



REQUEST FOR PROPOSALS

UTILITY PAYMENT LOCATIONS

PROPOSALS MUST BE RECEIVED BY  
WEDNESDAY, JANUARY 17, 2018 BEFORE 4PM

**CITY OF LINDSAY  
251 E. HONOLULU  
P.O. BOX 369  
LINDSAY, CA. 93247**

# REQUEST FOR PROPOSAL – UTILITY PAYMENT LOCATIONS

## CONTACT PERSON

Bret Harmon  
Director of Finance & City Clerk  
bharmon@lindsay.ca.us

## OFFICE HOURS

Monday – Friday, 8:30 AM – 4:00 PM

## SCHEDULE

RFP Released to Public	December 18, 2017
RFP Responses Due	January 17, 2018
City Review	Beginning January 18, 2018
Oral Interviews	Beginning, January 23, 2018
Presented to Council for Approval	January 30, 2018
Implementation & Conversion	February 2018

## GENERAL

The City of Lindsay is accepting proposals for utility payment locations and related services.

Interested parties should submit **three (3) copies** of their proposal and bids by 4:00 PM, January 17, 2018 to:

City of Lindsay Attn: Bret Harmon, City Clerk  
251 E. Honolulu Street  
P.O. Box 369  
Lindsay, CA 93247

Questions about this Request for Proposal should be directed to Bret Harmon, City Clerk, at bharmon@lindsay.ca.us. Answers to all questions submitted will be posted on the City’s website at www.lindsay.ca.us.

It is the bidder’s responsibility to ensure bids are received prior to the 4:00 PM bid closing time. Late bids will not be accepted. The City of Lindsay reserves the right to award or reject bids, in part or in whole and on any basis, it deems in the best interest of the City.

Hard copies of the proposal should be prepared on standard 8 ½” x 11” letter size paper. The use of expensive papers and bindings is discouraged.

## I. INTRODUCTION

The City of Lindsay is seeking proposals from businesses to accept and hold in trust City of Lindsay customers' utility bill payments in the form of cash, cashier's checks, personal checks, money orders and traveler's checks, and to remit payments and payment records to the City. The City understands there are businesses within city limits that currently provide such services to customers of electric and gas utilities. The City hopes these businesses will respond to the RFP, so the businesses can also accept City utility payments.

The City is looking to partner with one or more businesses to provide customers with options for location and hours of operation for paying City utility bills for water, sewer and refuse. Currently city customers can pay in person at the City's Finance department or pay online via the City's website. The City's Finance department is open between 8:30 AM and 4:00 PM, Monday through Friday, except on City Holidays and twice per month when it is open until 5:00 PM. The Finance department closes for lunch between 12:00 and 1:00 PM.

The City will endeavor to administer the proposal process in accordance with the terms and dates outlined in this RFP, however, the City reserves the right to modify the activities, timeline, or any other aspect of the process at any time, as deemed necessary.

By requesting proposals, the City is in no way obligated to award a contract or pay the expenses of proposing banks relating to the preparation or submission of a proposal. The award of any contract shall be contingent on the requisite staff and Council approvals. Determination of best value to the City shall be based upon, but not limited to, the following considerations: cost; the ability, capacity, and skill of the proposer to provide the services; the ability of the provider to deliver timely services; the character, integrity, reputation, judgment, experience, and efficiency of the provider; and the quality of the provider's performance on previous contracts with the City. No single factor will determine the final award decision. Please describe all other services that may be used in the determination for award of bid. All costs directly or indirectly related to the presentation of a response to the Request for Proposal (RFP), any oral presentations required to supplement and/or clarify a proposal, and/or reasonable demonstrations which may, at the discretion of the City, be required of the proposer shall be the Proposer's sole responsibility.

## II. PROPOSAL PROCESS

### A. Contract Term

It is the intent of the City to award the contract for an initial three-year period with the option to renew it for two additional one-year periods at the sole discretion of the City. The City desires pricing for the three-year contract period. Prices in subsequent years shall be negotiated based on satisfactory customer service.

## B. Proposal Submission & Questions

Proposals must be submitted to:	City of Lindsay Attention: Bret Harmon, City Clerk 251 E. Honolulu Street P.O. Box 369 Lindsay, CA 93247
Questions shall be submitted via email only to:	Bret Harmon, City Clerk bharmon@lindsay.ca.us
City will post all answers to its website	www.lindsay.ca.us

## C. Copies of RFP

One copy of the proposal should be submitted. Proposals shall consist of narrative materials, cost proposals, vendor qualifications/experience, and references. Describe alternate approaches to the requested services where feasible or additional services offered or recommended, which may not be specifically requested but of benefit to the City.

## D. Proposal Format

Responding businesses should prepare a response no longer than ten (10) pages explaining how it prepared to provide the services outlined in Section III below.

## E. Cover Letter

The letter should designate the proposing company, the address of the location where the business will provide utility bill payment services, a summary of the proposal, an overview of company's organization, and be signed by an authorized company officer. No pricing information should be included in the cover letter. The Cover Letter should be no more than two (2) pages.

## III. SCOPE OF REQUESTED SERVICES

Utility payment locations would provide the following services:

1. Accept Customer Payments that are made by City's customers and give accurate receipts for them;
2. Follow procedures established by the City in the *Utility Payment Pay Station Procedures*, which is attached to this RFP as Exhibit A;

3. Deliver the Customer Payments to the City;
4. Resolve any Customer Payment, billing and compensation discrepancies with City's Representative.
5. Accept Customer payments only at locations specifically authorized by the City.
6. Hold Customer Payments in trust for the benefit of City until such Customer Payments are delivered to the City's Finance Department located in City Hall at 251 E. Honolulu, Lindsay, CA 93291;
7. Assure City customers timely application of any payments made to their accounts by delivering payments to the Finance Department by 10:00 a.m., on the next business day following the day of receipt.
8. Provide payment stubs, or any other form approved by the City, for all transactions.
9. Be responsible for the safe, orderly and efficient performance of all aspects of the organization, management, supervision and operation at the authorized payment location.
10. Be open for acceptance and receipt of Customer Payments at least from 8:00AM to 5:00PM on Monday through Saturday of every week except New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day and Christmas Day.
11. Accept a set fee per single transaction payment from the City as sole compensation for the services.
12. Provide fee per single transaction by year for each year of the contract.

#### **IV. EVALUATION OF PROPOSALS**

Selection will be made from a short list of proposers deemed to be fully qualified and best suited among those submitting proposals based on the evaluation factors listed below (not in priority order):

- Understanding of the needs and operation requirements of the City.
- The experience, resources, and qualifications of the businesses and individuals assigned to this account.
- Location(s) and hours.
- Scope of services offered.
- Financial strength of proposing company.
- Adequacy of financial controls and protection against loss.

- Compliance with the requirements of this RFP and quality of proposals.
- Proposed fees and compensation.

## V. Conflict Resolution

Prior to presenting its recommendation to the City Council staff shall notify each consultant, who has submitted a response, of the City of Lindsay intended recommendation. A consultant who is not being recommended may file a written protest with the City of Lindsay stating the reason(s) for the protest. If the protestor and the City cannot resolve the conflict, the protestor may request to be heard by the City Council at the time the recommended award is being considered.

## VI. Award of Contract

The City Council will make the final decision and award the contract. The City of Lindsay reserves the right to reject any or all proposals submitted, to request clarification or additional information from competitors, and to waive any irregularity in the proposal. Formal interviews may be conducted.

The City also reserves the right to award a contract to the firm that presents the proposal which, in the sole judgment of the City, best demonstrates the expertise desired by the City. This Request for Proposal does not represent a commitment on the part of the City to award a contract.

The City of Lindsay shall not be liable for any pre-contractual expenses incurred by the proposer of selected contractor or contractors. The City of Lindsay shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

**Small, minority and female-owned businesses are encouraged to apply.  
The City of Lindsay is an Equal Opportunity provider.**

**UTILITY PAYMENT PAY STATIONS PROCEDURES****PURPOSE:**

To establish guidelines for contracted Utility Payment Vendor Pay Station for the receipt of utility bill payments from utility customers of the City of Lindsay.

**POLICY:**

It is the policy of the City to allow contracted Utility Payment Vendor Pay Stations to receive and deliver to the City, utility payments on a daily basis. It is also the policy of the City to record those payments to customer accounts one working day following the Customer Payments being remitted to the Contractor.

It is the policy of the City that the responsibility of the contracted Utility Payment Vendor to balance cash receipts daily and deliver Customer Payments to the City in a timely manner as outlined below.

**PROCEDURE:**

A City utility customer must provide their City utility bill to the Payment Vendor when remitting payment at a Vendor Pay Station. The utility bill is separated by the Payment Vendor into two portions, (1) the payment stub which is retained by the Payment Vendor and remitted to the City, and (2) the balance of the Utility Bill which is returned to the utility customer as a receipt and proof of their payment.

City Utility Payment stubs shall be initialed and marked with what method was utilized to make payment. Either a (\$) mark must be utilized for cash payments or the # sign with notation of the actual check number that was used to pay the bill (ck# xxxx) must be clearly marked on the top right-hand side of the payment stub.

The amount that was paid needs to be circled on the payment stub. If the amount is different than the amount billed, the amount actually paid needs to be hand written-in and the amount original billed amount needs to be crossed out and initialed on both the payment stub and the receipt portion of the bill.

Both the payment stub and receipt portion of the bill must be date-stamped and some type of identifying mark must be utilized to distinguish the Vendor Pay Station. The City will provide one stamp per payment location. If additional stamps are needed by the Payment Vendor, the cost of ordering additional stamps will be the Vendor's responsibility, and must be ordered through the City.

At closing each day, all utility payment stubs shall be totaled by way of a calculator tape, which shall be wrapped around the group of payment stubs receipted. The total of the payment stubs must equal the total amount of actual customer payments received. The group of payment stubs with

calculator tape along with all customer payments shall be delivered to the Finance Department located in City Hall at 251 E Honolulu, Lindsay, CA 93247 by the next working day on or before 10:00 a.m.

Upon receipt of the customer payments and payment stubs the City will total the payment stubs by way of a calculator tape, count the actual customer payments, and compare these totals the amounts calculated and provided by the Payment Vender. The Payment Vender shall assist in reconciling any differences that occur. Pursuant to the Payment Vendor's Authorized Payment Location Agreement with the City, the Payment Vender is responsible for any differences identified in the reconciliation at the sole determination of the City.

For each payment location, the City shall keep a log of the total number of payment stubs and the total value of the payment stubs received each day. Each log entry shall be signed by the City Employee who received and reconciled the payments. This log shall be used to calculate the Payment Vendors commission compensation each month.