

INVITATION FOR BID	If, at the time of the scheduled bid opening, City Hall is closed due to uncontrolled events such as fire, snow, ice, wind, or building evacuation, the bid opening will be postponed to the same time on the next normal business day. Bids will be accepted until that date and time.
FILE NO: 6106	
COMMODITY: To provide Electronic Invoice Presentation & Online Payment Services	
NAME OF BIDDER:	
BIDDER'S FED. ID.	

TO: Cynthia H. Griffin, Purchasing Agent PH: (617)349-4310 FX: (617)349-4008
795 Massachusetts Avenue, Room 303
Cambridge, MA 02139

The undersigned submits this sealed bid to provide the commodity or services identified above, described in the specifications herein and advertised in the **CAMBRIDGE CHRONICLE** on **Thursday, May 9, 2013**, which is to be opened and publicly read at the Office of the Purchasing Agent, City Hall, 795 Mass. Ave., Room 303, Cambridge, MA at 11:00 a.m. on **Thursday, May 23, 2013. Parking is limited at this location. It is strongly recommended that bids are mailed or delivered in advanced of the due date and time. Late proposals will not be accepted. This bid may be downloaded from the City's web site, www.CambridgeMA.gov, Online Services, Purchasing Bid List, Invitation for Bid, File No. 6106.**

The undersigned certifies that this bid is made without collusion with any other person, firm or corporation making any other bid or who otherwise would make a bid. The undersigned agrees to furnish the commodity or services in strict accordance with the bid documents, which consist of this Invitation for Bid and all attachments hereto. **"The submitted bid must be without conditions, exceptions or modifications to the bid document"**.

The envelope containing the bid must be labeled: "This envelope contains a bid **To provide Electronic Invoice Presentation & Online Payment Services** opened at **11:00 A.M. on Thursday, May 23, 2013**". **The bid and all documents submitted with it are public records.** This bid process and the award of the contract are made in conformity with M.G.L. c. 30B, unless otherwise stated.

See other side of this form for General Terms and Conditions that shall become part of any Contract awarded through this Invitation for Bid.

This bid includes addenda numbered: _____

SIGNATURE OF BIDDER: _____

TITLE OF SIGNATORY _____

ADDRESS OF BIDDER _____

TELEPHONE NUMBER _____ **FAX NUMBER:** _____

Please check one of the following and insert the requested information:

() Corporation, incorporated in the State of: _____

() Partnership. Names of partners: _____

() Individual: _____

Name of Bidder: _____

GENERAL TERMS AND CONDITIONS

LAWS: All deliveries shall conform in every respect with all applicable laws of the Federal government, Commonwealth of Massachusetts and City of Cambridge.

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The Vendor in the performance of the contract shall not discriminate on the grounds of race, color, religious creed, national origin or ancestry, age, isability,sexual orientation, marital status, family status, military status, source of income, or sex in employment practices or in the selection or retention of subcontractors, and in the procurement of materials or rental of equipment. The City may cancel, terminate or suspend the contract in whole or in part for any violation of this paragraph

TAXES: Purchases made by the City are exempt from the payment of Federal excise tax and the payment of Commonwealth of Massachusetts sales tax (except for gasoline) and any such taxes must not be included in the bid prices.

QUANTITIES: Unless otherwise stated, the quantities set forth herein are ESTIMATES ONLY. The City reserves the right to purchase the commodity(ies) specified in any amount less than the estimated amount.

BID PRICES: Bid prices shall include transportation and delivery charges fully prepaid to the City of Cambridge destination. Where the unit price and the total price are at variance, the unit price will prevail.

DELIVERY AND PACKAGING: Deliveries must be made in such quantities as called for in the purchase order and in the manufacturer's original packages. All deliveries must be **"inside" delivery with no assistance from City personnel. Tailgate deliveries will not be accepted.** Rejected material will be returned to the vendor at the vendor's expense.

MODIFICATION OF BIDS: Prior to bid opening, a bidder may correct, modify or withdraw its bid by making the request in writing prior to the time and date for the bid opening. All corrections and modifications must be delivered to the Purchasing Department in a sealed envelope indicating that it contains a modification or correction of the original bid submitted for the particular commodity and indicating the time and date of the bid opening.

REJECTION OF BIDS: The City reserves the right to reject any and all bids if it is in best interest of the City to do so.

AWARD OF CONTRACT: Contract(s) will be awarded within forty-five days of the bid opening unless award date is extended by consent of all parties concerned.

INDEMNITY: Unless otherwise provided by law, the Vendor will indemnify and hold harmless the City against any and all liability, loss, damages, costs or expenses for personal injury or damage to real or tangible personal property which the City may sustain, incur or be required to pay, arising out of or in connection with the performance of the Contract by reason of any negligent action/inaction or willful misconduct by the Contractor, its agents, servants or employees

TERMINATION OF CONTRACT: Except as otherwise provided in the Articles of Agreement, the City may terminate the contract upon seven days notice.

ASSIGNABILITY: The Vendor shall not assign, sell, subcontract or otherwise transfer any interest in this contract without the prior written consent of the City.

MATERIAL SAFETY DATA SHEETS: Pursuant to M.G.L. c. 111F, ss. 8, 9, and 10, any vendor who receives a contract resulting from this invitation agrees to submit a Material Safety Data Sheet for each toxic or hazardous substance or mixture containing such substance when deliveries are made. The vendor agrees to comply with all requirements set forth in the pertinent laws above.

Name of Bidder: _____

TO: Cynthia H. Griffin, Purchasing Agent
City Hall, Cambridge, Massachusetts 02139

The undersigned hereby proposes to provide **Electronic Invoice Presentation & Online Payment Services** for the Cambridge Finance Department in accordance with the following specifications. One award will be made as a result of this Invitation for Bid. Prices must remain FIRM during the entire contract period. **A contract will be awarded to the responsive and responsible bidder offering the lowest convenience fee (with all other fees acceptable by the City).** The contract will be for a period of three years.

Prior to bid opening, a bidder may correct, modify or withdraw its bid by making the request in writing prior to the time and date for the bid opening. All corrections and modifications must be delivered to the Purchasing Department in a sealed envelope with a notation on the envelope indicating that it contains a modification or correction of the original bid submitted for the particular commodity and indicating the date and time of the bid opening.

Please submit your bid in duplicate. One original and one copy. No hard binders please.

A sample contract is attached hereto. The Bidder must be willing to sign the City's contract. The City will not accept a bidder's terms & conditions.

Questions

Questions concerning the Invitation for Bid including any exceptions to the specifications must be submitted in writing by 3:00 p.m. on Wednesday, May 16, 2013. All questions shall be put in writing and faxed to the Office of the Purchasing Agent at 617-349-4008. An addendum will be posted to the website to notify all bidders of the questions and answers. Bidders will not be notified individually of Addendums. Please review the bidders list on the website. If your firm is not listed on the bidders list, please click on "Registry" and notify us that you have downloaded the bid document

Confidentiality and Public Record Law

All bids or other materials submitted by the vendor in response to this invitation to Bid will be open for inspection by any person in accordance with the Massachusetts Public Record Law.

Bid Results

The tab sheet and the contract award information will not be mailed to the bidders individually. A tab sheet with the bid results will be posted to the website soon after the bid opening. The tab sheet will include the "contract award" information as soon as it is determined.

Electronic Invoice Presentation & On-line Payment Capabilities- The City of Cambridge (the City) is soliciting bids for a paperless and offer Electronic Bill Presentation and Payment (EBPP), allowing residents/customers access to 'opt-in' to receiving bills electronically in lieu of a paper bill. The goal is to use technology to reduce costs, receive payments faster, and improve services to the customer. It is a goal of the City to maximize adoption rates; the greater the number of payers using the service and opting out of paper, the closer the City comes to meeting our "Green Initiative Goal". Also it will help us to achieve our customer service goals relating to easier online payment process.

The City intends to provide Electronic Bill Presentation and payment for Real Estate, Personal Property, Motor Vehicle Excise, and Water/Sewer Utility Bills. The prospective bidder must provide a platform that is fully integrated, vendor-hosted web service. The provider must integrate with the City's billing systems as specified in the scope of services.

Name of Bidder: _____

SCOPE OF SERVICES SPECIFICATIONS General Requirement: Check Yes or No	Yes	No
The service electronically presents invoices (viewing) and processes online payments. Customers can view an invoice and then proceed, within the same user interface, to make an online payment		
The service presents and processes online payments for the following invoice types – Real Estate, Personal Property, Motor Vehicle Excise tax bills, and Water/Sewer Utility bills.		
Service must have the ability to present all types of bills electronically, including multi-page bills		
Provide the option for credit card (Visa, MasterCard, Discover) and electronic check (ACH) payments		
Allow 18 months of billing and payment history to be shown to customers and City personnel, once biller has been using the service for 18 months		
Service allows customers to elect paperless billing through online self- service only for bill types that can have paper billing replaced by emailed bill notifications by statute		
The service does not require customers to register to make a payment to see a copy of the bill or view past payment history		
Provide merchant services for processing that allows the City to continue to use their selected banks for deposit accounts without having to sweep funds		
POS (Point of Sale) will be provided and integrated with the service		
The Service will provide hosted interfaces that support the following payment processing functions: authorizations, charges, settlement, credits, refunds and voids, scheduled payments, Auto-Pay payments, chargebacks and reject notifications		
The Service will allow a fee to be charged to the customer to cover the costs associated with credit card and/or electronic check processing. This fee must be charged to the resident by the Vendor and NOT by the City for certain bill types, including Real Estate Tax, Personal Property Tax, Water/Sewer Bills, Motor Vehicle Excise Taxes and other municipal invoices as determined from time to time by the City. The merchant services accounts for both credit card and electronic check processing must be held by the Vendor, as a duly authorized Third Party Processor. In the example of Real Estate Tax payments, the Vendor's system will direct Tax payments made by customers directly into the operating account selected by the City (without deposit into Vendor's account) with convenience fee payments directed into the Vendor's account.		
The Electronic Bill Presentment with Integrated Online Payment Service must have been in use for at least fifteen (15) municipalities in Massachusetts for over one full year, with a convenience fee model that provides the bill payment to be deposited directly into the municipality's selected bank account and the convenience fee, which is charged to the resident, to be deposited into the Vendor's operating account. Municipal clients for other services (example: lock box providers or print and mail providers) do not qualify as electronic bill presentment and online payment clients. As required by the payment card brands, credit card transactions with convenience fees should appear as two transactions on Cardholder statements, unless otherwise required by payment card brands for certain transaction types, with one transaction for the municipal payment and the other transaction for the convenience fee associated with the corresponding transaction.		

Name of Bidder: _____

Provider must have 30,000 or more paperless residents in the state of Massachusetts to exemplify effectiveness of paperless program		
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Technical Requirements

Requirement	Yes	No
Software as a service architecture – All payer financial or payment information and the invoice presentment and payment processing application is housed offsite and not under the care or control of the City		
Ability to integrate with City of Cambridge’s billing software.		
Experience integrating with the City’s Munis billing software for EBPP, Electronic Bill Presentment and Payment (print and mail does not count): must currently support ten (10) Massachusetts customers who have been using the service for over one (1) year in conjunction with Munis		
Service and Billing Software are synchronized regularly (at least each business day) so when a customer goes on-line into the City of Cambridge’s branded Customer Portal to make a payment, the current balance due will be displayed		
Show payment history for payments made through all channels (checks, cash at cashier’s window), not just on-line payments. This should be available for the City or payer to view		
Allow the City to designate the authentication method(s) used for customer to locate and/or pay electronic bill		
Allow customers to pay online without registering by making one time payments where payment information is not stored for future use		
Render bill electronically at payer’s request through either branded City of Cambridge online payment portal or via an email notification, depending which method the payer has selected		
Provide secure, private and PCI compliant storage of customer payment information completely outside of the City’s Information Systems		
Service must be compliant with all applicable regulations and laws		
Comply with Federal E-Signature Act for paperless billing and auto-pay by providing a system in which a customer must confirm enrollment in paperless billing and/or auto-pay by responding to an email sent after customer selects paperless billing and/or auto-pay through online self service		

Name of Bidder: _____

System Requirements

Requirement:	Yes	No
Allow the City of Cambridge to either absorb or pass e-payment processing fees onto the customer at time of payment, for the various bills presented and paid		
Clearly show any convenience fees for all bills and sub-bills before the payer begins the payment process, and re-displayed throughout the process		
Ability to process transactions automatically each night through the auto-close process		
Ability to allow, at the biller's option, multiple billing items (multi-bills) to be viewed and paid within a single bill. For example, if a water and sewer bill are presented together, customer should be able to see both "sub-bills" online and should be able to elect how much of each sub-bill customer is paying with online payment. Payment file back to billing software must provide amount paid by customer for each sub-bill, thereby removing any doubt as to how much of each sub-bill is being paid with any partial payments made.		
Provide audit trails to track customer/CSR/administrative activities		
Ability to send test bills and validate changes prior to going live with new email templates and/or paper bills		
Offer a program specifically for utilities to qualify for card association utility rates, if desired by the City		
Ability for the City of Cambridge to make changes / additions to the balances due via file uploads, so that customers can see and pay current balances, even if bill is delinquent		
Ability, at the City's option, to register and electronically receive customer payments made through customers' online banking program channels. Service must automatically intercept payments made by consumers using online bill pay sites (ex. home banking and online banking services), show best matches of those payments to consumer's open balances, provide system where the City of Cambridge staff can upload file of online payments into the billing system with system settling those payments by Automated Clearing House and depositing funds directly into City of Cambridge's operating account with full reporting. Reporting should include list of all online payments made to City of Cambridge on the business day following the day of payments, with funds deposited two business days after date of payments. This service must include providing email notifications to residents who have registered their email addresses in the service.		
Ability, at the City's option, to accept credit and debit cards at cashier's windows with card readers that can be plugged into desktop computer USB ports. Service should be integrated with invoice presentment system to allow staff to tie payments directly to selected invoices, resulting in approved payments automatically updating billing system. System should allow convenience fees to be taken for tax bills at the point of sale.		
Ability, at the City's option, to allow the conversion of paper checks into electronic payments Service must show best matches of those payments to consumer's open balances, provide system where City of Cambridge staff can upload file of converted check payments into the billing system with system settling those payments by		

Name of Bidder: _____

Automated Clearing House and depositing funds directly into City of Cambridge's operating account with full reporting. Reporting should include list of all Check 21 payments made to City of Cambridge on the business day following the day of conversion and batching, with funds deposited two business days after date of payments.		
Ability, at the City's option, to provide a fully integrated Interactive Voice Response (IVR) system wherein residents can make payments by telephone and still be charged a convenience fee.		

Presentment Requirements

Requirement:	Yes	No
The electronic invoice must look like the printed form or otherwise as specified by the City		
Service must include features that promote the adoption of paperless billing, including prompting the customer to enroll in paperless billing during the online payment process		
Provide email notification capability for three invoice notifications, invoice payment receipt, upcoming auto payment, failed auto payment, failed scheduled payments, registration confirmation, auto payment registration, paperless registration, late fee invoice notice, ACH rejects, credit card expiration, scheduled payment reminder, auto-payment reminder, flex-pay schedule and customer registration		
Multiple invoice notifications that can be scheduled based on a date or number of days from date of issuance. Notifications should be sent only to customers with an outstanding bill balance above \$0.00		
Offer email notifications that are customizable and allow targeted messages with links to inserts, banners or news announcements. The service must accommodate different email notification messages for each bill type		
Once a customer registers or makes a payment and inputs the email address connected to their account, they should begin to receive email notifications for future invoices. The City of Cambridge can upload existing email addresses, if any are currently retained, directly into the system, and email notifications can be sent without any action on the part of the customer		
Provide a simple self-service means for customers to sign up to "go paperless" and discontinue getting a paper bill, without <u>ANY</u> involvement from the City staff		
Service must offer an integrated paperless process so that "paperless" customers can be filtered out of the print file		
Paperless customers must be automatically re-enrolled to receive paper bills if customer's email notification "bounces" as undeliverable		

Customer Experience

Requirement:	Yes	No
<p>Electronic invoice notifications and City of Cambridge’s web site both must provide a link that customer can click that transports customer to a secure (128 bit SSL encryption at a minimum) site, which is branded as the City of Cambridge, for a seamless transition. Once there, the customer has the option to:</p> <ul style="list-style-type: none"> - view/print/store the invoice - make a one-time payment (without registering) or - register as a customer to enter the City of Cambridge branded Customer Portal and use advanced features 		
<p>When customer begins the online payment process, customer data pulled from the invoice being paid should be <u>pre-populated</u> on the customer’s behalf as “billing name and address” information. System must allow the customer to overwrite this information if a different person is paying the invoice</p>		
<p>Customer portal must be easy to use, have no more than 4 steps in the payment process and have intuitive navigation</p>		
<p>Customers must be able to view bills and payment history, sign up for auto-payment, make scheduled payments, elect to go paperless, make customer requests and make payments – all from the same Customer user interface</p>		
<p><i>City of Cambridge artwork will be used to create a customized portal interface that mimics their website</i></p>		
<p>Customers must be able to see that Customer portal is secure as denoted by https:// designation with lock icon</p>		
<p><i>Customers must be able to locate their bill easily using a variety of authentication data (as determined by City of Cambridge).</i></p>		
<p><i>Customer must be able to view and download an exact replica of the paper bill</i></p>		
<p><i>The service supports a one-time online payment option without registrations as well as a capability to register to access history, schedule a payment, or set up automatic payments</i></p>		
<p><i>Service must offer a ‘flex-pay’ feature, allowing the residents to make their own payment schedules when the City deems it appropriate. To comply with this requirement the vendor must allow each resident to select the number of payments he/she would like to make before the next due date, automatically calculate the amount of each payment, provide the flex payment schedule back to the resident for viewing, editing and/or acceptance. Flex payment schedules must be sent by email notification to the resident, after selected and confirmed by the resident. Friendly reminder email notifications must be provided to each resident approximately 3 days prior to each scheduled flex payment.</i></p>		
<p><i>If a customer has signed up for Auto-Pay, he/she must receive email notice of pending payments three business days prior to the payment being made</i></p>		
<p><i>If a customer has signed up for Scheduled Payments, including Flex-Payments, he/she must receive email notice of pending payments three business days prior to the payment being made with the option to make changes</i></p>		
<p><i>Once a customer has registered, he/she should be able to login into his/her account using only their email address and password. The service should show multiple billing accounts to customers who register for different bill types with the same email and password.</i></p>		

<i>Service should include a courtesy email address field, so that account holder can authorize copies of email notifications to go to a secondary email address</i>		
<i>Allow customers to schedule payments, enroll in automatic payments and elect paperless billing using online self-service all within the same City of Cambridge branded Customer Portal</i>		
<i>The customer must have the ability to view their bills online whether they pay their bills online or via the mail</i>		
<i>Partial payments: provide ability to allow customers to specify the amount they wish to pay (only for bill types designated by the City)</i>		
<i>Payment confirmation must be displayed online at conclusion of payment transaction and customers must also receive a "Thank you for your payment" email confirmation within 2 minutes of payment authorization</i>		
<i>A print screen button should appear on the payment confirmation screen, giving customers a self-serve option to print out a payment receipt/confirmation</i>		
<i>Service should notify customers to update their credit card information 60 days prior to their credit card expiration date and again at 30 days prior to expiration if the customer has not updated the information</i>		
<i>Service must include customer account management features and provide access to 18 months of rolling invoice and payment history from the point of first invoice file upload on the system</i>		
<i>Provide a customer request system housed in the City of Cambridge branded Customer Portal enabling the customer to send an email which will open a ticket in the City of Cambridge management tool</i>		
<i>Service must allow customers to make mobile payments</i>		
<i>Mobile interface should be easy to use, demonstrated by >20% of service activity being made through mobile devices</i>		
<i>Service should allow customers to see full payment history for 18 months, regardless of payment method (i.e. at the counter, online, mailed in, etc)</i>		
<i>Service should send e-mail confirmation receipts to payers who pay online through their personal banks if their e-mail address is available</i>		
<i>Vendor MUST NOT require residents to enter any non-bill information from a paper bill to authenticate or to go paperless. All information needed to authenticate must be able to be found directly in the invoice data file and/or bill without searching for extraneous coded numerical sequences that have been added by the print company somewhere on the bill</i>		
<i>Vendor provides full self-service to allow residents to select their billing option, be it paperless or paper. Vendor MUST NOT instruct residents to contact the City to change their status from paperless to receiving paper</i>		

Administrative Functions

Requirement:	Yes	No
Provide an easy to use administrative tool that helps City staff manage customer accounts and monitor payment activity		
The City of Cambridge Customer Service Representative (“CSR”) must have the ability to login as the customer and see what the customer sees throughout the complete online payment and customer portal access process		
The CSR has the ability to make a payment on behalf of the customer (typically phone payments)		
City of Cambridge and the customer will be notified via email of any transactions rejected due to insufficient funds or other processing issues. The email notification should include the reason code for the reject		
Ability to perform voids (within the same day) and credits for credit card and ACH payments made on-line		
Service must provide daily batch close reports, daily management reports, ACH rejects, file processing notifications, ACH Reject Notifications, paperless customer email bounce reports, and customer request system notifications to multiple staff members via email		
City of Cambridge will receive email notifications if there are any disabled/incorrect email addresses used in the delivery of bills or emails		
Service must provide email template management for event driven notifications such as bill issued, payment confirmation and payment rejected. Emails must be customizable for each bill type the City wishes to electronically present		
Service must provide flexible payment options, as listed in the next 13 boxes (check ‘Yes’ here if all apply)		
Allow City of Cambridge to require payment in full on certain bill types		
Ability to take payments over the phone		
Accepting payments beyond the due date when applicable with balances automatically updated daily so nothing needs to be done by the City		
Allowing multiple bills to be paid with a single transaction when applicable		
Allowing multiple payment types from customer for the same bill		
Allowing flexible payments to be scheduled by customers through self-service whereby a customer can select the number of payments he/she wants to make and the system automatically calculates the amount and provides a payment schedule to the customer by email		
Allowing partial payments and/or over payments if selected by City of Cambridge for specific bill types		
Allowing payments with a prompt payment discount when/if applicable		
Ability to present multiple “sub-bills” in one bill		
Allowing partial payments on sub-bills		
Allowing prompt payment discounts for each sub-bill within a multi-bill		
Ability to allow for multiple payment types for one customer for the same bill		
Ability to balance forward and apply late fees and penalties at City’s discretion		
The service must include permissions management and accommodate multiple administrative levels which can be assigned to allow different functionality based on staff position requirements		
City of Cambridge must be able to block all online payments from specified customers (i.e. if a payer repeatedly bounces checks)		

Name of Bidder: _____

City of Cambridge must be able to block credit card payments but allow e-check payments for specified customers		
Service provides the ability for the City to create a maintenance window for a specific duration at a specified time		
Service allows City of Cambridge to convey a customer after move out, to close down past customer and open up the account for a new customer keeping the account number intact if desired by City		
Service provides the City to enable "auto-conveyance" of customers, by bill type, if there is a name change in invoice file (ex. C/O Former Customer)		
Provide guidance, training and documentation to help City of Cambridge market electronic invoice presentment and payment to its customers		
Ability to administer the online customer request ticketing system through the account management tool		
Provider must be able to provide point of sale (POS) and online payment for all other City departments including the following items: all clerk fees (i.e. dog licenses, marriage license, vital certificates) school fees, parks and recreation fees, or any other item the City would like to accept payment for		

Reporting

Requirement:	Yes	No
Provide means in which City of Cambridge personnel can authenticate into a secure Biller Portal to create reports and/or excel spreadsheets showing daily, monthly, or date range activity for payments, scheduled payments, upcoming auto-payments, registrations, paperless sign ups, auto-pay enrollments and ACH/EFT rejects		
Provide a large selection of pre-configured reports in the online management tool (which are regularly synchronized with City's billing software) to access trend data and resolve inquiries. City of Cambridge must be able to request reports for daily, monthly, or date range activity for payments, scheduled payments, registrations, paperless and ACH/EFT rejects		
Ability to provide reports for scheduled future payments		
Ability to provide daily and monthly reports indicating the number of dishonored transactions, including rejected ACH transactions		
Ability to provide daily and monthly Summary and Detail Analysis Reporting of customer payments activity		
Ability to provide a web-based reporting tool that will allow for real-time querying and verification of all payments (i.e.: prior day, same day, processed, pending)		
Ability to provide reconciliation reporting for daily deposits and batches, segmented by bill type		
Fees incurred by City of Cambridge are separate from revenue collected by City of Cambridge on all financial reports		

Support, Training and Installation

Requirement:	Yes	No
The service provides an online customer support ticketing system		
Provider will transition the City of Cambridge's customers currently signed up for automatic recurring payments to their system, supplying the proper layout and relevant information that is needed for the conversion		
City of Cambridge will have the ability to pre-audit the online bills before they are sent to verify accuracy and format		
Provider will provide client support during working hours and access to a fully functioning helpdesk ticketing system 24x7		
Routine Technical Support must be available during business hours		
All updates, upgrades and enhancements for the electronic invoice presentment and payment service must be performed by the provider, in the "cloud" rather than at client location. No additional costs should be incurred for updates or upgrades		
The provider must notify City of Cambridge of all updates, upgrades or enhancements via email		
Training must be provided to instruct City of Cambridge staff how to use the system. Ongoing training should be available		
Installation must be well planned and require a low level of effort on the part of City of Cambridge		

Name of Bidder: _____

Quality Requirements

A “NO” response, a failure to respond, or a failure to meet any of the following Quality Requirements will result in a rejection of your bid. Circle “YES” or “NO” for each of the following requirements:

1. The vendor is compliant with Payment Card Industry (PCI) Data Security Standard and has evidence of a successful quarterly scan report from a certified scanning vendor (most recent quarter) as well as a compliant annual assessment questionnaire.

YES NO

2. The vendor has successfully completed EBPP (Electronic Bill Presentment and Payment) services for at least 15 Massachusetts Municipal or Utility customers of which 10 Municipal customers are using Munis financial software and have been live for at least 1 year. The EBPP service must provide the convenience fee model with ability to deposit transaction value directly into the City’s bank account and the convenience fee into the vendors operating account. The Municipal clients must given as references. The City must be able to view the client’s website.

YES NO

3. Data is protected during transmission by Secure Socket Layer with 128 –bit encryption or better.

YES NO

4. The vendor must have 30,000 or more paperless residents in the state of Massachusetts to illustrate effectiveness of paperless program.

YES NO

5. The vendor must provide an electronic invoice that mirrors the printed form or otherwise as specified by the City.

YES NO

6. The vendor must provide email notification capability for three invoice notifications, invoice payment receipt, upcoming auto payment, failed auto payment, failed scheduled payments, registration confirmation, auto payment registration, paperless registration, late fee invoice notice, ACH rejects, credit card expiration, scheduled payment reminder, auto-payment reminder, flex-pay schedule and customer registration.

YES NO

7. The EBPP service must provide pre-populated customer data pulled from the invoice being paid on the customer’s behalf as “billing name and address” information. This will provide the customer with easier payment processing. However, the system must allow the customer to overwrite the information if a different person is paying the invoice.

YES NO

Quality Requirements continue on next page

8. The vendor must offer a "flex-pay" feature, allowing the residents to make their own payment schedules when the City deems it appropriate. To comply with this requirement the vendor must allow each resident to select the number of payments he/she would like to make before the next due date, automatically.

YES **NO**

9. The vendor must allow customers to make mobile payments.

YES **NO**

10. The vendor must provide full self-service to allow residents to select their billing option, be it paperless or paper. **Vendor agrees they** WILL NOT instruct residents to contact the City to change their status from paperless to receiving paper.

YES **NO**

11. The system will allow customers to see full payment history for 18 months, regardless of payment method (i.e. at the counter, online, mailed in, etc.)

YES **NO**

12. The vendor must provide a Point of Sale (POS) and online payment option.

YES **NO**

13. The vendor provides real-time authorizations for credit card payments, and performs check validation and real time authorizations for e-check payments.

YES **NO**

14. The vendor must use City of Cambridge artwork to create a customized portal interface that mimics the City's website.

YES **NO**

15. The vendor's website MUST be easy to use, have no more than 4 steps in the payment process and have intuitive navigation.

YES **NO**

16. The on-line billing and payment system must be available 24 hours per day, seven days a week and maintains monthly system availability of 99.5% (excluding scheduled down time.)

YES **NO**

Bid Submission

Please list as references 10 Municipal clients that your firm has provided EBPP services whom using Munis financial software and have been live for at least 1 year. Provide the Municipality Name, Contact name, email address and phone number. In addition, the City reserves the right to use itself as a reference. A bid maybe rejected on the basis of one or more references reporting less than excellent past performance by the bidder and/ or that experience does not meet the Quality Requirements.

Municipality	Contact name	Email address	Phone number
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Municipality	Contact name	Email address	Phone number
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Municipality	Contact name	Email address	Phone number
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Municipality	Contact name	Email address	Phone number
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Municipality	Contact name	Email address	Phone number
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Municipality	Contact name	Email address	Phone number
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Name of Bidder: _____

Price Proposal

Description **Cost per Transaction**

Monthly Service Fee paid by the City \$ _____

Electronic Check/ACH Processing

Convenience Fee paid by the customer \$ _____

Check validation paid by the customer \$ _____

Credit Card Processing

Convenience Fee paid by Customer % _____

Signature of Bidder _____

Company Name _____

Email address: _____

Name of Bidder: _____

**Americans with Disabilities Act (42 U.S.C. 12131)
Section 504 of the Rehabilitation Act of 1973
Tax Compliance/Anti-Collusion Statement
Debarment Statement**

The Americans with Disabilities Act (the "Act") applies to all employers of fifteen or more employees. All vendors that are subject to the Act must comply with its provisions. In further compliance with the Act, all Contractors who enter into contracts with the City are prohibited from discrimination against the City's employees, regardless of the size of the Contractor.

The Act protects against discrimination on the basis of "disability", which is defined as a physical or mental impairment that substantially limits at least one "major life activity"; discrimination against a person having a history or record of such impairment; and discrimination against an individual regarded - even if inaccurately - as having such an impairment. The Act also expressly prohibits discrimination that is based on an individual's relationship or association with a disabled person.

The Contractor shall not discriminate against any qualified employee or job applicant with a disability and will make the activities, programs and services covered by any contract awarded through this procurement readily accessible to and usable by individuals with disabilities. To be qualified for a job, or to avail oneself of the Contractor's services, the individual with the disability must meet the essential eligibility requirements for receipt of the Contractor's services or participation in the Contractor's programs or activities with or without: 1) reasonable modifications to the Contractor's rules, policies and practices; 2) removal of architectural, communication, or transportation barriers; or, 3) provisions of auxiliary aids and services.

By submitting its contract, the Contractor certifies to the City of Cambridge that it understands and will comply with all applicable provisions of the Act, including compliance with applicable provisions of Section 504 of the Rehabilitation Act of 1973, if the Contractor is receiving federal funds.

The undersigned certifies under penalties of perjury that this contract has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals

As required by M.G.L. c. 62C, §49A, the undersigned certifies under the penalties of perjury that the Contractor has complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

The undersigned certifies that it is not currently subject to any State or Federal debarment order.

Date: _____

(Print Name of person signing bid)

(Signature & Title)

This form must be submitted with your bid

Name of Bidder: _____

CORI COMPLIANCE FORM

Persons and businesses supplying goods and/or services to the City of Cambridge (“Vendors”), who are required by law to perform CORI checks, are further required by Section 2.112.060 of the Cambridge Municipal Code to employ fair policies, practices and standards relating to the screening and identification of persons with criminal backgrounds through the CORI system. Such Vendors, when entering into contracts with the City of Cambridge, must affirm that their policies, practices and standards regarding CORI information are consistent with the policies, practices and standards employed by the City of Cambridge as set forth in the City of Cambridge CORI Policy (“CORI Policy”) attached hereto.

CERTIFICATION

The undersigned certifies under penalties of perjury that the Vendor employs CORI related policies, practices and standards that are consistent with the provisions of the attached CORI Policy. **All Vendors must check one of the three lines below.**

1. _____ CORI checks are not performed on any Applicants.
2. _____ CORI checks are performed on some or all Applicants. The Vendor, by affixing a signature below, affirms under penalties of perjury that its CORI policies, practices and standards are consistent with the policies, practices and standards set forth in the attached CORI Policy.
3. _____ CORI checks are performed on some or all Applicants. The Vendor’s CORI policies, practices and standards are not consistent with the attached CORI Policy. Please explain on a separate sheet of paper.

(Typed or printed name of person signing quotation, bid or Proposal)

Signature

(Name of Business)

NOTE:

The City Manager, in his sole discretion may grant a waiver to any Vendor on a contract by contract basis.

Instructions for Completing CORI Compliance Form:

A Vendor should not check Line 1 unless it performs NO CORI checks on ANY applicant. A Vendor who checks Line 2 certifies that the Vendor’s CORI policy conforms to the policies, practices and standards set forth in the City’s CORI Policy. A Vendor with a CORI policy that does NOT conform to the City’s CORI Policy must check Line 3 and explain the reasons for its nonconformance in writing. Vendors, who check Line 3, will not be permitted to enter into contracts with the City, absent a waiver by the City Manager.

This form must be submitted with your bid

City of Cambridge CORI Policy

1. Where Criminal Offender Record Information (CORI) checks are part of a general background check for employment or volunteer work, the following practices and procedures will generally be followed.
2. CORI checks will only be conducted as authorized by Criminal History Systems Board (CHSB). All applicants will be notified that a CORI check will be conducted. If requested, the applicant will be provided with a copy of the CORI policy.
3. An informed review of a criminal record requires adequate training. Accordingly, all personnel authorized to review CORI in the decision-making process will be thoroughly familiar with the educational materials made available by the CHSB.
4. Prior to initiating a CORI check, the City will review the qualifications of the applicant to determine if the applicant is otherwise qualified for the relevant position. The City will not conduct a CORI check on an applicant that is not otherwise qualified for the relevant position.
5. Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant. Rather, determination of suitability based on CORI checks will be made consistent with this policy and any applicable law or regulations.
6. If a criminal record is received from CHSB, the authorized individual will closely compare the record provided by CHSB with the information on the CORI request form and any other identifying information provided by the applicant, to ensure the record relates to the applicant.
7. If, in receiving a CORI report, the City receives information it is not authorized to receive (e.g. cases with dispositions such as not guilty or dismissal, in circumstances where the City is only authorized to receive convictions or case-pending information), the City will inform the applicant and provide the applicant with a copy of the report and a copy of CHSB's *Information Concerning the Process in Correcting a Criminal Record* so that the applicant may pursue correction with the CHSB.
8. If the City of Cambridge is planning to make an adverse decision based on the results of the CORI check, the applicant will be notified immediately. The applicant shall be provided with a copy of the criminal record and the City's CORI policy, advised of the part(s) of the record that make the individual unsuitable for the position and given an opportunity to dispute the accuracy and relevance of the CORI record.
9. Applicants challenging the accuracy of the criminal record shall be provided a copy of CHSB's *Information Concerning the Process in Correcting a Criminal Record*. If the CORI record provided does not exactly match the identification information provided by the applicant, the City of Cambridge will make a determination based on a comparison of the CORI record and documents provided by the applicant. The City of Cambridge may contact CHSB and request a detailed search consistent with CHSB policy.
10. If the City of Cambridge reasonably believes the record belongs to the applicant and is accurate, then the determination of suitability for the position will be made. Unless otherwise provided by law, factors considered in determining suitability may include, but not be limited to the following:
 - (a) Relevance of the crime to the position sought;
 - (b) The nature of the work to be performed;
 - (c) Time since the conviction;
 - (d) Age of the candidate at the time of offense;
 - (e) Seriousness and specific circumstances of the offense;

- (f) The number of offenses;
 - (g) Whether the applicant has pending charges;
 - (h) Any relevant evidence of rehabilitation or lack thereof;
 - (i) Any other relevant information, including information submitted by the candidate or requested by the City.
11. The Personnel Department will assist affected departments, in assessing the suitability of candidates in accordance with paragraph 10 a through i above, to ensure consistency, fairness, and protection of employment opportunities and the public interest.
 12. The City of Cambridge will notify the applicant of the decision and the basis of the decision in a timely manner.
 13. CORI information shall not be disseminated or shared with any unauthorized employees or other, but shall be maintained in confidence consistent with the obligations of law.

Revised May 5, 2007

ORDINANCE NUMBER 1312

Final Publication Number 3155. First Publication in the Chronicle on December 13, 2007.

City of Cambridge

In the Year Two Thousand and Eight

AN ORDINANCE

In amendment to the Ordinance entitled “Municipal Code of the City of Cambridge”

Be it ordained that Cambridge Municipal Code Chapter 2.112 is hereby amended by adding a new Section 2.112.060 entitled “CORI Screening by Vendors of the City of Cambridge” as follows:

Adding after Section 2.112.050 the following new sections:

SECTION 2.112.060

CORI SCREENING BY VENDORS OF THE CITY OF CAMBRIDGE

Sections:

2.112.061 Purpose

2.112.062 Definitions

2.112.063 CORI-Related Standards of the City of Cambridge

2.112.064 Waiver

2.112.065 Applicability

2.112.061 Purpose

These sections are intended to ensure that the persons and businesses supplying goods and/or services to the City of Cambridge deploy fair policies relating to the screening and identification of persons with criminal backgrounds through the CORI system.

2.112.062 Definitions

Unless specifically indicated otherwise, these definitions shall apply and control.

Awarding Authority means the City of Cambridge Purchasing Agent or designee.

Vendor means any vendor, contractor, or supplier of goods and/or services to the City of Cambridge.

2.112.063 CORI-Related Standards of the City of Cambridge

Name of Bidder: _____

The City of Cambridge employs CORI-related policies, practices and standards that are fair to all persons involved and seeks to do business with vendors that have substantially similar policies, practices and standards. The City of Cambridge will do business only with vendors who, when required by law to perform CORI checks, employ CORI-related policies, practices, and standards that are consistent with policies, practices and standards employed by the City of Cambridge. The awarding authority shall consider any vendor's deviation from policies, practices and standards employed by the City of Cambridge as grounds for rejection, rescission, revocation, or any other termination of the contract.

2.112.064 Waiver

The City Manager may grant a waiver to anyone who or which has submitted a request for waiver if it is objectively reasonable; and the City Manager, or a delegate, shall report promptly in writing to the City Council all action taken with respect to every request for a waiver and the reasons for the decision.

2.112.065 Applicability

If any provision of these sections imposes greater restrictions or obligations than those imposed by any other general law, special law, regulation, rule, ordinance, order, or policy then the provisions of these sections shall control.

In City Council January 28, 2008.
Passed to be ordained by a yea and nay vote:-
Yeas 9; Nays 0; Absent 0.
Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:-

D. Margaret Drury
City Clerk

Article VIII. Governing laws and ordinances. This Contract is made subject to all the laws of the Commonwealth and the Ordinances of the City and if any such clause thereof does not conform to such laws or ordinances, such clause shall be void (the remainder of the Contract shall not be affected) and the laws or ordinances shall be operative in lieu thereof.

Article IX. Performance Security. Upon execution of this Contract by the Contractor, the Contractor shall furnish to the City security for the faithful performance of this Contract in the amount of _____ of the value of the bid in the form of a performance bond issued by a surety satisfactory to the city or in the form of a certified check.

Article X. Equal Opportunity. the Contractor in the performance of all work under this contract will not discriminate on the grounds of race, color, sex, age, religious creed, disability, national origin or ancestry, sexual orientation, marital status, family status, military status, or source of income in the employment practices or in the selection or retention of subcontractors, and in the procurement of materials and rental of equipment. The city may cancel, terminate or suspend the contract in whole or in part for any violation of this article.

Article XI. Assignability. the Contractor shall not assign, sell, subcontract or transfer any interest in this contract without prior written consent of the city.

In witness whereof the parties have hereto and to three other identical instruments set their hands the day and year first above written.

Approved as to Form:

The Contractor: xxxxxxxxxxxx

Nancy E. Glowa
City Solicitor

Signature and Title

Robert W. Healy
City Manager

Cynthia H. Griffin
Purchasing Agent

Name of Bidder: _____