



REQUEST FOR BIDS

Payment Card Merchant Services

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

March 28, 2025

Due: April 11, 2025, 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 currently fully integrate with the Civic Systems Portal and Caselle Connect software. Bids from vendors that do not fully integrate with Civic Systems and Caselle Connect will be rejected.

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 Village 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 fully compatible with existing Village software, Civic Systems 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. Fully integrate with Civic Systems Citizen Portal for online payments of sewer bills, business licenses, permit fees and other Village services.



- l. Provide full integration with Civic Systems 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.

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 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 Friday, April 11, 2025, 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 March 20, 2025.
- 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. **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.
- c. **Scope of Services:** A discussion of how the Vendor will satisfy each of the points identified in the "Scope of Services" section of this request for bids, including an example of the monthly statements.
- d. **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 request for bids 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.
- e. **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 currently integrating with the Village’s software, specifically integration with the Civic Systems Portal software and Caselle Connect software, with no additional software development costs required to integrate.
- b. The qualifications and experience of the vendor.
- c. The results of 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 request for bid.