BID OPENING FORM

BID TITLE: **Online Utility Bill Payment**

BIDS OPENED AT

Time:	3:01PM
Date:	August 20, 2018
Place:	Bisbee City Hall

BID OPENING ATTENDEES:

Ashlee Coronado – Clerks Office

Nina Williams- Deputy City Clerk

NUMBER OF BIDS RECEIVED: 7

BIDDER INFORMATION: Additional fees for each bidder are attached

1. Infosend Inc
   $2,995.00 Setup Fee
   $450.00 Monthly Maintenance

2. Valli Information
   Dba Postal Pros SW
   $850.00 Setup Fee
   $75.00   Monthly Maintenance

3. Wells Fargo
   $ Waived
   $812.50 Monthly Maintenance

4. LMC Pays
   $ Waived Processing Fee
   Processing Fees 2.5% if passed on to customer/City

5. Alias Wire Inc.
   $ No Set up or Monthly Maintenance fee
   $4.00 per Credit/debit transaction
   $1.95 for eCheck or ACH

6. Xpress Bill Pay
   $Included in Cassel Quote
   $19.00 Maintenance fee

7. Payment Services Network
   $ Waived Setup
   $49.95 Monthly Maintenance

Ashlee Coronado
City Clerk

Nina Williams
Deputy City Clerk

4. Cost of initial setup and all monthly fees

All setup fees are outlined in the chart below.

5. Transaction processing fees for customer and/or City if applicable

Payments	
Bank Account (ACH)	$0.75 per payment
Credit Card (CC) Includes: Visa, MasterCard	$0.75 per payment

Online BillPay Platform	
Online BillPay Setup Fee	$2995.00
Monthly Maintenance	$450
Per eBill Loaded	$0.05
Per Enrolled Customer Fee	$0.15

IVR Platform (Optional)	
IVR Setup Fee	$1,000
Second Language Recording Fee (Optional)	$550
Monthly Maintenance	$250
IVR Per Minute Fee	$0.15

SMS Platform (Optional)	
SMS Setup Fee	Waived
Monthly Maintenance	Waived
SMS Per Text Fee	$0.05

Misc. Payment Fees	
ACH Return Fee	$7.00
Chargeback Fee	$20.00
Monthly Minimum	$600

Fee Explanations

Payments
- **Bank Account (ACH):** per payment made by customer Bank Account, otherwise known as ACH or "eCheck." Applies to all payment channels.
- **Credit Card (CC):** per payment made by customer credit card. Applies to all payment channels.

Online BillPay Platform
- **Online BillPay Setup Fee:** covers the InfoSend staff project management and configuration involved in application setup.
- **Monthly Maintenance:** covers the hosting and support performed as well as routine PCI audit fees incurred by InfoSend.
- **Per eBill Loaded:** covers the loading of an electronic bill for the customer. The bill notification is received via email and is available for viewing online.

Wells Fargo Treasury Management Proposal

City of Bisbee
Pricing as of July 2018

Service Description	Price	Monthly Volume	Activity Charges	
E-Bill Express				
E-BILL EXPRESS MTHLY <5K BILLS	225.00000	1	225.00	
E-BILL EXPRESS-ACH PAYMENT*	0.25000	1	0.25	
E-BILL EXPRESS-AR FILE VIA SAFE**	125.00000	1	125.00	
E-BILL EXPRESS-BILL FILE VIA SAFE***	12.00000	21	252.00	
E-BILL EXPRESS-CREDIT CARD PAYMENT*	0.25000	1	0.25	
EBILLEXPRESS-PER BILL RECORD LOADED	0.06000	3,500	210.00	
Total Monthly Activity Charges			**812.50**	
Setup Charges				
E-BILL EXPRESS SETUP <5K BILLS	2,500.00000	1	0.00	(waived)
Total Setup Charges			**0.00**	

The above pricing estimate is based on certain assumptions drawn from projected volume, scope of services and/or other information you have provided. The pricing is subject to change if the actual volume and/or scope of services differ from the assumptions upon which the pricing estimate was based.

For additional service definitions, please contact your Treasury Management Sales Consultant or visit:
www.wellsfargo.com/accountanalysis

* Payment volumes not known
** Fee applies only if file transfer is automated - no charge if manually downloaded
*** Fee applies only if file transfer is automated - no charge if manually uploaded
NOTE: To accept credit card payments through this portal, the City will need a merchant account. We can provide merchant account pricing once volume and average ticket data is provided.

City of Fruitland, ID
Suzanne Pearcy
City of Fruitland
Deputy City Clerk
Phone: 208-452-4421
Suzanne Pearcy spearcy@fruitland.org
Added payment services 06/02/2009 P & Mail 1900 statements per month.

City of Mountain Home ID
Judy Lehto
Deputy City Treasurer
P O Box 10
160 South 3rd East
Mountain Home, ID 83647
508-587-2104
Judy Lehto JLehto@mountain-home.us
Added payment services 7/17/2006 P & Mail 5800 statements per month.

Non-Caselle Software clients – Larger than the City of Bisbee's present operations.

City of Lancaster, TX
Crystal Cloud
Utility Billing Manager
211 North Henry Street
Lancaster, TX 75146
Phone: 972-218-1326
Crystal Cloud ccloud@lancaster-tx.com
Added payment services 2/24/2018 P & Mail 8,450 statements per month.

City of Alamogordo, NM
Mark Threadgill
Customer Service Manager
1376 East Ninth Street
Alamogordo, NM 88310
Phone: 575-439-4288
Mark Threadgill mthreadgill@ci.alamogordo.nm.us
Added Payment Services 8/9/2013 P & Mail 12,000 statements per month.

4. Cost of Initial Set Up and monthly Fees (Please see Pricing and Service Descriptions)
5. Transaction Processing Fees (Please see Pricing and Service Descriptions)

Pricing and Service Descriptions:

FULL SERVICES		Description
Web interface Set up	$850.00	Custom Branding of the On-line web page including:
		Express / Quick pay option
		Optional E Checks
		User setup for:
		E Statements set up
		Auto re-occurring payments
		24 month history pdf images of statements and payments
		Import data file generated to post to software

E statement emails	$0.25	per E mail generated in place of printed document by client vendor
Web pdf images	$0.01	per record in Print & Mail file to enable PPS to have Customer validation data for the reports and import file to the Clients software, pdf images of bills printed or emailed archived for 24 months
Monthly Maintenance	$75.00	Web site maintenance includes minor page modifications i.e. contract information / disclaimer messages etc. Import files including text reports.

Over the Counter Credit Card Payments		
Set up	$300.00	PPS would provide a web based page to post over the counter / Front Desk credit card payments. This service allows the client to enter the account number/numbers, totals appear on the screen & personnel can edit the amounts to pay, and scan the presented credit card. All data is read from the card and the payment is processed and all imports and reports are done in the same manner as on-line payments.
Card Scanner OPTIONAL	$75.00	
Monthly Maintenance	$25.00	

*Merchant Fees	
REVENUE NEUTRAL	MERCHANT PAYS FEES
3.5% min or $2.00 for Credit Cards	Using DrivePayments for processing, with Utility Rate
$2.50 per ACH check	Discount available for the utility account gives the Client the best possible
$2.50 Return/or unidentifiable items	Fee structure. We can provide price comparisons and quotes.

i. *Merchant Processing Fees

Please note that the Merchant processor will be DrivePayments dba of Valli Information Systems.

One platform.

Our goal is to provide you with a custom payment solution that simplifies your processes and saves you money. Most businesses average 3-4 systems for their merchant services, why not have one that can do everything?

xpress BILL PAY

City of Bisbee

1415 Melody Ln. Bisbee, AZ 85603

Prepared By: Jake Kendell   **Date:** July 26, 2018

Recurring Monthly Fees

Description	Rate
Gateway Services Processing Fees	
Credit/Debit Card (per transaction)*	**$0.30**
EFT or eCheck Payment (per transaction)	**$0.40**
Online Banking Consolidation (per transaction)	**$0.20**
Merchant service fees from card processors will be billed directly from the respective provider.	
Phone Payment Processing Fees	
800 Interactive Voice Response (IVR) Phone Payment (per transaction)	**$0.95**
800 Live Operator Assisted Phone Payment (per transaction)	**$0.95**
EFT Returned Items (if applicable):	
Invalid account or unable to locate account (per return)	**$5.00**
NSF, Account closed, or Account frozen (per return)	**$10.00**
Customer stop payment (per return)	**$25.00**

1   **Support, Maintenance and Hosting Fee**   **$75.00**

Price includes: all end user and administration support via the Xpress Bill Pay toll-free 800 number, upgrades, hosting, and maintenance.

1   **Monthly Service Fee**   **$19.00**

         TOTAL: **Based upon activity**

xpress BILL PAY

Setup Charges

Qty	Description	Price

1   Initial Setup, Configuration, and Development   **Included in**
Price includes: Online Payment, Auto Pay, and Card Swipe Modules.   **Caselle quote**
You will have the ability to accept the following payments:
credit/debit cards, electronic funds transfers (EFTs), and bank bill pays.

1   On-site Training   **Included in**
Price includes: one 8 hour day of training.   **Caselle quote**
NOTE: You shall reimburse roundtrip airfare and book hotel.   **+ airfare/hotel**
Typically only one 8 hour day of training is necessary.

TOTAL: **Included in Caselle quote**
EXCEPT for airfare/hotel.

xpress BILL PAY

Additional Services Available

Integrated Remote Deposit

Lock Box

Online Utility Service Signup Form

Online Business License Renewal Display/Payment

Online Court Citation Display/Payment

Online AR Statements Display/Payment

Online Custom Payment Forms

Additional Equipment Available

Credit Card Swipe Terminals (per unit) $75.00

Receipt Printers

Remote Deposit Scanners

*If you are interested in any of our additional services or equipment, please contact us for pricing.

Initial Setup Costs and All Monthly Fees

Following are non-transactional fees which are either one-time, monthly or annual costs. If you need additional information on these costs, please let me know.

Service Implementation Fee Includes, as applicable: Implementation Team • Training • Online Portal Setup • Standard Customer & Field Payment App Setups • Text Payment Setup • IVR Setup • PSN Call Center Training Specific to Your Account • Merchant Application Processing • eBill Design • Marketing Support	One-time fee	Waived
Data Sharing/Integration Includes, as applicable: Integration Specialist • Creating Specifications • Developing Interface • Coordination with Your Software Supplier • Testing • Training NOTE: Check with your software provider for their fees, if any	One-time fee	Waived
Website Customization Fee Includes: Development of Web Portal with Your Logo	One-time fee	Waived
Support, Maintenance Fee Includes, as applicable: Online Portal, Standard Customer Mobile App, Field Payment App, IVR System Upgrades and Maintenance • Call Center Support for Your Customers • Email Notifications to Payers and Staff • Service Account Manager for Your Staff • Interface/Integration Support (Storage and Maintenance of Customer Data) • Reports • Online Account Management Center • System and Account Monitoring (24/7) • And More	Monthly fee per account.	Waived
eBill Fee Includes: Creation of PDF eBills • Posting Online • Archiving for 24 Months • Email Notifications (Includes "Ready to View," "Coming Due" and "Past Due," as Applicable)	Monthly fee	$49.95
Credit Card Terminal Maintenance Fee **Optional Service**	Monthly fee	Waived
PCI Security Compliance Fee Includes: Required PCI Certification • Compliance with Credit Card Security Requirements • Auditing	Annual fee (one fee regardless of number of accounts)	$89

Optional Upgrades Equipment Cost

Credit Card Swipe Terminal: VeriFone vx520 with EMV Chip Reader Includes: Terminal • Programming • Shipping	One-time cost per terminal	$125 This price reflects 50% discount off regular price of $250
Check Scanner Includes: Scanner • Programming • Shipping • Software	One-time cost per scanner	Recommended: Canon CR-120 $995 Other available check scanners include: Panini, Epson and Digital Check

PSN
Payment Service Network, Inc.