service Provider and Staff Profile:** Provide information about the organization and key staff.
- **Experience:** Describe the service provider's experience in providing services to the public sector.



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- **Work Plan:** Submit a detailed plan outlining the implementation of services such as bill processing, online access, and online banking.
- **Conversion Plan:** Provide an on-site training plan for City personnel and detail how the service provider will ensure a smooth transition from the current provider.
- **Disaster Recovery Plan:** Describe the service provider’s disaster recovery capabilities.
- **Data Retention and Disposal:** Provide the service provider’s data retention and disposal policy.
- **Data Protection:** Outline the service provider’s measures for protecting customer information, especially personally identifiable information.
- **Payment Processing:** Describe the electronic statement processing system, online banking services, and security measures.
- **Reporting:** Provide details on financial and consumption reporting capabilities.
- **Pricing Terms and Conditions:** Outline proposed contract terms and conditions.
- **Additional Information:** Include any alternative suggestions to reduce costs or enhance services.

**4.4 References – Similar Engagements with Other Government Entities:**

- **Government References:** Submit five (5) references from government entities for which similar services have been provided, including contact information.
- **Former Clients:** Provide a list of former clients where similar services were provided and terminated within the last three years.

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**5. PROPOSAL SCHEDULE**

<b>Event</b>	<b>Date</b>
RFP Published	Saturday, November 16, 2024
Final Date for Submitting Proposals	Friday, December 6, 2024, at 4:00 p.m.
Semi-Finalist Interviews (Tentative)	Monday, January 6, 2025
City Council Approval of Contract (Tentative)	Monday, January 20, 2025
Transition Work	February - April 2025
Begin Water/Wastewater Payment Processing Services	On or around May 1, 2025



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### 6. GENERAL TERMS AND CONDITIONS

#### **6.1 Non-Discrimination:**

The City of Ingram prohibits discrimination on the basis of race, gender, religion, or sexual orientation in its selection of contractors. The selected service provider must comply with this policy.

#### **6.2 Proposal Preparation Costs:**

The City will not reimburse any costs incurred by service providers in the preparation and submission of proposals.

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