



REQUEST FOR BIDS

Payment Card Merchant Services

Village of Deer Park
23680 W. Cuba Road
Deer Park, IL 60010

August 7, 2023

Due: August 31, 2023, 10:00 AM CST

PURPOSE:

To solicit bids from qualified vendors to provide merchant card processing services for various Village departments, including over the counter and online payments. Vendors must have the ability to integrate with Civics Caselle Connect software.

SCOPE OF SERVICES:

Processing Services

- a. Provide competitive pricing for the processing of major credit and debit cards: Visa, MasterCard, Discover and American Express.
- b. Allow the Village to authenticate and validate the card using online payments, mobile payments and in-person payments using chip cards, magnetic stripe cards and contactless payments. Card readers should use Payment Card Industry Data Security Standards (PCI-DSS) encrypted ethernet network connection to communicate with the authorizing gateway and the cashier point of sale system and support EMV chip card technology.
- c. Allow Village to accept payments using interactive voice response technology (IVR).
- d. Deposit payments electronically into specified Village bank accounts by merchant ID ensuring that float on city funds is minimized.
- e. Provide online access and reporting to view and download daily transactions, account reconciliation and settlement reports by merchant ID, by payment card type and by transaction. Provide online access to view, hold, or void transactions before they settle or refund specific transactions.
- f. Be compatible with existing Village software, Civic Caselle Connect, and able to interface using API.
- g. Provide REST API for wallet (saved card) and single transactions.
- h. Provide credit card and bank account tokenization support.
- i. Provide delayed capture payment workflow.
- j. Offer "System Admin" level web application for viewing logs and API errors.
- k. Integrate with Civic Systems Citizen Portal for online payments of sewer bills, business licenses, permit fees and other Village services.

- l. Provide integration or partial integration with Civic Caselle Connect Cash Receipting for over-the-counter point-of-sale (POS).
- m. Provide monthly statements per merchant ID that clearly summarize all revenue related activity including all chargeback information by data and card type. All processing fees must be separate from revenue deposits. The statement deposit activity must match the actual deposit activity in the Village's accounts.
- n. Provide seven (7) days per week and 24 hours per day technical support with written service level agreements (SLA's). Provide business continuity/Disaster Recovery in case of unplanned outages in the vendor's merchant processing system.
- o. Comply with all relevant industry standards, including but not limited to the Payment Card Industry Data Security Standards (PCI DSS), to ensure the security of all cardholder data. Provide evidence of compliance with these standards and conduct regular security audits and vulnerability assessments to ensure ongoing compliance.
- p. Provide a current Service Organization Control (SOC) report that verifies the effectiveness and security of payment processing systems. The report must be issued by a reputable third-party auditor and cover all relevant controls related to the security, availability, processing integrity, confidentiality, and privacy of customer payment data. The report must be made available upon request, without signature of a non-disclosure agreement. The SOC report should be updated regularly.
- q. Vendor will be responsible for providing two (2) payment processing terminals that support contactless, chip and magnetic swipe payments.
- r. Vendor to provide payment website and mobile device configured payment website customized as agreed upon by Parties.

Terms and Conditions

- a. The Village will enter into a one (1) year contract from the date of the award. At the end of any contract term, the Village of Deer Park reserves the right to extend this contract for a period of up to sixty (60) days for the purpose of securing a new contract.
- b. The Village of Deer Park reserves the right the right to terminate this contract, or any part of this contract, upon thirty (30) days written notice without occurring any termination fees.

Insurance

If selected to provide services to the Village, the Vendor must provide certificates of insurance evidencing insurance.

PREPARATION OF THE REQUEST FOR BID:

Submission of Receipt of Bids

- a. All sealed bids must be submitted and received no later than Thursday, August 31, 2023 at 10:00 a.m. CST. All bids should be addressed to:

Village of Deer Park
Re: (vendor name)
Bid for Merchant Card Services
Attention: Kimberly Kelly, Village Clerk
Village of Deer Park
23680 W. Cuba Road
Deer Park, IL 60010

- b. Original and two (2) copies of the sealed bids are required and will not be opened until after the final submission date and hour noted above.
- c. The bids will be analyzed and an award in conformity herein made no later than September 21, 2023.
- d. Any questions concerning this Request for Bid should be directed to Megan Roscoe, Treasurer at 847-726-1648 or via email: mroscoe@vodp.net.

Information Requested from the Proposer

- a. **Title Page:** Show the request for bid's subject, the firm's name and address, the name and telephone number of a contact person and the date of the bid.
- b. **Stand Out:** A brief discussion on why the Vendor feels their company would be the best choice for the Village of Deer Park.
- c. **History & Experience:** Vendor's history and experience in providing merchant processing services.
- d. **Customer Service:** A discussion on the Vendor's customer service team detailing the experience, qualifications, and responsibilities of the specific representative(s) that will be assigned to the Village of Deer Park account.
- e. **Scope of Services:** A discussion of how the Vendor will satisfy each of the points identified in the "Scope of Services" section of this RFP, including an example of the monthly statements.
- f. **Implementation Schedule:** A timeline for implementation with detailed description of tasks involved and a discussion on how the Vendor will ensure a seamless transition in processing services including the assigned representative(s) who will be managing this implementation.

- g. **References:** A list of Vendor's current local government clients (a minimum of 4 and Civics Caselle Connect software users preferred) including contact name, telephone number, address, and number of years as a client. By submitting a bid, the Vendor agrees to permit the Village to contact any of those clients to confirm the quality of services provided in the past.
- h. **Financial Statements:** A copy of, or online link to, the prospective contractor's most recent audited annual financial statements.
- i. **Proposed Fees:** A statement of proposed fees for providing merchant processing services to the Village of Deer Park for a one (1) year period. The statement should disclose all types of fees the Vendor expects to charge the Village (if awarded the contract) for services and equipment listed in the RFP and/or recommended by the Vendor including set up fees, leasing/purchasing costs, training costs, and any other fees. Please list fees separately by fee type.
- j. **Signature:** The signature of an officer of the prospective vendor empowered to make bids on the company's behalf.

EVALUATION OF BIDS:

The bids will be evaluated by Village staff. The award will be made to the vendor, which in the opinion of the Village and at the Village's sole discretion, is best qualified to perform the merchant card services. Evaluation consideration to include, but not limited to, the following:

- a. The Village's assessment of the extent to which the prospective vendor can provide the required services, including the ability of the vendor to interface with the Village's software, specifically Civics Caselle Connect.
- b. The qualifications and experience of the vendor.
- c. The results of the reference checks.
- d. The proposed fees and total cost of providing the services.

The Village of Deer Park reserves the right to reject any or all bids or to waive any technicality, informality or irregularity in the bids received. The Village further reserves the right to enter into a contract with the vendor whose bid, in judgment of the Village, offers the best quality and/or best satisfies the Village's requirements regardless of the fees proposed.

The Village reserves the right to negotiate specifications, terms and conditions that may be necessary or appropriate to accomplish the purpose of this RFP.