

VILLAGE OF VILLA PARK, ILLINOIS
REQUEST FOR PROPOSALS
ONLINE BILLING, COMMUNICATIONS AND PAYMENT COLLECTION SERVICES

The Village of Villa Park is seeking proposals from credit card payment processors with online billing capabilities. Please provide a proposal no later than 5:00 p.m. on Wednesday, July 24, 2019 via email to kwachtel@invillapark.com. Please confirm that your proposal has been received. The Village cannot be responsible for proposals not received by the deadline.

The Village would like prices for the services listed below. These features are ideal. We will consider alternate proposals. The Village reserves the right to contract with multiple providers, if that is in the best interest of the Village. We would appreciate your firms submitting a proposal that can best address the issues below.

ELECTRONIC BILL PRESENTMENT AND PAYMENT

- e-Bill that resembles paper bill or contains all pertinent bill information
 - Must have the ability to include pdf attachments
 - Must have the ability for Village entered announcements or text, which will vary monthly
- Text message bill delivery, link to attachments and other billing information
- Current amount due always available
- Ability to opt-out of paper bills
- Ability to print any bill with barcode
- Online archive
- Automated notices that bills are ready to view, are about to be due and are past due
 - A plus if additional notices can be edited by customers
- Usage charts generated and viewable
- Shopping cart where customers may select single or multiple bills with split-payment options
- Bilingual presentment

PAYMENTS

- Payment acceptance for the other Village programs, including utility bills, train parking permits, places of eating tax remittances, liquor licenses, dog tags, vending machine licenses, raffle licenses, and others.
- Back end processing must have the ability to easily reconcile transactions for different Village programs.

PAYMENT ALTERNATIVES

- The Village would like for our customers to have the ability to pay using various methods, including online, phone/IVR, mobile, pay-by-text, pay-by-email, mobile app, self service kiosk (as an alternative), in-house transaction.
- Payment frequency options should include autopay on due date, one-time payment, scheduled payment,
- Accepted payments should include credit cards, debit cards, e-checks, Apple Pay, Google Pay, etc. The Village is not currently interest in crypto-currency.

REPORTING

- Use of a single web interface to search, view and report on all payment activity by payment type, Village program and method of payment
- Village staff must be able to search by customer name, account number, date range and confirmation number
- Village staff must be able to create reports and export to Excel or PDF for daily, monthly or date range of payment activity

CURRENT VILLAGE OF VILLA PARK SOFTWARE

The ability to work seamlessly with our existing software programs is ideal. Be sure your proposal discusses your software's ability to interact with the Village's software programs, or how you propose to interface. Real time customer record updating is ideal, batch processing can work as well, but is less preferred.

- Caselle by Civic Systems
- Seamless Docs
- City View

CURRENT MERCHANT PROCESSING

The Village currently uses PSN for online bill presentment and payment as well as online and in-house merchant processing.

The Village has existing relationships with Chase Payment Tech and Retriever.

NEXT STEPS

The Village understands that you may not be able to provide all services as indicated above. Please submit a proposal that best meets our needs.

There will be an optional pre-proposal conference call on Monday, July 15, 2019 at 10:00 Central Time. Please contact Kevin Wachtel at kwachtel@invillapark.com for dial in instructions.

If you have questions that are not addressed during the conference call, please submit them in writing.

The Village is planning to review proposals and select firms for demonstrations in mid-August.

The Village reserves the right to reject any and all proposals, and to contract with multiple firms.