

# County of Henry

P.O. BOX 7  
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MEMBER OF  
VAGP  
NIGP

PURCHASING DEPARTMENT

**APRIL 10, 2015**  
**REQUEST FOR PROPOSAL**  
**RFP # 15-04303-A152**  
**HENRY COUNTY PURCHASING DEPARTMENT**

The County of Henry & Henry County Public Service Authority solicits firms to submit proposals for “**Bill-Paying Services.**” The **original** and **three (3)** submittals (**FOR A TOTAL OF FOUR (4) PROPOSALS**), marked “**Bill-Paying Services**” RFP #15-04303-A152 will be received in a sealed envelope not later than **3:00 p.m., Local Prevailing Time, April 30, 2015, in the:**

**Purchasing Department, Room 210**  
**Attn: Carole Jones, Chief Purchasing Agent**  
**Henry County Administration Building**  
**P.O. Box 7 (Postal Service)**  
**3300 Kings Mountain Road (UPS or FedEx)**  
**Collinsville, VA 24078-0007**

Facsimile and/or electronic proposals will not be accepted. Proposals received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition.

On the contrary, all responsible firms, local, faith-based, minority-owned and female-owned are encouraged to submit a proposal.

The County/PSA reserves the right to reject any or all of the proposals, to waive informalities and to award in part or in whole any or all proposals. Any proposal submitted **MUST** be signed by an individual authorized to bind the offeror.

**RFP #15-04303-A152**

Enclosed is a ***“Proposal Requirements and Non-Collusion Statement”*** that must be signed and returned with the proposal or proposal may be rejected.

If you desire not to quote on this proposal, please forward your acknowledgement of NO PROPOSAL SUBMITTED to the above address. Otherwise, your name shall be removed from our bidders list after three (3) non-responses.

**Contract Period**

A notice of award will be signed and publicly posted once this RFP has been approved. The date on the notice of award will be when the RFP becomes effective (not date of service). Initial contract shall be for 1-year beginning July 1, 2015 and ending June 30, 2016. However, the County/PSA reserves the right to negotiate each year with awarded vendor for four (4) additional 1-year terms starting each year on July 1. In addition this contract could last until June 30, 2020. Under the VA Procurement Act, the County/PSA reserves the right to negotiate extending this contract for not more than one (1) additional year after original contract terms.

**The above terms shall override any other written terms in this RFP and/or verbal comments made during negotiations, unless authorized by Chief Purchasing Agent.**

**Piggy Back Clause**

**This contract shall be available for piggy backing for any other state and local agency or government agency.**

**ILLEGAL ALIENS**

**Vendor promises they will not hire illegal aliens. By signing this proposal document the vendor confirms this promise.**

**CONTACT FOR THIS RFP:**

Please contact Shelia Scott at [sscott@co.henry.va.us](mailto:sscott@co.henry.va.us) for any questions pertaining to this RFP.

**SPECIAL TERMS AND CONDITIONS**

During the performance of any contract awarded pursuant to this RFP, the contractor agrees as follows:

- A. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin, or handicaps, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the operation of the contractor. The Contractor agrees to post in conspicuous places, available to provisions of this nondiscrimination clause.
- B. The Contractor, in all solicitations or advertisements for employees placed on behalf of the contractor, will state that such contractor is an equal opportunity employer.
- C. Notices, advertisements, and solicitations placed in accordance with federal law, rule or regulations shall be deemed sufficient for the purpose of meeting the requirements of this section.

The Contractor shall include in provisions of the foregoing paragraph A, B, and C in every subcontract or purchase order over \$5,000 so that the provisions will be binding upon each subcontractor or vendor.

**PROPOSAL REQUIREMENTS AND NON-COLLUSION STATEMENT**

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth. My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Title 18.2, Chapter 12, Article 1.1 of the Code of Virginia as amended. Futhermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Bid Rigging Act, and Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences, and civil damage awards.

I hereby certify that I am authorized to sign as a Representative for the Firm:

NAME OF FIRM \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_

SIGNATURE \_\_\_\_\_

NAME (TYPE/PRINT) \_\_\_\_\_

TITLE \_\_\_\_\_

DATE \_\_\_\_\_

TELEPHONE(    ) \_\_\_\_\_

FAX(    ) \_\_\_\_\_

**RFP# 15-04303-A152**

THE 2007 SESSION OF THE VIRGINIA GENERAL ASSEMBLY, PASSED THE HB 1707/SB 1346 BILL, EFFECTIVE ON JULY 1, 2007. HENRY COUNTY IS REQUIRING ALL VENDORS TO ABIDE BY THE FOLLOWING NEW LEGISLATION.

HB 1707/SB 1346

PROVIDES THAT AS A CONDITION OF AWARDING A CONTRACT FOR THE PROVISION OF SERVICES THAT REQUIRE THE CONTRACTOR OR HIS EMPLOYEES TO HAVE DIRECT CONTACT WITH STUDENTS ON SCHOOL PROPERTY DURING REGULAR SCHOOL HOURS, THE SCHOOL BOARD MUST REQUIRE THE CONTRACTOR TO PROVIDE CERTIFICATION THAT ALL EMPLOYEES WHO WILL HAVE DIRECT CONTACT WITH STUDENTS HAVE NOT BEEN CONVICTED OF A FELONY OR ANY OFFENSE INVOLVING THE SEXUAL MOLESTATION OR PHYSICAL OR SEXUAL ABUSE OR RAPE OF A CHILD. THE BILL ALSO PROVIDES THAT THE REQUIREMENT BE WAIVED IN EMERGENCY SITUATIONS WHEN IT IS REASONABLY ANTICIPATED THAT THE CONTRACTOR OR HIS EMPLOYEES WILL HAVE NO DIRECT CONTACT WITH STUDENTS.

PLEASE INDICATE APPROPRIATE BOX BELOW.

\_\_\_\_\_ I AGREE TO ABIDE BY THIS LEGISLATION HB 1707/SB 1346.

\_\_\_\_\_ THIS LEGISLATION DOES NOT APPLY TO THIS SOLICITATION.

THE AWARDED VENDOR MAY BE REQUIRED TO PROVIDE ADDITIONAL PAPERWORK BUT ONLY A SIGNATURE IS NECESSARY AT THIS TIME.

\_\_\_\_\_  
AUTHORIZED VENDOR SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
PRINTED NAME AND TITLE

**Subcontractor Information**

**Must fill form out completely even if no subcontractors are being used.**

You must check appropriate box below and list any subcontractors that will be used for this RFP# **15-04303-A152** for **Bill-Paying Services**.

\_\_\_\_\_ I will be using subcontractors. (See list below)

\_\_\_\_\_ I may or may not be using subcontractors. Not sure at this time. If you are the awarded vendor, you are responsible for contacting Commissioner of Revenue's Office at (276-634-4691) with subcontractor information. Payment of invoices is contingent upon receiving required information.

\_\_\_\_\_ I will not be using subcontractors.

1.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

2.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

3.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

4.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

5.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

6.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

**Bidders Company Name** \_\_\_\_\_

**Bidders Authorized Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Bidders Telephone #** \_\_\_\_\_ **Federal ID #** \_\_\_\_\_

\*Note- Add a separate sheet if you need additional space for subcontractors

## **1. Scope of Services**

Henry County (HC) and Henry County Public Service Authority (HCPSA) solicit convenience payment providers to submit proposals for providing bill-paying services. These services include:

- a. Acceptance of Visa, MasterCard, American Express, Debit Cards, eCheck and ATM cards
- b. Providing Internet payment capability
- c. Providing a dedicated telephone number and automated phone payment services for customers paying by phone
- d. Mobile payments
- e. HC/HCPSA agent-assisted payments
- f. Other customer support tools for these services
- g. Ability for HC/HCPSA agents to track payments in real-time
- h. Ability of HC/HCPSA to access reports in real-time
- i. Provider Assisted Payments
- j. E-Billing Option

## **2. Background**

HC is a County government with 3 annual billing events: Real Estate (approx. 40,000,) Personal Property (approx. 35,000,) and Automobile Decals (approx. 50,000.) HCPSA is a water and sewer Authority mailing approximately 12,500 monthly bills. HC and HCPSA currently accept several means of payments from customers including an automatic bank payment plan, electronic and phone banking and acceptance of checks by mail or in person.

HC and HCPSA use MUNIS billing software so the successful proposal must be able to integrate with MUNIS billing software. HC and HCPSA is seeking a seamless integration of convenience payments with MUNIS billing software.

## **3. Services To Be Provided**

- Online payments  
HC and HCPSA seek:
  - a dedicated, secure web payment page that customers can access from our website.
  - The ability to suspend on-line access in certain circumstances
- Acceptance of payments over the phone  
HC and HCPSA seek:
  - a dedicated toll-free number(s) for customers
  - An automated phone payment service accessible 24x7
  - Interactive Voice Response (IVR) should be included if offered

- Acceptance of payments over mobile phones  
 HC and HCPSA seek:
  - A system, whereby, its customers can use their smart mobile phones to make secure payments
  
- Output
  - Reports
    - Daily and Monthly Transaction Summary reports
    - Error reports
    - Others reports as necessary to ensure fiscal responsibility
    - PDF and Excel compatible formats
  - Batch upload file to, and compatible with, the MUNIS software
  
- Clerk-Assisted Payments  
 HC and HCPSA seek:
  - a user-friendly system
  - the ability to easily manage payments including verify, confirm, search, refund or cancel
  
- Convenience fee add-on  
 HC and HCPSA seek the ability to charge customers for these various services. Proposals should specifically list the places and means that will permit HC and HCPSA to attribute the fees directly to the customer.  
 Are these available and if so what is the cost:
  - Tiered Fees
  - Lower/Non E-Check Fees

#### **4. Proposal Requirements**

The proposal must clearly identify:

- a. Setup fees
- b. Customization costs
- c. Monthly minimum fees
- d. Convenience fee
- e. Any maintenance or ongoing support costs
- f. Monthly minimum transactions
- g. Any other fee associated with the service
- h. Vendor must provide within this RFP no less than three (3) government facilities references that currently have their system in place for more than six months

Proposals that fail to do so shall not be considered.

## **5. Key Requirements**

- a. All four channels: web, automated phone, mobile and agent-assisted payments.
- b. Support for credit cards (including Visa, MasterCard, American Express, Discover,) Debit Cards, eChecks and ATM cards
- c. Minimum three Customer References
- d. Integration with HC and HCPSA Billing System
- e. Security shall meet Payment Card Industry current standards.
- f. Provide the merchant account setup forms for all Payment types
- g. Easy to use interfaces for clients and internal agents
- h. Self-administration
- i. Self-service online customer account presentment
- j. Self Service Portal where customers can schedule and make online payments
- k. County/PSA able to edit website/voice messages

## **6. Right to negotiate**

HC and HCPSA reserve the right to negotiate with awarded vendor of this contract, on behalf of current or future HC/HCPSA affiliated entities that may need this service.

## **7. Evaluation Criteria**

- Cost
- Ease of applications/use for customers
- Up to date Technology
- Security
- Integration with HC and HCPSA current system (Munis Software)
- # of years in business providing this type of product
- References