# City of Neosho

## CITY COUNCIL AGENDA ITEM

**REQUESTED COUNCIL MEETING DATE:** June 21, 2022
**ITEM:** Utility Payment Kiosk

**ORIGINATING DEPARTMENT:** Finance
**ATTACHMENTS:** Bid Documents, Bid Summary, Bids

**ROUTING ORDER**
**FINANCE DIRECTOR:** Leslie Forest    **DATE:** 6/16/22
**CITY MANAGER:** David Kennedy    **DATE:** 6.20.2022
**CITY CLERK:** Cheyenne Wright CW    **DATE:** 6/20/2022

## PURPOSE:

To authorize the purchase of a utility payment kiosk to support payments of utility billing, court fines and tickets and RV camping.

## BACKGROUND:

This item will be used as support for our utility billing and court payments. This will afford customers another payment avenue for after hour payments. We sent out five bid packets and received two back.

| AdComp Systems Group | Installation Cost | $35,063.00 |
| --- | --- | --- |
| | Debit pin pad, coin dispenser | $7,251.00 |
| | Annual Software | $6,812.60 |
| | Total Installed Cost | $49,126.60 |
| | | |
| CityBase | Installation Cost | $20,000.00 |
| | Annual Software | $19,600.00 |
| | Total Installed Cost | $39,600.00 |
| | | |
| Advanced Kiosks | No Bid | |
| | | |
| KIOSK Information Systems | No Bid | |
| | | |
| REDYREF | No Bid | |

## RECOMMENDATION:

It is staff's recommendation to purchase from AdComp Systems Group due to annual software cost and total cost over 3 years.

City of Neosho
Kiosk Bid Comparison

|  | CityBase | Adcomp | | | |
|---|---|---|---|---|---|
| **Fees** | | | | | |
| hardware | $ 20,000.00 | $ 17,245.00 | | | |
| software | | $ 16,818.00 | | | |
| S&H | | $ 1,000.00 | | | |
| | $ 20,000.00 | $ 35,063.00 | | | |
| per transaction | | | | | |
| CC | 2.75% | | | | |
| Check | $ 0.50 | $ 1.00 | | | |
| Cash | $ - | | | | |
| | | | | | |
| **Annual fee** | | | | | |
| Software subscription | $ 16,000.00 | $ 6,812.60 | 20% of total cost | | |
| Maintenance & Support | $ 3,600.00 | | | | |
| **Total Bid Price** | $ 39,600.00 | $ 41,875.60 | | | |
| Debit card with pinpad | | $ 2,000.00 | | | |
| Coin dispenser | | $ 2,371.00 | optional- not recommended | | |
| | | | change to be credited to account | | |
| Check verification | Y | N | | | |
| Up Front cost | $ 39,600.00 | $ 46,246.60 | includes annual fee | $ | (6,646.60) |
| Outdoor | 5,000.00 | 4,500.00 | | | |
| Cost under awning | $ 44,600.00 | $ 50,746.60 | | $ | (6,146.60) |
| Ecommerce Fee | | $ 80.00 | month | | |
| Annual fees | $ 19,600.00 | $ 8,846.80 | | $ | 10,753.20 |
| 3 year term | $ 58,800.00 | $ 26,540.40 | | $ | 32,259.60 |

3 year term software billed after installation
Adcomp annual fee 20% of total cost

16 week from
contract execution          10-12 weeks

# Introductory Letter

Leslie Forest
Finance Director
Neosho City Hall
203 E. Main Street
Neosho, MO 64850
lforest@neoshomo.org
(417) 451-8050

Dan Walsh
Account Executive
CityBase, Inc.
363 W. Erie, Fl. 7
Chicago, IL 60654
dwalsh@thecitybase.com
(440) 487-3972

To the Finance Director:

Accepting in-person payments during this time has provided unique challenges for the public sector. CityBase is committed to partnering with the City of Neosho to solve these challenges and provide a long-term solution to streamline payments for your customers. CityBase applauds your ambitious plan to offer convenient and secure payment options for customers, and we are thrilled to present our offerings in support of this initiative.

We understand that Neosho seeks a user-friendly, ADA compliant, in-person kiosk payment channel to serve your customers in a safe and efficient way. You aim to reduce your PCI compliance burden, and streamline your reporting and reconciliation processes for in-person payment channels. These objectives are familiar to us, as we have solved similar challenges with other growing, forward-looking cities and towns throughout the country.

CityBase is highly focused on the needs of the utility and government sectors, with regard both to your operational environment as well as the diverse needs of your customers, staff, residents, and businesses. We are well-versed in the process of implementing complex, multi-department payment solutions for diverse payments and look forward to collaborating with Neosho to achieve your goals.

We sincerely appreciate this opportunity to partner with the City of Neosho and look forward to discussing our solutions in more detail.

Sincerely,

Michael Duffy, CEO + Founder, CityBase, Inc.

CITYBASE

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| | |
|---|---|
| Check/ACH Fee | $0.50 per transaction |
| Cash Transactions | $0.00 |

Price(s) for unit(s) meeting enclosed specifications:  See above

F.O.B. Neosho, MO
Projected Shipping Date: ___16 weeks from contract execution___

<u>After delivery - payment made on third Tuesday of month delivered</u>

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: ___CityBase, Inc.___

SIGNED BY: ___Michael Duffy, CEO and Founder___

ADDRESS: 363 W. Erie Street Fl. 7, Chicago, IL 60654

EMAIL: ___rfp@thecitybase.com,  dwalsh@thecitybase.com___

PHONE:  (866) 210-6270

## BID FORM Description:

(To be completed by bidding party)

| CityBase Kiosk Pricing – 3 Year Term | | | |
|---|---|---|---|
| **One-Time Fees** | | | |
| | **Quantity** | **Indoor Kiosk** | **Total** |
| Hardware Purchase | 1 | $ 20,000 (one-time fee) | $ 20,000 |
| Implementation & Integration | 1 | Integration to one source/billing system is included. Additional integrations will incur additional fees. | $ 0 |
| **Total One-Time Fees** | | | **$ 20,000** |
| **Annual Fees** | | | |
| 3 Year Software Subscription | 1 | $ 16,000 per kiosk (annual fee) | $ 16,000 |
| CityBase Kiosk Maintenance & Support | 1 | $ 3,600 per kiosk (annual fee) | $ 3,600 |
| **Total Annual Fees** | | | **$ 19,600** |

| CityBase Web Payments Pricing – 3 Year Term | | | |
|---|---|---|---|
| **One-Time Fees** | | | |
| | **Quantity** | **Indoor Kiosk** | **Total** |
| Implementation and Integration | 1 | Integration to one source/billing system is included. Additional integrations will incur additional fees. | $0.00 |

| Transaction Fees - Web and Kiosk | |
|---|---|
| Credit/Debit Card Convenience Fee | 2.75% per transaction |

| Transaction Fees - Web and Kiosk | |
| --- | --- |
| Credit/Debit Card Convenience Fee | 2.75% per transaction |
| Check/ACH Fee | $0.50 per transaction |
| Cash Transactions | $0.00 |

The CityBase payment platform configures payment fees based on the diverse needs of our clients. Fees are fully configurable and can be charged to the customer (pass through convenience fee) or the City of Neosho (non-pass through, net of fees).

Should Neosho decide to charge customers a convenience or service fee, these will be presented to customers as separate line items so they can clearly distinguish the convenience/service fee from the principal fee.

CityBase offers free cash payments to customers who pay in cash due to preference or need. Moreover, the benefit of free cash payments results in customers returning more frequently to make their payments and allows them to pay portions of their bill throughout the month without added fees.

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*Multiple tender types. The successful proposer must have the ability to securely process credit card, debit card, ACH / check payments, and cash payments via payment kiosk. Please describe how you will meet these requirements. Please confirm the supported card brands for your kiosk, including the debit networks (e.g. STAR, PULSE).*

The CityBase solution allows the City to accept payments with cash, credit cards (Visa, Mastercard, Discover, and American Express), Debit Cards Networks (e.g. STAR, PULSE, PIN-less), as well as in the form of electronic checks and ACH (Automated Clearing House) originations, and can work with Neosho for any additional payment types required.

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*Full and partial payments. Can customers make full or partial payment toward their bill or account?*

Customers will have the option to pay the full amount or make a payment of a different amount, which includes partial payments.

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# Scope of Work

## Kiosk Solution
### User experience and software functionality

*Please describe how a person can make their payment using your payment kiosk solution, and include screens of the software user interface. Describe the full customer experience, including the following information:*

*What are the options for a person to look up their current account balance / bill amount due?*

## User Experience and Software Functionality

CityBase kiosks support account-search methods using any data available in your source systems (e.g., QR code, customer name, phone number, service-address lookup, billing address, and driver's license barcode scan for automated service address lookup). Customers will be able to manually enter account information or use the scanning functionality.

CityBase can support any lookup method with third-party systems that are supported by the application's API. This includes account numbers, citation numbers, permit numbers, and more.

CityBase's configured kiosk screen flows and functionality are optimized for customers. We understand that each system is different and may require different search options to support both a self-service option for your customers and for your staff. We strive to use as many search options as are available from the underlying source system to provide the appropriate solution. We believe the quality of the user experience is driven from the quality of the integration, which is the primary driver to facilitate comprehensive integrations with underlying systems.

For example, if we are supporting a parking ticket workflow, allowing searches by just a ticket number is not comprehensive enough to support every use case. It is common for customers to visit the kiosk without having the ticket number on hand. We provide additional search options that would be readily accessible for the customer (e.g. license plate number, customer name) so that they can easily locate their bills and make their payments.

CityBase kiosk software is easy to use for all customers, which leads to fast transaction times and high adoption rates.

See screens of a kiosk payment flow below:

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# COVER LETTER

May 26th, 2022.

City Clerk,
Neosho City Hall
Utility Bill Payment Kiosk
203 E.Main Street
Neosho MO 64850

RE: Utility Bill Payment Kiosk

Greetings,

We are pleased to submit the attached proposal in response to the **Utility Bill Payment Kiosk RFP** for the City of Neosho, Missouri.

AdComp Systems currently has about 250 government agencies nationwide and a few outside of the US in the Caribbean Islands. We have been in business for the past 32 years. We are a payment focused technology company that has tight integrations with close to 58 billing software companies and processing companies. We are capable to integrate with almost any accounting and utility software.

Our kiosks are used in **Utility Departments, Tax, Court, RV park fees, Facility Rental, Campgrounds, Lakes** etc. We can take cash and Credit Card payments.We have a history of working with clients from all economies of scale. We are also a trusted provider of highly responsive services.

As requested, we have provided all the required/relevant documents and certifications in this proposal.
Should you have any questions regarding our proposal, please contact;
- Mansur Plumber - (972) 877-4070 or via email at mansur@adcompsystems.com
- Navin Raman  - (469) 500-6666 or via email at navin.raman@adcompsystems.com

We look forward to working with the City of Lima, Ohio and ensure a successful and reliable service is provided.

Sincerely,

Mansur Plumber
CEO | AdComp Systems Inc.

## BID FORM

**Description:** (To be completed by bidding party)

PAYMENT KIOSK

**Price(s) for unit(s) meeting enclosed specifications:**

F.O.B. Neosho, MO
Projected Shipping Date: _____ $ 34,063.00 _____

<u>After delivery - payment made on third Tuesday of month delivered</u>

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

**COMPANY:** ADCOMP SYSTEMS IN.C.

**SIGNED BY:** _____

**ADDRESS:**
1720, S EDMONDS LN, STE 201, LEWISVILLE, 75067, TX

**EMAIL:** mansur @ adcompsystems.com

**PHONE:** 972 877 4070

# SCOPE OF WORK

## 4. Payment Processing

a. Describe your payment processing solution. Please describe settlement time/ processing time. How does your solution support our reconciliation? Do you have a preferred banking partner?

*AdComp offers multiple flexible ways to process Card payments.*
*Option A: Client can have their own merchant account or*
*Option B: AdComp can be the merchant for the client.*

*Either ways we provide next day funding for all transactions that are settled prior to cutoff time. Settlement time is configurable based on client's preference.*
*AdComp's solution provides a consolidated reporting system to the client which is online and available 24/7. This reconciliation module helps to reduce the time to reconcile transactions and also accurately track all the payments to the client's bank and their Billing software.*
*As for preferred banking partner, AdComp's system integrates with \*many major processors/banks but, we prefer Clearent (TSYS), FirstData, and OpenEdge because they have very competitive rates and AdComp can help the client manage their account seamlessly.*

b. Deposits / settlements. Please describe how your solution will deposit collected funds into a designated bank account

*1. Deposits*
*AdComp will setup all the collected funds to be deposited for Next Day Funding.*

*2. Settlements*
*i) All the transactions that are submitted in the batch from the previous settlement day would be sent to the client's bank the following day.*

*ii) Transactions that are settled after the cut off time would be processed later at the next settlement cut off time (following day)*

c. Fee structure. Describe your fees/rates for processing payments. How are fees presented to the end customer?

*If City chooses to continue with the current merchant provider, the City will only be billed for the ECommerce Gateway Fees of $80/month (Includes either one POS or Kiosk and Ecommerce processing).*

d. Multiple tender types. The successful proposer must have the ability to securely process credit card, debit card, ACH / check payments, and cash payments via payment kiosk. Please describe how you will meet these requirements. Please confirm the supported card brands for your kiosk, including the debit networks. (e.g. STAR, PULSE)

*AdComp's kiosk will have an EMV credit card reader with the ability to accept credit and debit cards. All credit debit cards will be accepted that have either mastercard or VISA logo immaterial of the bank network. To process payments through debit networks a pin pad will be required on the kiosk and software modifications will be required which will add an additional $2000 to the price of the kiosk.*
*AdComp's check reader can convert paper checks to electronic checks and deposit to the client's bank account for $1 per check.*

# SCOPE OF WORK

## 4. Payment Processing

e. Full and partial payments. Can customers make full or partial payment toward their bill or account?

*AdComp will set the parameters for acceptance of full and partial payment based on the client's preference.*

f. Payment Account Limitation. Does your system support the ability for authorized staff members to configure the maximum or minimum payment amounts that can be accepted for a single transaction.

*Yes.*

g. Multiple debt types. Does your solution allow customers to pay for multiple bills on the same kiosk machine? For example, can you pay utility bills and property taxes on the same kiosk. Please describe this process. Do you have the ability to configure multiple settlement processes for each department or debt type?

*AdComp's solution has the capabilities to accept multiple payments across multiple departments on the same kiosk.*

*After selecting one account the end customer will be prompted if they want to pay another account if yes, then they can select the department and add another account, then select another account / department and so on, building their shopping cart, then pay. AdComp will process one department's payment first then create a token to process the next department's payment, and print a receipt at the end of getting authorizations. (Assuming the 2 departments have separate merchant accounts).*

## 2022 PRICING - JACK (OUTDOOR KIOSK)

**Please complete & email or fax to us**

| | |
|---|---|
| Company: | Neosho, MO (Utilities / Courts / RV Park) |
| Contact: | |
| Title: | |
| PO#: | |
| Email: | |
| Date: | |
| Signature: | |



**AdComp Systems Group**
*Payments & Technologies Covered!*
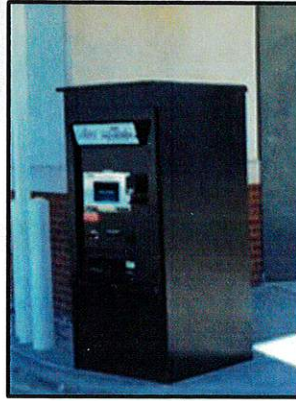
www.adcompsystems.com
877-275-7694 Fax: 877-767-9747
www.adcompsystems.com

| No. | Item | Qty | Unit $ | Price $ | Remarks |
|---|---|---|---|---|---|
| 1 | JACK: With touchscreen, Receipt Printer, Cabinet, Bill Acceptor, CC Reader. Base Payment Kiosk Software to accept cash, credit cards & check payments | 1 | 17245 | 17,245.00 | Kiosk cabinets have the ability to be bolted to the floor or wall for added security. |
| 2 | Additional Department - Base Software | 1 | 2700 | 2700.00 | cost for ADDITIONAL department |
| | **Upgrade to JACK Senior** | | | | |
| 3 | Advanced Payment Kiosk Software to lookup balance and update payments using software API or lockbox file. | 2 | 4300 | 8,600.00 | Charged per department. eg: utilities / courts etc. Your software management company may charge additional API or lockbox fees - we can't control that. |
| 4 | Check MICR Reader / Imager | 1 | 2390 | 2,390.00 | **Highly Recommended - For Utility Payments** |
| 5 | Bill Dispenser/Recycler - 2 denomination | 0 | 2800 | 0.00 | Only if bill change is to be given. *(OPTIONAL feature to be done prior to shipping)* |
| 6 | 5 Denomination coin dispenser. | 0 | 2371 | 0.00 | Not recommended unless you are accepting court fines and tax payments that have coins. |
| 7 | Barcode Reader | 1 | 785 | 785.00 | **Recommended: If Barcode is on the bill stub.** |
| 8 | Outside Enclosure (weatherizing). | 0 | 4500 | 0.00 | Not required if installed through a wall. |
| 9 | Security Cameras - in the safe and outfacing | 1 | 1143 | 1,143.00 | 4 port DVR and 3 cameras included |
| 10 | Remote Setup, configuration & training. | 1 | 1200 | 1,200.00 | Physical install of kiosk to be done by customer's contractor. |
| | **Hardware / Software** **Total** | | | **$34,063.00** | **Armored Car services is not included as part of this pricing model. Typically, our clients have a current standing relationship with an armored car service that they can use and add additional pick-up points (Kiosks) to their services. If the City of Lima needs armored car services more additional information is needed to accurately quote the cost for these additional armored car services. |
| | • Annual maintenance contract (20%) of invoice price ($34,063.00) is **$6,812.60** <br> • All orders are confirmed with a 100% advance payment. <br> • Credit Card Gateway fees will apply. | | | | We are providing the RV park department at no cost. This is a $7000 value. |
| | • Shipping & Handling is NOT Included. (additional **$1,000.00** S&H cost per kiosk) | | | | City of Neosho, MO will provide Power & Internet in the location |