

# CITY OF PEORIA C O N T R A C T

#98-18

This agreement, made and entered into this 2<sup>nd</sup> day of July A.D., 2018 by and between the City of Peoria, a municipal corporation, party of the first part , and FirsTech Inc., 263 S Park Street, Decatur, IL 62523, his/their executors, administrators, successors or assigns, party of the second part.

WITNESSETH: That for and in consideration of the payments and agreements mentioned in the proposal hereto attached, to be made and performed by the party of the first part, and according to the terms expressed in the bond referring to these presents, the party of the second part agrees with said party of the first part, at his/their own proper costs and expense to furnish and deliver all the work, materials and supplies in accordance with the specifications contained in said proposal, and in full compliance with all of the terms of this agreement.

IT IS UNDERSTOOD AND AGREED that the instructions to bidders, proposal, and bid and specifications are component parts of this contract and shall be deemed a part hereof. It is also understood and agreed that the contractor shall not assign, transfer, convey or otherwise dispose of this contract, or his right to execute it, or his right, title or interest in or to it or any part thereof, unless the previous written consent of the City Manager of the City of Peoria shall first be obtained thereto.

IN WITNESS WHEREOF, the said parties have executed these presents on the date above mentioned.

In accordance with the attached specifications, proposal pre submittal questions and answers and pricing FirsTech Inc. will provide Utility Collection of Fees Services for the City of Peoria.

The contract will begin July 2, 2018 and end July 1, 2019. This contract provides for three (3) one year renewals with mutual agreement.

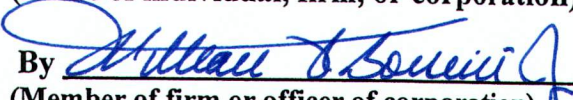
**THE CITY OF PEORIA**

By   
City Manager

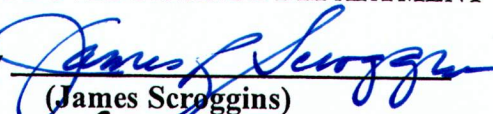
**PARTY OF THE SECOND PART**

FirsTech Inc.


(Name of individual, firm, or corporation)

By   
(Member of firm or officer of corporation)

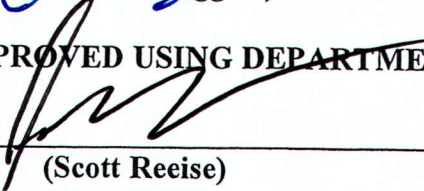
APPROVED FINANCE DEPARTMENT

By   
(James Scroggins)

APPROVED LEGAL DEPARTMENT

By   
(Don Leist)

APPROVED USING DEPARTMENT

By   
(Scott Reeise)



Response to RFP for City of Peoria  
*Utility Collection of Fees Services*



Response dated April 20th, 2018

Respondent:  
FirstTech, Inc.

263 S. Park St.  
Decatur, IL  
62523

This Proposal includes trade secrets or other proprietary data.





## Section I: Cover Letter

Dear City of Peoria,

FirsTech Inc. is pleased to submit our response to the Request for Proposal for the City of Peoria Utility Collection of Fees Services. For over three decades, FirsTech has provided quality payment services to municipalities throughout the country.

Not only is FirsTech a successful payment processing company that provides the ability for our clients to accept consumer payments via various channels such as Lockbox, Walk-in payments, Web payments, IVR payments, etc., but we do so as a wholly owned subsidiary of a \$ 7.8 Billion Financial Institution, Busey Bank. Busey Bank is large regional bank with 13 locations in the Peoria market (BUSE is the stock market listing). As a member of the Busey family we adhere to the **Busey Promise** which is our commitment to **Service Excellence**. In delivering the **Promise**, we guarantee that our actions and behaviors will reflect the following **Core Values**:

- Knowledgeable
- Trustworthy
- Friendly
- Responsive
- Community-minded
- Customer-Centric

FirsTech, Inc., a subsidiary of First Busey Corporation  
 "A Forbes Most Trustworthy Company of 2013 and 2014"



FirsTech provided these payment services to the City of Peoria from 2012-2016, collecting the garbage bill before it was moved to the Peoria tax bill. We are confident that we have shared these values with you. Our continuing objective with the City of Peoria is to again, expand our relationship to include Lockbox, Electronic Lockbox, Walk-In, IVR and Online payments by implementing a best-in-class, one stop, payment solution that provides a simple, consistent and professional payment experience to your consumers, while taking into account your organization's needs and goals.

For the last 30+ years, FirsTech has been delivering payment advice and solutions to our clients that has kept them at the forefront of payment capabilities. This proposal contains solution descriptions that address your Lockbox, Electronic Lockbox, Walk-In, IVR and Online payments as well as keep your IT involvement to a minimum. FirsTech previously provided these payment options to the City of Peoria for collection of the garbage bill. Although, FirsTech Inc. is experienced at delivering these solutions to clients in various industries, including Government, Utility,



Healthcare, Insurance, and Telecom, where FirsTech really makes an impact with our customers is in the ongoing servicing and relationship that comes out of the original implementation. With every member of the FirsTech team focused on solving our client's pain points, we find that after the initial phase of partnering with our client, our increased understanding of their operations allows us to solve for optimization and cost reduction in their billing and payment processing overall. Our clients continue to tell us that in their years of experience with FirsTech, we are the vendor that they can rely on day in and day out. Some clients have even compared our reliability to the set-it and forget-it tagline. For this specific initiative, the City will be assigned a Relationship Manager, Project Manager, IT contact, and post implementation contacts for research items. We will further detail these individuals and their experience in Section B per your request.

Security and confidentiality of data, both physically and electronically, are of paramount importance in today's regulatory environment. As a subsidiary of a federally regulated financial institution, FirsTech Inc. is required to adhere to the same stringent guidelines on which the financial institutions of the USA are audited. When partnering with FirsTech, Inc. the City will be assured of a partner that understands data security, payment trends, and your industry. After 30+ years of servicing the payment needs of various industries, FirsTech, Inc. is not only a pioneer in developing solutions that **specifically fit your needs** but is your resource for servicing your consumers reliably today.

We are confident that your continued experience with FirsTech will be that of an organization that explores your business to build the complete solution that you need, while providing the industry expertise to guide you along the way. We pride ourselves on being the partner that:

- responds quickly to our clients
- is flexible
- provides thought leadership
- is stable and scalable, growing with you
- demonstrates a commitment to security and compliance



We assure you that our solutions meet the prescribed needs outlined in your Request for Proposal and we look forward to continuing our successful partnership that started in 2012. Please feel free to contact me with any questions regarding our proposal response.

*Christen McLeod*  
*VP Business Development*  
*130 N. Water St.*  
*Decatur, IL 62523*

*Work Phone: 217.425.4547*  
*Cell Phone: 217.358.9893*  
*Email: [cmcleod@firsttechinc.com](mailto:cmcleod@firsttechinc.com)*



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## Section A: Project Approach

### **a. Describe your understanding of the Project, the element(s), and goals of the Project**

FirsTech's approach since 1984 is one of configuration and customization as we listen to the needs of our clients. FirsTech as a payments solution provider creates a "holistic solution" providing you and your customers a consolidated view of all payments irrespective of the channel used to initiate the payment.

As the City of Peoria has requested, the FirsTech approach is simple and will be implemented in time for the July 2018 first billing cycle time, upon signing of the contract. In order to collect the fees on a monthly basis (bills are sent quarterly), we are presenting five service channels for your customers to pay their bill; lockbox, electronic lockbox (online banking payments), walk-in, IVR, and online solutions. This will enable them to be able to pay via check, cash, ACH, and credit card forms. These solutions provided by FirsTech are detailed by solution in the next question (b.). The City's current billing information can be provided to FirsTech in an excel download via SFTP from Tyler Technologies. FirsTech has several current clients utilizing Tyler Technologies' software as well.

We understand the processes as described by the RFP, and are capable to meet all requirements as described, including but not limited to:

- Set up SFTP options for data transmittal and receipt.
- Accept data from the City of Peoria Illinois.
- Set up financial categories, maintain and research accounts.
- Apply charges from fee schedules and penalty and interest fees for unpaid accounts.
- Potential to offer a discount to customers who pay a lump sum for the year.
- Provide all requested access and reporting functionality, including regularly timed processes for late-payment and cut-off notices, as well as reporting on delinquent periods for bad debt write off by Peoria.

We have proven our ability to accept the data formatted by Tyler Technologies and have a close working relationship with them for new implementations.



Additional planning considerations include the design, hierarchy and prioritization of items for ease of access to the customer account information to be viewed by the City of Peoria via the online interface.

**b. Describe your documentation and procedures as they apply to this Project**

FirsTech offers payment processing through multiple channels. The product suite being presented to the City consists of the following solutions:

- Lockbox Services : receive and process check and cash payments being mailed in
- Walk In-Agent Bill Payment: a national network of over 4,000 agents (grocery chains, convenience marts, etc.) accepting cash, check, money orders, and cashiers' checks
- Electronic Lockbox: routing of payments from multiple origination points, like online banking, to our billers for faster payment processing, faster settlement and fewer exceptions
- Online Payments: one time and direct debit
- Interactive Voice Response Systems (IVR): ability to use our automated phone system for payment 24x7x365

FirsTech clients have found that utilizing all of these services under one payment processor allows for several efficiencies gained from an operational perspective; all payments flow through the same file and daily deposit as all other payment channels making it easy to have **one partner and one holistic solution**, but the City has the option to choose what solutions will be best fit for them.

Please see detail below on these five solutions:

**Lockbox Solution**

FirsTech's lockbox approach is our most senior service, being that it was the first suite of capabilities offered in 1984. Your customers can send their payments in check form to a designated PO box(es), and FirsTech collects and processes these payments directly into your account. *The City of Peoria would benefit from the centralized location of our lockbox processing facility which is centrally located in Decatur, Illinois, to process payments originating from your customer base, giving you a geographical advantage.* We also have the ability to have your PO box located in Peoria.

The advantages to our lockbox services are:

- Accelerate Funding



- Exception items are processed accurately and in a timely manner
- Payment activity can be researched online in seconds
- LCP – a web based self-service research tool that provides secure and encrypted access to archived customer payment data
- Mark Sense Technology – eliminates the process of identifying address changes or gathering market or survey information manually – images are sent to customer daily
- Employs Character Amount Recognition (CAR) and Legal Amount Recognition (LAR) Technology

### **Walk-In Solution**

FirsTech manages an extensive payment network of 4,000+ walk-in agents across the country including many agents in IL. *Today we have agents in the Peoria and surrounding areas accepting payments on behalf of GPSD, Ameren, and American Water to name a few.* We are able to accept cash payments through this service. These agents include check cashing stores, grocery and convenience stores, banks and others that receive payments from customers efficiently and securely. FirsTech provides a clerk assisted, internet based processing solution that collects and posts payments in real time. Leveraging our customized reporting system, the City of Peoria representatives may view all payment data in their preferred format.

FirsTech assumes all responsibility for recruiting, setting up and supplying the agents with the necessary equipment and handling all agent inquiries.

### **Electronic Lockbox processing (online bank payments)**

FirsTech works with multiple large concentrators to consolidate biller payments directly to a biller's bank account. FirsTech works with multiple major concentrators such as: MasterCard RPPS, FIS/Metavante, Fiserv, etc in order to collect payment from customer who prefer to pay via their online banking platform.

Processing expenses are reduced as a result of streamlined receipt of receivables data allowing for faster reconciliation.

- Faster reconciliation as a result of data being received in a predetermined format that is available for online view
- Enhanced customer satisfaction through faster posting of payments
- Archived and current information is available for quick and easy research opportunities through a single platform
- Faster response to exception items enabled aggregation of payment data and improved research capabilities provided by FirsTech



**Online Bill Payment processing (One-time, direct debit - *alternate service*)**

FirsTech's online bill payment solution provides our clients' customers a convenient way to view their bills and make payments by electronic check, debit card or credit card directly on their biller's website. We offer a one-time payment solution as well as a direct debit option. The customer's ACH information can be saved in order to directly debit their account the next billing cycle.

FirsTech would provide and host a web-based application, which would be white labeled and branded to provide the look and feel of your website and branding to enhance your customer's experience. The screens are designed to be intuitive and user friendly. FirsTech can validate the customer information by as many data points as you choose. For example, the City's customers can be required to enter both their Account number, Billing number, as well as zip code.

**Interactive Voice Response Services (IVR - *alternate service*)**

FirsTech provides the telephony and call scripting required and hosts a complete IVR payment solution customized to your specific needs and customers. Client's customers will be provided a toll free phone number that will be hosted by FirsTech that will transfer the caller to the FirsTech IVR application. The application will feature a call flow customized to your requirements and payments can be made via credit/debit cards as well as eCheck via touch tone phone. If you already have a number to utilize, we can also point to the FirsTech IVR on the backend.

FirsTech's IVR prompts can be presented to residents in English and Spanish. One of the main goals when building our IVR was to not alienate any user and allow our clients' customers to pay bills with ease over the phone. The application can be scaled or modified at any time to meet individual consumer and/or client needs.

**c. Describe how you will meet the Project deadlines**

FirsTech has proven our capability to meet very tight project deadlines as we did with the City of Peoria during the garbage bill collection implementation in 2012. This project timeframe was 30 days which was fully met. Well defined and realistic goals are set to match your time-lines and capacity. Well defined goals will ensure a successful project. Criteria for project success are quantifiable, measurable and expressed in terms of business value metrics. At FirsTech, we strive to assure that your transition will be smooth, efficient, and successful.



For each client, FirsTech assigns a project manager to oversee implementation. After a requirements gathering process that includes your FirsTech Client Services Manager and assigned Project Manager, FirsTech prepares a detailed project plan containing requirements specific to the client. This document contains all of the pertinent information for the processing of the client's customer payments; i.e., the implementation process, a contact list for both companies, accounting requirements, MIS details, programming requirements, file transfer times and methods, check digit logic, testing requirements, banking information, etc.

Your assigned project manager will coordinate all aspects of the project with the City's designated contact and ensure that internal controls are established to maintain compliance and processing accuracy in accordance with the project plan. We understand that your internal resources are limited and use our best judgment in requesting participation. Typically, client resources are required during the following phases - business requirements gathering, integration testing and right before deployment for a final evaluation before GO LIVE.

The average lead-time for implementation is thirty (30) days. The only critical factor that may impact lead time is the timely receipt of pertinent information, such as database formats, check digit routines, output formats, etc.

FirsTech works with each client to understand their specific requirements, makes recommendations based on our experience and works to diligently overcome any obstacles by maintaining a clear, dedicated line of communication. We assure you that we support our clients during the entire process. FirsTech's assigned implementation team consists of very experienced, efficient and dedicated employees, for every client. Please see below for the implementation process:

#### Implementation Process

*Contract Negotiation:* This phase is completed by the business and legal teams. Contracts are redlined and negotiated. Any documentation such as business licenses, etc. are delivered.

*Requirements Gathering:* Beginning with the assignment of a dedicated Project Manager at the time of contract approval, our approach is to provide an implementation experience that exceeds our client's expectations. The Project Manager acts as the primary liaison between the City and our internal and external resources. The Project Manager is responsible for documentation, internal communications and monitoring the progress of the project from beginning to end. A requirements gathering document is provided to the City and is discussed.



*Project Plan development:* Once requirements are gathered, a project plan is developed that illustrates tasks and milestones.

*Development:* Development begins on the project.

*Internal testing:* All aspects that are developed are tested against internal databases to ensure that development has been successfully completed.

*Integration testing:* A test script is developed in conjunction with the City to begin testing the services, payment look up, payment posts, etc. timeline to include scheduled downtime for maintenance, schedule for when no payments should be sent, etc.

*Deployment:* Product is live. Post implementation contact list is provided to the City. Product is monitored and a post implementation call is set up to discuss any outstanding issues.

**d. Describe what local stores the Vendor will partner with to provide lockbox services and the cost for those services**

*Customer will pay \$1.50 per transaction at these stores*

Store Name	Address	City	State	Zip	Phone
Schnucks #721	4800 N. University St.	Peoria	IL	61614	309-690-3242
Court License Service	1300 E. Washington St.	East Peoria	IL	61611	309-699-1258
S and S License and Title Service	519 NE Perry Ave.	Peoria	IL	61603	309-674-9532
Citylink Transit Center	407 S.W. Adams	Peoria	IL	61602	309-676-4040
Schnucks #724	1001 Court St.	Pekin	IL	61554	309-347-6757
Check it Out	840 W. Main	Peoria	IL	61606	309-999-1050
Kroger #705 021	201 S. Main St.	East Peoria	IL	61611	309-694-6298
Kroger #923 021	1607 Broadway St.	Pekin	IL	61554	309-353-5300
General Store Bayview	1520 Spring Bay Rd.	East Peoria	IL	61611	309-822-0707
Hy-Vee #1519	4125 N. Sheridan Rd.	Peoria	IL	61614	309-686-5920



**e. Describe the process to detect payment irregularities and provide information to the City**

Remittances for which one or more of the data points (i.e. account number, bill number, amount, etc.) cannot be captured automatically will be treated as exception items. FirsTech will work with the City during the requirements gathering phase to determine the business rules for processing of exception items. If the payee name is not correct FirsTech will always send these items overnight to the City for manual processing. If the City has the ability to give FirsTech access to their database, we would be able to look up the account numbers, bill numbers and amounts to see if we are able to match the payment. If we are not able to match the payment, this would be sent on to the City.

All correspondence will be separated and scanned to make it electronically available to the City. Original copies of the correspondence will be sent in a daily packet to the City.

**f. Describe your identity theft protection procedures to safeguard City customer information**

FirsTech participates in all parent company planned audits such as FFIEC, OCC, etc. From a data perspective, Customer transactions are protected by a combination logical and application measures. Client web sites are protected by Secure Socket Layer (SSL) technology. Customer requests are typically forwarded from our client's web sites using Single Sign-On (SSO) with the customer's unique credentials passed in an encrypted URL or token. Additional protection is provided at the data layer by our own Verify Security Application. All FirsTech public facing servers and ingress/egress points are protected by industry standard web application firewalls and intrusion prevention devices.

FirsTech has confidentiality agreements in place with every partner vendor, agent and employee that has access to sensitive client/customer information.

*Consumer Privacy and Identity Protocol*

- FirsTech uses firewall systems and intrusion detection software to prohibit unauthorized access to our systems as well as 24/7 monitoring of all critical systems.
- We protect the confidentiality of client data by encrypting sensitive information with 128-bit Secure Socket Layer (SSL).



- Information security is built right into our systems and networks using internationally recognized security standards, regulations, and industry-based best practices.
- FirsTech employs strong authentication controls following industry guidelines provided to us by various Agencies such as NACHA etc.
- FirsTech requires employees to take information security awareness training and to apply this training to their job every day. All employees are required to attend this training on an annual basis.

## Section B: Technical Qualifications

- a. **Detail the quality of the Vendor's:**
  - i. **Experience**
  - ii. **Facilities**
  - iii. **Staffing**
  - iv. **Equipment**
  - v. **Use of technology**
  - vi. **Ability to meet deadlines**
  - vii. **Other pertinent information**

For over 30 years, FirsTech has served as a partner to our clients' success by excelling in the rapid collection of payments through a robust set of service offerings. Our first offering was retail Lockbox services and our first client, Ameren (formerly Illinois Power), is still a client today. FirsTech processes over 30 million payments per year with 60+ contracted clients.

Today, FirsTech processes payments for customers nationwide through a comprehensive suite of capabilities. FirsTech maintains a philosophy of acting as a partner, rather than a "provider" to assist clients in achieving their business objectives. Leveraging this approach in conjunction with a trademark "circle of success" solution suite, the result continues to be a high level of client and customer satisfaction driven by the ability to reduce day's sales outstanding (DSO) and lower payment processing costs.

FirsTech technology is designed to reduce the burden on our client's IT resources so that larger organizational priorities will not be interrupted. Our simple and efficient conversions are managed by a dedicated Project Manager that recognizes the importance of tailoring our solutions to fit a client's existing architecture. This important philosophy helps our clients recognize FirsTech as a company that is "easy to do business with." Like your institution, we operate and manage our



technical infrastructure under a high degree of scrutiny. FirsTech's system has experienced no major outages during the past 12 months nor has it ever been inoperable. FirsTech's system availability in 2017 exceeded 99.99% with a payment error rate of less than 0.0003%.

FirsTech recently completed its SOC-1/SSAE-18 audit with zero exceptions for the sixth year in a row; an impressive result that affirms the integrity of our operating environment. Our fully redundant, secure, and PCI compliant platforms are available 24x7x365. These standards, which are also recognized by our parent company, First Busey Corporation, provide FirsTech with access to national banking systems with high efficiency rates and security standards achieved.

We believe that our investment in this initiative is a significant competitive distinguisher and provides a strong testimony to our commitment to quality assurance, information security, and IT operational robustness and compliance capabilities. Our compliance well illustrates our capabilities in designing, implementing, and adhering to the controls and safeguards required to process confidential client information. Our clients can be assured that all documents and images in our possession will be subject to very stringent facility and electronic handling requirements.

FirsTech is required to maintain PCI compliance as per the PCI standards. FirsTech conducts quarterly vulnerability scans and is subject to a complete PCI audit annually. Throughout the history of FirsTech, we have maintained a spotless record of performance with no penalties, infractions or violations. Our latest PCI Certificate is available upon request.

FirsTech has its primary operating center located in Decatur, IL and a Disaster Recovery operating facility in Clayton, MO. The Decatur, IL facility was fully renovated in 2017.

FirsTech will provide all the necessary hardware, software, physical security, data security, electronic connections, communications, and compatibility with the City's systems and system interfaces to establish and fully implement walk-in payment services at agent locations in and around Peoria, IL. FirsTech has other current contracted clients utilizing Tyler Technologies software and we are fully capable of integrating with their systems as well as providing daily files to be automatically loaded to the Tyler Technologies systems.

FirsTech's Customer service Help Desk, located in Clayton, Missouri is available to take calls 24 hours per day, 7 days per week. The Help Desk also provides technical support (both hardware and software). FirsTech also provides IT support to its clients via a toll free number from 7pm to 2:30am CT Monday through Friday and is also available on-call 24x365. The FirsTech IT team uses state of the art system



monitoring tools that support a multi-path redundant payment processing system to ensure that all payment files are processed within service level standards (which are determined based on each client's unique needs). Typically, during business hours, response time to a client issue is 15 minutes or less.

We provide our clients with a list of FirsTech management contacts and phone numbers, including after-hours phone numbers, for issues that require immediate escalation.

At FirsTech we believe "a project is defined as a temporary endeavor undertaken to create a unique product set or set of services," - PMBOK®. This methodology is adopted by our team to accomplish your goals and expectations, as defined through your business requirements. Well defined and realistic goals are set to match your timelines and capacity. Well defined goals will ensure a successful project. Criteria for project success are quantifiable, measurable and expressed in terms of business value metrics. At FirsTech we will focus on your transition to FirsTech and maintain every effort for it to be a smooth, efficient and successful transition to lead us both together into the beginnings of a strong and long-term partnership.

For each client, FirsTech assigns a project manager to oversee implementation. After a diligent requirements gathering process that includes your FirsTech Account Manager and assigned Project Manager, FirsTech prepares a detailed project plan containing requirements specific to the client. This document contains all of the pertinent information for the processing of the client's customer payments; i.e., the implementation process, a contact list for both companies, accounting requirements, MIS details, programming requirements, file transfer times and methods, check digit logic, testing requirements, banking information, etc.

Your assigned project manager will ensure that internal controls are established to maintain compliance and processing accuracy in accordance with the project plan. We understand that your internal resources are limited and use our best judgment in requesting participation. Typically client resources are required during the following phases - business requirements gathering, integration testing and prior to deployment for a final evaluation before "GO LIVE".

The average lead-time for implementation is thirty days. The only critical factor that may impact lead time is the timely receipt of pertinent information, such as database formats, check digit routines, output formats, etc. If multiple services are required or added during the data gathering phase, this may impact timelines but our clients and references can share with you the positive impact FirsTech had on project timelines and post-implementation support.



FirsTech provides 100% of all service and support to its clients during this process. FirsTech assigns an implementation team of very experienced, efficient and dedicated employees, for all new clients. We establish a close working relationship with each client throughout and beyond the implementation process to maximize overall satisfaction.

**b. Qualifications of individuals to be assigned to the Project**

FirsTech takes our commitment to our clients very seriously. FirsTech's continued goal of excellence is defined as efficiently meeting and/or exceeding client requirements. It is a strategic concept directed toward client retention and satisfaction. The relationship between FirsTech and its clients is based on the trust and confidence in our products and services that lead to loyalty and preference. The long tenure of our clients, our commitment to innovation and our ability to listen, learn and evolve with you prove to be key differentiators in our client relationships.

To that end, we believe in recruiting and maintaining the most qualified employees for their assignments. Our approach to ensure client satisfaction drives this process and as shown by the profiles of our key personnel below – our employee turnover rate is extremely low and their average tenure is over 9 years.

All key members of our team have redundancy/backups that are copied on all correspondence and are updated on the account in weekly meetings. This redundancy ensures compliance with respect to full business continuity. Outlined below is a summary of key personnel, their roles, experience and responsibilities as relating to this initiative. *All of these team members worked with the City of Peoria on the collection and processing of the Garbage bill from 2012-2016.*

***Vijay Krishnan, SVP Operations and Client Management,***

Vijay is responsible for the day-to-day operations of FirsTech's mission critical departments, establishing procedures and processes to ensure their smooth functioning, while providing timely operational information and assistance to FirsTech's EVP for MIS Services and Operations. She is also responsible for the management of both internal and external projects, while assisting in the maintenance of current client relationships.

With almost two decades of combined experience in treasury management, payment processing, banking operations and customer service, Vijay works with both clients and the internal team to implement FirsTech's strategic objectives. Prior to joining FirsTech, Vijay was responsible for the implementation and operations relating to treasury management services at a Midwestern bank, working with both mid-size and



corporate commercial clients. She currently holds the Certified Treasury Professional (CTP) and Accredited ACH Professional (AAP) designations. Vijay holds a Bachelor's degree in Banking and Finance from the London School of Economics.

Vijay has worked on numerous implementations that have included aspects such as real-time payment processing, multiple service implementations, CIS conversions, complex integrations, etc.

***Christen McLeod, VP Business Development and Client Relations,***

Christen is responsible for developing, maintaining and growing FirsTech's portfolio of business. She works with developing client service strategies, contract negotiations, business analysis for clients, and managing the execution of internal and external projects.

Christen serves as the daily point of contact for many of FirsTech's clients, leading initiatives and strategies through to implementation and offering solutions for the scope of the projects as well as ensuring client satisfaction. During her full tenure at FirsTech, Christen has served on the client relations and project management team. She has more than 10 years of client management, project management and customer service experience. Prior to joining FirsTech, Christen was responsible for a team of recruiters who helped to implement staffing services to 120+ clients. She was the main contact and account manager for all clients, with the responsibility of ensuring efficiencies of key issues; cost, scope, and quality. She holds a Bachelor of Science in Business Marketing from Indiana University.

***Bridget Good, VP Software Services,***

Bridget is entering her 17th year with FirsTech as a MIS professional. She oversees a staff of multiple developers and data operators. Bridget and her team are responsible for the development and support of FirsTech's payment products as well as the processing and distribution of client data. In addition, Bridget works closely with the network/server operations group, client relations, and also many FirsTech clients to ensure a smooth development cycle and continued success in data processing.

Bridget has worked on numerous implementations that have included aspects such as real-time payment processing, CIS conversions, API integrations, electronic lockbox, etc. She holds a Bachelor of Science from University of Illinois, Springfield.



***Larry Coleman, Senior Manager Operations, Compliance Officer,***

Larry is responsible for overseeing our walk-in payment agent network and all compliance relating to this function as well as leading the ACH processing team. Larry and his team are responsible for resolving agent technical issues, ensuring that existing agents provide superior customer service, ACH transaction processing, including the accurate and timely processing of all Notice of Change transactions, as well as research and maintenance of client accounts.

Larry earned his Bachelor of Arts in Business Administration and MBA in Accounting at Lindenwood University, Missouri. He has over 10 years of experience in financial services and accounting. Larry also has earned his Bank Secrecy Act (BSA) certification to ensure our compliance with the Anti-Money Laundering (AML) requirements.

***Sandy Rigsbey, Research Manager,***

Sandy has responsibility for all research and account balancing related requests and issues. Her primary focus is to ensure that all client requests or concerns are addressed and resolved in a timely and efficient manner. For nine years prior to joining FirsTech in 1988, she held various positions in bank operations with FirsTech's affiliate company, The First National Bank of Decatur (now Busey Bank). Sandy has over thirty years of combined banking and payment research experience.

**c. Propose an indemnification plan for the City in the event of identity theft**

In regards to identity theft of the consumer, FirsTech would be made aware of this typically by the financial institution. We would be contacted to do a reversal if a bank account was used fraudulently or we would do a chargeback if it was a credit card. FirsTech provides all necessary payment information to the financial institution for further research purposes. At that point, if it was a credit card, typically the credit card company cancels that number and provides a new account number.

If the City is having consistent issues with a specific customer and the payment type they are using, for example, a customer who has had continuous returned checks, we are able to flag those customers so they are not able to pay by check. We can also flag customers to not be allowed to pay by credit card. This would push the customer to a cash paying option only if both of these payment methods were flagged.



## Section C: Past Performance

### a. **Quality of a recent Project of similar size and scope, preferably a municipal or utility Project**

The City of Decatur IL processed all of their lockbox water payments in-house and utilized Epay for the collection of online payments. The City did not have the time and staff to continue processing the lockbox payments in-house, and their provider did not allow for Visa to be an accepted card. They also had a generic online system that did not match their website branding. FirsTech responded to the City's RFP for payment services and included all solutions in order to allow for more payment options to the customers, matched branding of their website, and time/money saved on a daily basis by outsourcing.

FirsTech added agents to the City's network so their cash paying customers had several locations to pay their bill. FirsTech set up a local PO Box for customers to mail their check or cash to and FirsTech's processes all of those payments same day for the City.

The City of Decatur also uses Tyler Technologies as their customer information system. FirsTech has great experience interacting with Tyler Technologies and their systems. Today, FirsTech provides Lockbox, Electronic Lockbox, Walk-In, Online, and IVR services to the City of Decatur customers. The Finance Director at the City of Decatur has stated, *"What I found was a FirsTech offering far beyond what I was initially looking for. The relationship has been successful for the City of Decatur, Illinois, and remains as such. FirsTech is very professional. FirsTech is very responsive to our customer service needs. FirsTech is easy to work with. FirsTech has surpassed all of my expectations".* – Gregg Zientara, Finance Director, City of Decatur IL.

### b. **Identify at least five (5) references (municipal and/or utility references preferred) for whom the Vendor has provided a similar scope of services as those identified in this RFP. Include agency name and address, scope of services, and contact information.**

<b>Client Name:</b>	<b>Greater Peoria Sanitary District (GPSD)</b>
<b>Address:</b>	2322 S. Darst St.
<b>City, State, Zip Code:</b>	Peoria, IL 61607
<b>Client Contact:</b>	Joe Merkle
<b>Telephone Number:</b>	309-272-4830
<b>E-mail:</b>	<a href="mailto:jmerkle@gpsd.org">jmerkle@gpsd.org</a>



**Project Scope of Services/Goals:** GPSD wanted to increase payment channels available to their customers through one vendor partnership. They were also pleased to work with a local company who could provide all services, efficiently. Since 2013, FirsTech has provided walk-in agent locations, one-time online payments, IVR payments and eConsolidation services for GPSD.

**Client Name:** City of Decatur (Illinois)  
**Address:** 1 Gary K. Anderson Plaza  
**City, State, Zip Code:** Decatur, IL 62523  
**Client Contact:** Gregg Zientara  
**Telephone Number:** 217-450-2226  
**E-mail:** [gzientara@decaturil.gov](mailto:gzientara@decaturil.gov)

**Project Scope of Services/Goals:** To increase payment channels available to the City of Decatur consumer. FirsTech provides walk-in agent locations, one-time online payments, lockbox payments, IVR payments and electronic lockbox services for The City of Decatur. *The City of Decatur uses Tyler Technologies which is who the City of Peoria will be using. FirsTech is fully capable of providing daily files which will be compatible with Tyler Technologies' system.*

**Client Name:** Ameren  
**Address:** 2105 East State, Route 104  
**City, State, Zip Code:** Pawnee, Illinois 62558  
**Client Contact:** Diane Bortmess, Supervisor, Treasury Technology  
**Telephone Number:** 217-625-8017  
**E-mail:** [dbortmess@ameren.com](mailto:dbortmess@ameren.com)

**Project Scope of Services/Goals:** Illinois Power was our first client in 1984, now Ameren Illinois. We were the exclusive provider of their lockbox operations. The FirsTech robust lockbox remittance processing service enabled them to support those customers who prefer a traditional approach to submitting a payment. Customers can send their payments to a designated PO box(es), and FirsTech collects and processes these payments directly into the client's (this one being Ameren) account. Today, FirsTech provides our Walk-In solution to Ameren customers in both Illinois and Missouri. FirsTech provides over 300 locations for Ameren customers to walk in to (grocery chains, convenience marts etc.) in order to pay their bill via cash, check, money order or cashiers check.

**Client Name:** The City of Hot Springs (Arkansas)  
**Address:** 517 Airport Road, Suite C  
**City, State, Zip Code:** Hot Springs, AR 71902



**Project Manager:** Randy Outler, City Operations Manager  
**Telephone Number:** 501-321-6909  
**E-mail:** [routler@cityhs.net](mailto:routler@cityhs.net)

**Project Scope of Services/Goals:** To allow their consumers a variety of payment channels to make payments efficiently through an established and cost-effective channel.

In 2013, we were awarded the contract to process utility bill payments for the City of Hot Springs through our lockbox, one time online unenrolled, online enrolled, IVR, CSR and walk-in products. We also present bills through our enrolled online option.

**Client Name:** Consolidated Communications  
**Address:** 121 South 17<sup>th</sup> Street  
**City, State, Zip Code:** Mattoon, Illinois 61938  
**Client Contact:** Patsy Cline, Supervisor Remittance  
**Telephone Number:** 217-258-9508  
**E-mail:** [patsy.cline@consolidated.com](mailto:patsy.cline@consolidated.com)

**Project Scope of Services/Goals:** To consolidate payment vendors to a single vendor who could make available the maximum number of payment channels in an efficient and cost effective manner.

In 2007, we began our relationship with Consolidated Communications, by providing an online bill payment and processing system to enable their customers to make one-time bill payments using credit card or e-check. We have since become the exclusive payment processing provider for Consolidated Communications. We accept and process their payments through our online, mobile, lockbox, walk-in, CSR entry, and Electronic Bill Pay and Presentment (EBPP) services.



## Section D: Services Cost Proposal

Please note that the below pricing includes two different options for the City. The customer convenience fee pricing would be specifically charged to the consumers. The absorbed fee pricing would be absorbed by the City.

## Operations Fees:

Description	Unit	Unit Price
Implementation	Lump sum	WAIVED
Monthly Maintenance Fee	Monthly	WAIVED

## Processing Fees:

Description	Unit	Unit Price (Customer Convenience Fee)	Unit Price (Absorbed by the City)
Lockbox (includes stub and image)	Per bill number processed	-	\$0.13
Lockbox check processing	Per check processed	-	\$0.05
Lockbox exception items	Per exception item	-	\$0.25
Electronic lockbox (online banking payments)	Per transaction		\$0.13
Walk-In Agents	Per transaction	\$1.50	-
<b>Alternate Solutions Below</b>			
Online web payments	Per transaction	\$1.00 per \$50.00 OR pricing absorbed by the City	\$0.20 plus credit/debit pass through fees
Direct Debit payments	Per transaction		\$0.20
IVR payments	Per transaction	\$1.00 per \$50.00 OR pricing absorbed by the City	\$0.20 plus credit/debit pass through fees

## Other Fees:

Description	Unit	Unit Price (Absorbed by the City)
Returns (NSFs)	Per item	\$6.00
Chargebacks (credit cards)	Per item	\$25.00



PO Box Rental	Yearly	Passed through at Cost
Shipping and Postage	Per package	Passed through at Cost

**Additional Customization (Post-Implementation)**

Customization \$ 135 per hour (For any enhancements requested post implementation a Statement of Work will be issued for review by the City of Peoria, with any associated charges, before commencement of any work relating to the request.)

Section E: Other

**a. Ability to staff project locally**

FirsTech’s headquarters are located in Decatur, IL, which is within 90 miles of the City of Peoria. We are very proud to be a part of the Central Illinois success and have the continued ability to expand our service offerings in the Peoria market. Being owned by Busey Bank, with 13 locations in Peoria, we strive to service our local partners. FirsTech staff who will be working on this initiative are located in Decatur, IL. This same staff worked with the City of Peoria on the garbage collection fee and currently work with the Greater Peoria Sanitary District in collection of the sanitary bill.

**b. Commitment to EEO goals**

It is the policy of FirsTech to promote and increase the participation of minority - and women-owned business enterprises in its purchasing and contractual business. Maximum practicable opportunity shall be given to minority- and women-owned business enterprises to participate as suppliers and contractors to FirsTech. To achieve this goal, FirsTech encourages additional opportunities for minority -and women-owned business enterprises by requiring MWBE subcontracting plans from our primary suppliers.

Being that FirsTech is owned by a bank, First Busey Corporation, we are held to the highest of standards. Busey and FirsTech provide equal opportunity in employment to all Associates and applicants for employment. In conformity with applicable laws, there shall be no discrimination against any Associate or applicant for employment due to race, color, religion, sex, marital status, sexual orientation, national origin, ancestry, age, disability, military service, unfavorable military discharge or status as



a disabled veteran or veteran of the Vietnam era. This policy is applicable to employment, recruitment, placement, selection, promotion, training, transfer, rates of pay, termination and all other terms and conditions of employment. Compliance with this policy is the personal responsibility of all personnel.

FirsTech and Busey's EEO/Affirmative Action policy has an objective to obtain individuals qualified and/or trainable for the position by virtue of job related standards of education, training, experience, and personal qualifications. Placement decisions are based solely on the individual's qualifications for the position being filled.

Every new Associate to FirsTech, must complete online Diversity training within the first 90 days of employment. All of our policies relating to diversity (EEO/Affirmative Action) are reviewed annually and modified as necessary to achieve stated objectives.

### **c. Quality of the proposal**

#### Differentiators:

FirsTech's key differentiator in a single word is "performance". FirsTech excels at not just meeting but regularly exceeding our client's expectations. It is a strategic concept directed toward client retention and satisfaction. FirsTech highly values our relationship with our clients building trust and confidence in our products and service that leads to loyalty and preference.

Other key differentiators are:

Client Longevity: FirsTech's average client tenure is 9 years with our first client still on board 33 years later. Our clients are also 100% referenceable. We believe this to be a true representation of our capabilities.

Trustworthy operation: FirsTech is both SSAE 16 (formerly SAS 70) and PCI compliant. We have had zero exceptions for the past 6 years on our SSAE 16 audit. FirsTech's unique relationship with Busey Bank provides the competitive advantage of being part of the FDIC examination every year. In addition, we operate fully redundant payment processing services with 99.9 % availability.

Financial Stability: As a subsidiary of First Busey Corporation (founded in 1868), FirsTech is financially stable. We are proud of being one of the 50 Most Trusted Financial Companies in America as assigned by Forbes. First Busey



Corporation is publically traded on the NASDAQ as BUSE and has over \$ 7.8 billion in assets.

Commitment to Innovation: FirstTech has worked with its clients to custom tailor new processes and systems to meet their specific business needs. Our system is actually your custom solution. We customize our solution to fit your requirements versus you tailoring your requirements to our solution. Post implementation, we stand behind our products and service our clients in an efficient and extremely responsive manner.

We are confident that you will find this proposal attractive and we want you to feel that our capabilities will create the opportunity for you to work with FirstTech and allow us to continue our discussions. We look forward the opportunity to continue the partnership that we started with the City of Peoria in 2012, and to continue our local presence with your community.

Thank you for your consideration!

For any questions relating to this RFP response please contact:

Christen McLeod  
VP Business Development  
Email: [cmcleod@firsttechinc.com](mailto:cmcleod@firsttechinc.com)  
Work Phone: 217-425-4547  
Cell Phone: 217-358-9893



Exhibit A: EEO Certification

\_\_\_\_\_ We are presently applying for the EEO Certification. Employer Report Form (Form CC-1) is completed and enclosed.

Presently, we have the Employer Report Form (Form CC-1) on file with the City of Peoria, Office of Equal Opportunity and have a current Certificate of Compliance Number.

Certificate of Compliance Number: \_\_\_\_\_ **03168-190630** \_\_\_\_\_



Exhibit B: Modified Form BDE DISC 2

**See Attachment.**



## CONSULTANT'S DISCLOSURE STATEMENT

PTB #:

Firm Name: FirstScan, Inc.

## RETURN WITH STATEMENT OF INTEREST

## DISCLOSURES

- A. The disclosures hereinafter made by the firm are each a material representation of fact upon which reliance is placed should the Department City of Peoria enter into the contract with the firm. The firm further certifies that the Department has received the disclosure forms for each statement of interest.

The ~~IDOT Chief Procurement Officer (CPO)~~ City of Peoria may void the offer or contract if it is later determined that the firm or subconsultant rendered a false or erroneous disclosure. A consultant or subconsultant may be suspended or debarred for violations of the Procurement Code. If a false certification is made by the subconsultant, then the consultant's submitted offer and the executed contract may not be declared void, unless the consultant refuses to terminate the subcontract upon the State's request after a finding that the subconsultant's certification was false.

B. Financial Interests and Conflicts of Interest

1. Section 50-35 of the Illinois Procurement Code provides that all offers of more than \$50,000 and all subconsultant agreements with an annual value of more than 50,000 shall be accompanied by disclosure of the financial interests of the firm. This disclosed information for the successful firm will be maintained as public information, subject to release by request pursuant to the Freedom of Information Act, filed with the Procurement Policy Board, and shall be incorporated as a material term of the contract. Furthermore, pursuant to Section 5-5, the Procurement Policy Board may review a proposal, bid, or contract and issue a recommendation to void a contract or reject a proposal or bid based on any violation of the Procurement Code or the existence of a conflict of interest as provided in subsections (b) and (d) of Section 50-35.

The financial interests to be disclosed shall include any ownership or distributive income share that is in excess of 5%, or an amount greater than 60% of the annual salary of the Governor, of the offering entity or its parent entity, whichever is less, unless the firm is a publicly traded entity subject to Federal 10K reporting, in which case it may submit its 10K disclosure in place of the prescribed disclosure. If a firm is a privately held entity that is exempt from Federal 10K reporting, but has more than 100 shareholders, it may submit the information that Federal 10K companies are required to report, and list the names of any person or entity holding any ownership share that is in excess of 5%. The disclosure shall include the names, addresses, and dollar or proportionate share of ownership of each person making the disclosure, their instrument of ownership or beneficial relationship, and notice of any potential conflict of interest resulting from the current ownership or beneficial interest of each person making the disclosure having any of the relationships identified in Section 50-35 and on the disclosure form. The current annual salary of the Governor is \$177,412.00.

In addition, all disclosures shall indicate any other current or pending contracts, proposals, leases, or other ongoing procurement relationships the offering entity has with any other unit of City of Peoria state government and shall clearly identify the unit and the contract, proposal, lease, or other relationship.

2. Disclosure Forms. Disclosure Form A is attached for use concerning the individuals meeting the above ownership or distributive share requirements. Subject individuals should be covered each by one form. In addition, a second form (Disclosure Form B) provides for the disclosure of current or pending procurement relationships with other (non-IDOT) Local state agencies and a total ownership certification. The forms must be included with each statement of interest.

C. Disclosure Form InstructionsForm A: Instructions for Financial Information & Potential Conflicts of Interest

If the firm is a publicly traded entity subject to Federal 10K reporting, the 10K Report may be submitted to meet the requirements of Form A. If a firm is a privately held entity that is exempt from Federal 10K reporting, but has more than 100 shareholders, it may submit the information that Federal 10K companies are required to report, and list the names of any person or entity holding any ownership share that is in excess of 5%. If a firm is not subject to Federal 10K reporting, the firm must determine if any individuals are required by law to complete a financial disclosure form. To do this, the firm should answer each of the following questions. A "Yes" answer indicates Form A must be completed. If the answer to each of the following questions is "No", then the NOT APPLICABLE STATEMENT on Form A must be signed and dated by a person that is authorized to execute contracts for the offering firm. Note: These questions are for assistance only and are not required to be completed.

1. Does anyone in your organization have a direct or beneficial ownership share of greater than 5% of the offering entity or parent entity?  
YES  NO



2. Does anyone in your organization have a direct or beneficial ownership share of less than 5%, but which has a value greater than 60% of the annual salary of the Governor? YES  NO
3. Does anyone in your organization receive more than 60% of the annual salary of the Governor of the offering entity's or parent entity's distributive income? YES  NO

(Note: Distributive Income is, for these purposes, any type of distribution of profits. An annual salary is not distributive income.)

4. Does anyone in your organization receive greater than 5% of the offering entity's or parent entity's total distributive income, but which is less than 60% of the annual salary of the Governor? YES  NO

(Note: Only one set of forms needs to be completed per person per statement of interest even if a specific individual would require a "Yes" answer to more than one question.)

A "Yes" answer to any of these questions requires the completion of Form A. The firm must determine each individual in the offering entity or the offering entity's parent company that would cause the questions to be answered "Yes". Each form must be signed and dated by a person that is authorized to execute contracts for your organization. Photocopied or stamped signatures are not acceptable. The person signing can be, but does not have to be, the person for which the form is being completed. The firm is responsible for the accuracy of any information provided.

If the answer to each of the above questions is "No", then the NOT APPLICABLE STATEMENT of Form A must be signed and dated by a person that is authorized to execute contracts for your company.

#### RETURN WITH STATEMENT OF INTEREST

##### Form B: Instructions for Identifying Other Contracts & Procurement Related Information

Disclosure Form B must be completed for each statement of interest submitted by the offering entity. *Note: Checking the NOT APPLICABLE STATEMENT on Form A does not allow the firm to ignore Form B. Form B must be completed, checked, and dated or the firm may be considered nonresponsive and the statement of interest will not be accepted.*

The firm shall identify, by checking "Yes" or "No" on Form B, whether it has any pending contracts (including leases), statements of interest, bids, proposals, or other ongoing procurement relationship with any other (non-IDOT) Local state of Illinois agency. If "No" is checked, the firm only needs to complete the check box on the bottom of Form B. If "Yes" is checked, the firm must identify each such relationship by listing the City of Peoria ~~state of Illinois~~ agency name and other descriptive information such as project number, title, contract, etc.



## RETURN WITH STATEMENT OF INTEREST

**ILLINOIS DEPARTMENT  
OF TRANSPORTATION  
CITY OF PEORIA**
**Form A  
Financial Information &  
Potential Conflicts of Interest  
Disclosure**

Contractor Name <u>Firstech, Inc.</u>		
Legal Address <u>203 S. Park St.</u>		
City, State, Zip <u>Decatur, IL 62523</u>		
Telephone Number <u>217-225-4547</u>	Email Address <u>cmcleoad@firstechinc.com</u>	Fax Number (if available) <u>217-421-7191</u>

Disclosure of the information contained in this form is required by Section 50-35 of the Illinois Procurement Code (30 ILCS 500). Vendors desiring to enter into a contract with the City of Peoria state of Illinois must disclose the financial information and potential conflict of interest information as specified in this Disclosure Form. This information shall become part of the publicly available contract file. This Form A must be completed for statements of interest in excess of \$50,000, and for all open-ended contracts. This Form A must also be completed for subconsultant agreements with an annual value of more than \$50,000 from subconsultants identified in Section 20-120 of the Illinois Procurement Code and all open-ended subconsultant agreements. A publicly traded company may submit a 10K disclosure (or equivalent if applicable) in satisfaction of the requirements set forth in Form A. See Disclosure Form Instructions.  
The current salary of the Governor is \$177,412.00.

**DISCLOSURE OF FINANCIAL INFORMATION**

1. **Disclosure of Financial Information.** The individual named below has an interest in the FIRM (or its parent) in terms of ownership or distributive income share in excess of 5%, or an interest which has a value of more than 60% of the annual salary of the Governor. (Make copies of this form as necessary and attach a separate Disclosure Form A for each individual meeting these requirements.)

**FOR INDIVIDUAL (type or print information)**
**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

Type of ownership/distributable income share:

 Stock  Sole Proprietorship  Partnership  Other  (explain on separate sheet):  
 % or \$ value of ownership/distributable income share: \_\_\_\_\_

2. **Disclosure of Potential Conflicts of Interest.** Check "Yes" or "No" to indicate which, if any, of the following potential conflict of interest relationships apply. If the answer to any question is "Yes", please attach additional pages and describe.

- (a) State City of Peoria employment, currently or in the previous three years, including contractual employment of services. Yes  No

If your answer is yes, please answer each of the following questions.

- 1) Are you currently an officer or employee of either the ~~Capitol Development Board or the Illinois State Toll Highway Authority?~~ The City of Peoria? Yes  No
- 2) Are you currently appointed to or employed by ~~the City of Peoria~~ any agency of the state of Illinois? If you are currently appointed to or employed by the City any agency of the state of Illinois, and your annual salary exceeds 60% of the annual salary of the Governor, provide the name of the City state agency for which you are employed and your annual salary: \_\_\_\_\_



## RETURN WITH STATEMENT OF INTEREST

- 3) If you are currently appointed to or employed by the City of Peoria ~~any agency of the state of Illinois~~, and your annual salary exceeds 60% of the annual salary of the Governor, are you entitled to receive (i) more than 7-1/2% of the total distributable income of your firm, partnership, association or corporation, or (ii) an amount in excess of the salary of the Governor? Yes  No
- 4) If you are currently appointed to or employed by the City of Peoria ~~any agency of the state of Illinois~~, and your annual salary exceeds 60% of the annual salary of the Governor, are you and your spouse or minor children entitled to receive (i) more than 15% in the aggregate of the total distributable income of your firm, partnership, association or corporation, or (ii) an amount in excess of two times the salary of the Governor? Yes  No
- 
- (b) ~~State~~ City of Peoria employment of spouse, father, mother, son, or daughter, including contractual employment services in the previous two years? Yes  No
- If your answer is yes, please answer each of the following questions.
- 1) Is your spouse or any minor children currently an officer or employee of the ~~Capitol Development Board or the Illinois State Toll Highway Authority?~~ City of Peoria? Yes  No
- 2) Is your spouse or any minor children currently appointed to or employed by the City of Peoria ~~any agency of the state of Illinois~~? If your spouse or minor children is/are currently appointed to or employed by the City ~~any agency of the state of Illinois~~, and his/her annual salary exceeds 60% of the annual salary of the Governor, provide the name of your spouse and/or minor children, the name of the state City agency for which he/she is employed and his/her annual salary. \_\_\_\_\_
- 
- 3) If your spouse or any minor children is/are currently appointed to or employed by the City of Peoria ~~any agency of the state of Illinois~~, and his/her annual salary exceeds 60% of the annual salary of the Governor, are you entitled to receive (i) more than 7-1/2% of the total distributable income of your firm, partnership, association or corporation, or (ii) an amount in excess of 100% of the annual salary of the Governor? Yes  No
- 4) If your spouse or any minor children are currently appointed to or employed by the City of Peoria ~~any agency of the state of Illinois~~, and his/her annual salary exceeds 60% of the annual salary of the Governor, are you and your spouse or minor children entitled to receive (i) more than 15% in the aggregate of the total distributable income of your firm, partnership, association or corporation, or (ii) an amount in excess of two times the salary of the Governor? Yes  No
- 
- (c) Elective status; the holding of elective office of the state of Illinois, the government of the United States, any unit of local government authorized by the Constitution of the state of Illinois or the statutes of the state of Illinois currently or in the previous three years? Yes  No
- 
- (d) Relationship to anyone holding elective office currently or in the previous two years; spouse, father, mother, son or daughter? Yes  No
- 
- (e) Appointive office; the holding of any appointive government office of the state of Illinois, the United States of America, or any unit of local government authorized by the Constitution of the state of Illinois or the statutes of the state of Illinois, which office entitles the holder to compensation in excess of the expenses incurred in the discharge of that office currently or in the previous three years? Yes  No
- 
- (f) Relationship to anyone holding appointive office currently or in the previous two years; spouse, father, mother, son or daughter? Yes  No
- 
- (g) Employment, currently or in the previous three years, as or by any registered lobbyist of the state City of Peoria government? Yes  No
- 
- (h) Relationship to anyone who is or was a registered lobbyist in the previous two years; spouse, father, mother, son, or daughter? Yes  No



**RETURN WITH STATEMENT OF INTEREST**

(i) Compensated employment, currently or in the previous three years, by any registered election or re-election committee registered with the Secretary of State or any county clerk of the state of Illinois, or any political action committee registered with either the Secretary of State or the Federal Board of Elections?

Yes  No

(j) Relationship to anyone; spouse, father, mother, son, or daughter; who was a compensated employee in the last two years by any registered election or re-election committee registered with the Secretary of State or any county clerk of the state of Illinois, or any political action committee registered with either the Secretary of State or the Federal Board of Elections?

Yes  No

3. **Communication Disclosure.** Disclose the name and address of each lobbyist and other agent of the firm or offeror who is not identified in Section 2 of this form, who has communicated, is communicating, or may communicate, with any state officer or employee concerning the statement of interest, bid or offer. This disclosure is a continuing obligation and must be promptly supplemented for accuracy throughout the process and throughout the term of the contract. If no person is identified, enter "None" on the line below:

Name and address of person(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. **Suspension or Debarment Disclosure.** For each of the persons identified under Sections 2 and 3 of this form, disclose whether any of the following has occurred within the previous 10 years: suspension or debarment from contracting with any governmental entity; professional license discipline; bankruptcies; adverse civil judgments and administrative findings; and criminal felony convictions. This disclosure is a continuing obligation and must be promptly supplemented for accuracy throughout the procurement process and term of the contract, if the bid or offer is successful. If no person is identified, enter "None" on the line below:

Name of person(s): \_\_\_\_\_

Nature of disclosure: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**APPLICABLE STATEMENT**

This Disclosure Form A is submitted on behalf of the **INDIVIDUAL** named on previous page. Under penalty of perjury, I certify the contents of this disclosure to be true and accurate to the best of my knowledge.

Completed by:

\_\_\_\_\_  
Signature of Individual or Authorized Officer

\_\_\_\_\_  
Date

**NOT APPLICABLE STATEMENT**

Under penalty of perjury, I have determined that no individuals associated with this organization meet the criteria that would require the completion of this Form A.

This Disclosure Form A is submitted on behalf of the **FIRM** listed on the previous page.

\_\_\_\_\_  
Signature of Authorized Officer

\_\_\_\_\_  
Date

The firm has a continuing obligation to supplement these disclosures under Sec. 50-35 of the Procurement Code.



RETURN WITH STATEMENT OF INTEREST

**ILLINOIS DEPARTMENT  
OF TRANSPORTATION  
CITY OF PEORIA**

**Form B  
Other Contracts &  
Procurement Related Information  
Disclosure**

Contractor Name <i>FirstTech, Inc.</i>		
Legal Address <i>213 S. Park St.</i>		
City, State, Zip <i>DeCATur, IL. 62523</i>		
Telephone Number <i>217.425.4547</i>	Email Address <i>cmrized@firsttechinc.com</i>	Fax Number (if available) <i>217.421.7191</i>

Disclosure of the information contained in this form is required by Section 50-35 of the Illinois Procurement Code (30 ILCS 500). This information shall become part of the publicly available contract file. This Form B must be completed for statements of interest in excess of \$50,000, and for all open-ended contracts. This Form B must also be completed for subconsultant agreements with an annual value of more than \$50,000 from subconsultants identified in Section 20-120 in the Illinois Procurement Code and for all open-ended subconsultant agreements.

**DISCLOSURE OF OTHER CONTRACTS AND PROCUREMENT RELATED INFORMATION**

1. **Identifying Other Contracts & Procurement Related Information.** The firm shall identify whether it has any pending contracts (including leases), statements of interest, bids, proposals, or other ongoing procurement relationship with the City of Peoria any other state of Illinois agency: Yes  No

If "No" is checked, the firm only needs to complete the signature box on the bottom of this page.

2. If "Yes" is checked, identify each such relationship by showing City of Peoria state of Illinois agency name and other descriptive information such as PTB or project number (attach additional pages as necessary). SEE DISCLOSURE FORM INSTRUCTIONS.

**THE FOLLOWING STATEMENT MUST BE CHECKED**

<input type="checkbox"/> _____ Signature of Authorized Representative	_____ Date
--	---------------

**OWNERSHIP CERTIFICATION**

Please certify that the following statement is true if the individuals for all submitted Form A disclosures do not total 100% of ownership.

Any remaining ownership interest is held by individuals receiving less than \$106,447.20 of the bidding entity's or parent entity's distributive income or holding less than a 5% ownership interest.

- Yes       No       N/A (Form A disclosure(s) established 100% ownership)

↳ Bussey Bank is sole shareholder of FirstTech, Inc. First Bussey Corporation is sole shareholder of Bussey Bank. No individuals have ownership interests in the firm or its parent entity.



RFP Utility Collection (Lockbox services) Pre-submittal questions and answers.  
April 13, 2018

1. Please elaborate on the lockbox services at local stores.
  1. For garbage, there were several locations in the City that took payment such as grocery store, bus terminal etc. The Greater Peoria Sanitary District (GPSD) does the same thing. We want the same thing for utility billing
2. Would those payments be sent to the lockbox or the City for processing?
  1. Sent to the lockbox then to the City
3. Please elaborate on the following statement: "The Vendor is required to have a process to detect payment irregularities and provide a report to the City with the information."
  1. With garbage some people sent in their property taxes or paid other fees and fines. We want a process to detect these types of irregularities.
4. Please provide the "Modified Form BDE DISC 2 Template"
  1. It is now available
5. Do you have an idea of how many items monthly would be processed through a lockbox via check versus paid via credit card? What is the typical amount for a utility bill?
  1. We do not have a good idea on the split in payment type. We will promote online bill payment to reduce the cost of printing and mailing.
  2. Typical residential bill is \$7.80/month but billed quarterly. Non-residential users could be lower or much higher than residential depending on the property. The City expects to generate \$8 million per year. 2018 is a half year so \$4 Million will be generated.
6. How would payments be submitted?
  1. Mail to PO box or address (must be a City of Peoria address), walk in- cash, credit, debit, online payments through Tyler system, lock box at local stores, and possibly allow call in payments.
7. Will there be a convenience fee for credit cards?
  1. Not sure currently, still working on this issue
8. Is the City open to a contract for longer than 1 year?
  1. Currently in the RFP is that the contract will be for one year, and if acceptable to both parties can be renewed for up to 3 years.



**CITY OF PEORIA  
NOTICE OF REQUEST FOR PROPOSALS:**

**UTILITY COLLECTION OF FEES SERVICES**

3505 N. DRIES LANE

PEORIA, ILLINOIS

**STATEMENTS DUE:** 10:00 AM FRIDAY APRIL 20, 2018

The City of Peoria is requesting Proposals from Professional Service Vendors to assist the City in providing collection of fees services (lockbox services) for quarterly utility billing associated with approximately 46,800 City customer accounts. The utility billing will use three billing cycles, with approximately one-third of the 46,800 City customer accounts billed each month. The City of Peoria's Environmental Division will accept sealed proposals submitted to the Office of the City Stormwater Engineer, 3505 N Dries Lane, Peoria, Illinois, until 10:00 AM FRIDAY APRIL 20, 2018 for establishing a Contract with a qualified Vendor. A mandatory pre-submittal meeting will be held on FRIDAY APRIL 13, 2018 at 10:00 AM CENTRAL TIME at 3505 N Dries Lane, Peoria, Illinois.

Time is of the essence and any Statement of Interest and Qualifications received after the announced time and date for submittal, whether by mail or otherwise, will be rejected. Vendors are responsible for ensuring that the Engineering Administrative Assistant receives their Statements before the deadline indicated. Statements received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. Vendors should submit **five (5) hard copies and one (1) additional electronic copy** of a Statement of Interest and Qualifications.

**UTILITY COLLECTION OF FEES SERVICES**

**1.0 INTRODUCTION**

The City's intention is to award a Contract for these services to the best-qualified Vendor. Each Vendor will be considered and ranked by a Selection Committee based upon the criteria listed herein. The City will then enter into negotiations with the top-ranked Vendor. The negotiations will be to establish a detailed scope of services and total cost for services. Should the top-ranked Vendor and the City of Peoria not be able to reach an agreement, the City will terminate negotiations with that Vendor and open negotiations with the second ranked Vendor.

This process does not obligate the City to award a Contract, or pay any cost incurred in the preparation of the Vendors responding to this request. The City reserves the right to accept or reject any or all Statements received as a result of this request. All information submitted in response to this request will become the property of the City.

Please be aware that it is the City's policy to not compensate a Vendor for any time or expenses incurred during the selection and negotiation processes.

Vendors may withdraw their proposals prior to the RFP closing by submitting a written request. No Vendor may withdraw their proposal for sixty (60) days after the RFP due date.



## **2.0 PROJECT DESCRIPTION**

### **2.1 NEED, PURPOSE, AND OBJECTIVE**

The City of Peoria is requesting Proposals from Professional Service Vendors to assist the City with fee collection services (lockbox services) for quarterly utility billing with approximately 46,800 customer accounts. The utility billing will use three billing cycles, with approximately one-third of the 46,800 City customer accounts billed each month.

The City will manage its customer account information using Tyler Technologies Munis software solution, which is hosted offsite and used to generate bills and receive payments. Late payment notices will be sent out with the quantity being determined by customer response. The envisioned schedule is subject to change and the Vendor must be able to adapt to such changes.

### **2.2 PROJECT COMPONENTS**

#### **2.2.1 GENERAL SCOPE OF SERVICES**

The scope of services sought by the City of Peoria shall include the provision of all required labor, materials, equipment, and expertise related to receiving various forms of utility bill payments including cash, check, credit card, debit card, automated clearing house (ACH) and others as determined by the City. The City would like lockbox services at local stores. The Vendor should propose which stores and the cost for this service. The Vendor must provide software that will interface with, or a file that can be uploaded into, the City's Tyler Munis software daily, not including weekends and holidays. The information must include at a minimum: the customer number, account number, amount collected, type of payment and method of payment. The exact process and information required will be determined by the City once the Tyler software requirements are determined. Approximately 46,800 routine utility bills and an estimated 9,360 late payment notices will be mailed each quarter. The Vendor is also required to provide monthly reconciliation of the amounts collected and received and provide a report to the City. The Vendor is required to have a process to detect payment irregularities and provide a report to the City with the information.

Vendors' proposals must include unit costs for the estimated quantities indicated below.

#### **2.2.2 MEETINGS AND REPORTS**

An initial kick-off meeting and various Project meetings are required with City, Tyler, and consultant staff. Periodic reports to City staff on the progress of the Project are required

#### **2.2.3 DELIVERABLE PRODUCTS**

1. Daily, not including weekends and holidays, uploads or file sharing with the City's Tyler Munis software. The information in the file or to be uploaded includes at a minimum: the customer number, account number, amount collected, type of payment and method of payment.
2. The Vendor is also required to provide monthly reconciliation of the amounts collected and received and provide a report to the City.

#### **2.2.4 PROVISIONS BY THE CITY OF PEORIA**

The City of Peoria will provide the following information to the selected Vendor:

1. Account, customer, and other needed information from the Tyler Munis System.



2. Designation of a person from the City staff to act as the City’s representative with respect to the two-way flow of information and for the purposes of having direct access to staff’s knowledge base. Such person shall have the authority to transmit instructions, receive information, interpret and define existing City policy and decisions with respect to materials, equipment, and systems pertinent to the consultant services. However, the concurrence and authorization to begin any and all phases of this Project shall reside with the Director of Finance, the City Treasurer, the Director of Public Works, or other designated City staff.

**2.3 EXPECTED PROBLEMS**

Potential delays getting the Tyler system up and running could cause a delay in the start of the Project.

**3.0 PROJECT SCHEDULE**

Selection will be made according to the following table:

RFQs advertised .....	April 3- April 4, 2018
Mandatory Pre-submittal meeting at Public Works at 10:00 AM.....	April 13, 2018
Due date for Statement of Interest and Qualifications at 10:00 AM.....	April 20, 2018
Selection Committee meets and begins selection process.....	April 30, 2018
Committee informs highest ranked Vendor and begins negotiations.....	May 1, 2018
Contract submitted to Council Agenda process .....	May 8, 2018
City Council Meeting at which Contract is Recommended for Approval .....	May 22, 2018

It is anticipated that, after a Vendor is selected, the Contract will be active through July 1, 2019. If mutually agreed upon, the contract can be renewed on an annual basis for up to three renewals.

**4.0 CONFLICT OF INTEREST**

The City of Peoria procedures require Vendors to submit a disclosure statement with their Proposal. **Modified Form BDE DISC 2 Template shall be returned with the proposal.** The template is attached at the end of this document.

**5.0 SUSPENSION AND DEBARMENT**

Peoria will use System for Award Management (SAM) Exclusions, the CPO for the Department of Transportation, the CPO for Capital Development, the CPO for General Services, and the CPO for Institutions of higher learning website to verify suspensions and debarments actions to ensure the eligibility of Vendors short listed and selected for projects. The SAM exclusion website can be accessed at [www.sam.gov](http://www.sam.gov). The CPO websites can be accessed through the Chief Procurement Office’s Illinois Procurement Gateway at <https://ipg.vendorreg.com>.

**6.0 MANDATORY PRE-SUBMITTAL CONFERENCE**

A questions and answers session will be held at a pre-submittal conference on Friday April 13, 2018 at 10:00 AM, in the Peoria Public Works Conference Room at 3505 N Dries Lane, Peoria. If you would like to call in, please contact Public Works Administrative Specialist Michelle Mahoney at 309-494-8800 or [mmahoney@peoriagov.org](mailto:mmahoney@peoriagov.org) forty-eight (48) hours in advance of the meeting to get call-in information. Please leave your name, company, email address and phone number.

**7.0 CRITERIA FOR EVALUATION**

Respondents are to submit a written Statement of Interest and Qualification which presents the Vendor’s qualifications and understanding of the work to be performed. Vendors interested in submitting should have recent specific experience with this type of work.



The submission should include a cover letter summarizing the Vendor's interest, commitment, unique qualifications and identifying key individuals that would be assigned to the Project. Also include the name, address, and phone number of a contact person responsible for and knowledgeable of the Submittal.

The Submittal should be as concise as possible. Additional, promotional information should be avoided. **Five (5) hard copies and one (1) additional electronic copy of the submittal will be required.** Proposals must be submitted in a sealed envelope marked "Utility Collection of Fees Services" in the lower left-hand corner. It is the sole responsibility of respondents to the Request for Proposals to deliver the Proposal by the stated deadline. Each Proposal must be submitted with all required documentation. In the event the Vendor recommends items different than what is listed in this Proposal, the Vendor shall address all items in the Proposal and shall provide alternate services descriptions and prices that are clearly labeled as alternate services.

Vendors should address the following criteria in their response:

**A) Project Approach**

- a. Describe your understanding of the Project, the element(s), and goals of the Project
- b. Describe your documentation and procedures as they apply to this Project
- c. Describe how you will meet the Project deadlines
- d. Describe what local stores the Vendor will partner with to provide lockbox services and the cost for those services
- e. Describe the process to detect payment irregularities and provide information to the City
- f. Describe your identity theft protection procedures to safeguard City customer information

**B) Technical Qualifications:**

- a. Detail the quality of the Vendor's:
  - i. Experience
  - ii. Facilities
  - iii. Staffing
  - iv. Equipment
  - v. Use of technology
  - vi. Ability to meet deadlines
  - vii. Other pertinent information
- b. Qualifications of individuals to be assigned to the Project
- c. Propose an indemnification plan for the City in the event of identity theft

**C) Past performance:**

- a. Quality of a recent Project of similar size and scope, preferably a municipal or utility Project
- b. Identify at least five (5) references (municipal and/or utility references preferred) for whom the Vendor has provided a similar scope of services as those identified in this RFP. Include agency name and address, scope of services, and contact information.

**D) Services Cost Proposal:**

- a. The Vendor must provide a comprehensive cost proposal that covers all costs associated with the printing and mailing services identified in this RFP, using the following schedule of estimated quantities:



Quantity	Unit	Description	Unit Price	Extended Price
1	Lump sum	Implementation	\$	\$
12	Monthly	Fee for utility bill collection services complete	\$	\$
12	Monthly	Estimate fee for supplies	\$	\$

**E) Other:**

- a. Ability to staff project locally
- a. Commitment to EEO goals
- b. Quality of the proposal

**8.0 SELECTION PROCEDURE**

The selection will be on the basis of the following:

1. Scored Statement of Interest and Qualification.
2. The City reserves the right to interview, if necessary, after reviewing the written submittals.

Each criterion in the evaluation will be ranked on a scale of 1 to 10, where 10 equals the highest ranking of submittals received. A rank of 10 for any criterion indicates the most qualified Vendor for that criterion. Each numerical ranking will be multiplied by the weighted value below. A total point value for each submittal will be determined by the composite evaluation of the Selection Committee. The Vendor with the highest overall point total will be ranked first.

<u>Criteria</u>	<u>Weight</u>	<u>Rank</u>	<u>Total</u>
Project Approach	20	10	200
Technical Qualifications	25	10	250
Past Performance	20	10	200
Services Cost Proposal	25	10	250
Other	10	10	100
Total Maximum Points			1,000

**NOTE:** Total Maximum Points Possible assumes that a Vendor receives a best rank of 10 on all criteria.

The City of Peoria intends to interview up to three Vendors for this Project if deemed necessary by the selection committee. The same criteria above will be used to evaluate the interviews.

The Selection Committee will determine the best qualified Vendor by consensus. The City reserves the right to waive all technicalities and to reject any or all Statements of Interest and Qualifications.

The City shall institute negotiations with the best-qualified Vendor per committee consensus. The City shall submit the proposed Contract, with negotiated rates, to the Peoria City Council for the Contract Award.



**9.0 INVOICES AND PAYMENT**

The Vendor shall submit invoices at the end of each calendar month; such statements shall be inclusive of a detailed breakdown of all charges incurred. The details shall indicate work item(s) completed, the unit price and the amount completed, total cost for each item and total cost per invoice. Any additional services shall have an agreed upon unit price.

Invoices shall be accompanied by progress reports. Invoices submitted without a progress report will be considered incomplete and deemed unpayable.

**10.0 INSURANCE REQUIREMENTS**

The successful Vendor shall obtain, at its own expense, all necessary insurance with regard to its fiduciary responsibility to the City of Peoria. Said Proposer shall indemnify and hold harmless the City of Peoria, its officials, officers, directors, employees, heirs and assigns from any and all actions, claims, demands or suits at law or equity for damages, costs, loss or other injury as a result of the Contract.

The City does not assume any liability for acts or omissions of Vendor and such liability rests solely with Vendor.

Vendor/Contractor's Insurance – The Vendor and all subcontractors shall secure and maintain such insurance policies as will protect the Vendor or subcontractors from claims for bodily injuries, death or property damage which may arise from operations under this Contract whether such operations be by Vendor or anyone employed by Vendor directly or indirectly. The following insurance policies are **required**:

Statutory Worker's Compensation

Comprehensive General Liability

Combined Single Limit	\$1,000,000.00
Property Damage	\$1,000,000.00

Automobile Public Liability and Property Damage

Combined Single Limit	\$1,000,000.00
Property Damage	\$1,000,000.00

**Insurance Inclusions** – The comprehensive general liability insurance shall include independent Vendors' protective liability, products and completed operations broad form property damage coverage. The completed operations and products liability shall be maintained for two years after final payment.

**Contractual Liability** – The insurance required above shall include contractual liability insurance coverage for the Vendor's obligations under the section below entitled, "Hold Harmless and Indemnification Agreement".

**Certificates of Insurance** – Certificates of insurance acceptable to the City indicating insurance required by the Contract is in force shall be filed with the City prior to Contract approval by the City. These certificates shall contain a provision that coverage afforded under the policies will not be canceled until at least thirty (30) days prior written notice has been given to the City.

**11.0 PERMITS AND LICENSES**

The selected Vendor shall be required to obtain all necessary permits and licenses to provide the services described herein and as required by the City.



**12.0 TAXES**

The City is exempt, by law, from paying state and city retailers occupation tax, state service occupation tax, state use tax and federal excise tax. The City will execute tax exemption certificates when required. The unit prices shall not include taxes.

**13.0 DEFAULT**

In case of default by the Vendor, the City will procure services from another source and hold the Vendor responsible for any excess cost incurred.

**14.0 CANCELLATION**

The City reserves the right to cancel the whole or any part of the Contract, if the Vendor fails to perform any of the provisions in the Contract or fails to complete the work on schedule. The cancellation notice will be delivered by certified mail. The City Manager may declare the Vendor an irresponsible Vendor which would disqualify the Vendor from doing business with the City for one year in accordance with City Ordinances Section 10-102.

**15.0 AFFIRMATIVE ACTION REQUIREMENTS**

"The Contractor/Vendor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual harassment, ancestry, national origin, place of birth, age or a physical or mental handicap which would not interfere with the efficient performance of the job in question. The Contractor/Vendor will take affirmative action to comply with the provision of this division and will require any subcontractor to submit to the City written commitment to comply with this division. The Contractor/Vendor will distribute copies of this commitment to all persons who participate in recruitment, screening, referral and selection of job applicants, prospective job applicants, member or prospective subcontractors."

"The Contractor/Vendor agrees that the provision of Division 4 of Article III of Chapter 17 of the Code of the City of Peoria is hereby incorporated by reference, as if set out verbatim."

**16.0 EEO**

To be awarded a Contract, all Suppliers, Vendors, and Contractors to the City of Peoria must be registered in the City of Peoria's Contract Compliance Program and have a current EEO Certification number. This program is unrelated to any State and Federal program.

The number is secured by completing and submitting, under notary seal, an Employer report form CC-1 (with required sexual harassment policy attached) to the City's Equal Opportunity Office. Please note that the Certificate of Compliance is valid for one year and must be renewed annually. The form may be request on-line from the City's website ([www.peoriagov.org](http://www.peoriagov.org)). Click on Department Focus, Equal Opportunity Office, Forms, then select "Employer Report" or "Renewal". The forms can also be obtained by writing or calling:

City of Peoria  
 Equal Opportunity Office  
 419 Fulton Street  
 Peoria, IL 61602  
 (309) 494-8530 Voice  
 (309) 494-8532 TTY

In accordance with Chapter 17 of the Peoria Municipal Code, a fifty-dollar (\$50.00) processing fee will be charged with each original submission of the Employer Report Form CC-1 that results in an approved certificate as well as the Annual Renewal Application. The only exception to payment of the processing fee is neighborhood associations.



**Although all Vendors are encouraged to obtain Equal Employment Opportunity Certification, Vendors do not need an Equal Opportunity Certification to respond to a submittal. The EEO Certification Number is only required prior to the award of the contract.**

**EEO CERTIFICATION\*** (Check one):

\_\_\_\_\_ We are presently applying for the EEO Certification. Employer Report Form (Form CC-1) is completed and enclosed.

\_\_\_\_\_ Presently, we have the Employer Report Form (Form CC-1) on file with the City of Peoria, Office of Equal Opportunity and have a current Certificate of Compliance Number.

Certificate of Compliance Number: \_\_\_\_\_

*\*Please note there is a \$50.00 processing fee for new and renewal certification requests.*

**17.0 EMPLOYEE/EMPLOYMENT RESTRICTIONS- THE CONSULTANT:**

**THE CONSULTANT**, (hereinafter referred to as "SERVICE PROVIDER") agrees, as a condition of accepting this contract with the City of Peoria, that, for a period of one (1) year following completion of this contract, it shall be prohibited from hiring, directly or indirectly, any City employee or official who was involved, directly or indirectly in: (1) the selection and/or recommendation to select the SERVICE PROVIDER for performance of this contract; (2) coordinating the efforts of the SERVICE PROVIDER in the consummation or completion of this contract; or (3) monitoring or determining the performance of the SERVICE PROVIDER. The SERVICE PROVIDER further acknowledges and agrees that, upon the City's determination that a violation of this provision has occurred, the penalty imposed, at the sole discretion of the City, may include one or more of the following: (1) cancellation of any other contract(s) between the City of Peoria and the SERVICE PROVIDER; (2) disqualification of the SERVICE PROVIDER from bidding or being awarded future contracts with the City of Peoria for a period of two [2] years; and/or (3) payment of liquidated damages to the City of Peoria in the amount of TWENTY FIVE THOUSAND DOLLARS (\$25,000.00). *This does not apply to any City Employee involved in the 2011-12 reduction in force; nor does it apply to parties taking the Early Retirement Incentive offered by the City from November 1, 2011 through November 1, 2012.*

**18.0 OMISSION OF SCOPE**

Please indicate if you believe a major item(s) is (are) missing from scope of services outlined in RFP.

**19.0 QUESTIONS**

All information with regard to the Project is contained within the contents of this request. Questions or comments regarding the request or the process related to the request should be submitted via email to:

**Andrea Klopfenstein, P.E.**  
**Stormwater Engineer**  
**City of Peoria**  
**3505 N. Dries Lane**  
**Peoria, IL 61604**  
**Email: aklopfenstein@peoriagov.org**





# City of Peoria

419 Fulton Street  
Peoria, IL 61602

## Legislation Details (With Text)

<b>File #:</b>	18-136	<b>Version:</b>	1	<b>Name:</b>	Lockbox Services - FirsTech
<b>Type:</b>	Contract	<b>Status:</b>			Consent Agenda
<b>File created:</b>	5/12/2018	<b>In control:</b>			City Council
<b>On agenda:</b>	5/22/2018	<b>Final action:</b>			
<b>Title:</b>	Communication from the City Manager and Finance Director/Comptroller with a Request to APPROVE and Authorize the Execution of a one year CONTRACT with FIRSTECH, INC., in an Amount not to Exceed \$35,000.00, to Provide LOCKBOX SERVICES.				

**Sponsors:**

**Indexes:** Goal 1 - Financially Sound City, Have an efficient government., Invest in our infrastructure and transportation, Keep taxes and fees competitive

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
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**ACTION REQUESTED:**

Communication from the City Manager and Finance Director/Comptroller with a Request to APPROVE and Authorize the Execution of a one year CONTRACT with FIRSTECH, INC., in an Amount not to Exceed \$35,000.00, to Provide LOCKBOX SERVICES.

**BACKGROUND:** As part of the Storm Water Utility Program, in 2018 the City will begin sending utility bills to approximately 46,800 customer accounts. To assist the City in the collection of the utility bills a request for proposal was developed and advertised. A mandatory pre-submittal meeting was held and proposals were opened on April 21, 2018.

Three vendors responded and a committee was formed to review the proposals. Each proposal was reviewed and ranked and FirsTech, Inc. was chosen as the best qualified vendor. FirsTech not only ranked the highest but also provided a proposal with the lowest cost to the City. FirsTech will also provide for the collection of payments at various locations throughout the area. They currently provide this service for the Greater Peoria Sanitary District and have provided this service previously for the City relating to the garbage fee.

FirsTech has not only agreed to all terms and conditions of the proposal document but also will be prepared to start collecting on July 2, 2018.

**FINANCIAL IMPACT:** The funding for this contract is included in the Stormwater Utility Fund budget.

**NEIGHBORHOOD CONCERNS:** None.

**IMPACT IF APPROVED:** The City would begin working immediately with FirsTech and our software provider, Tyler Munis, to insure that required file set up and interfaces are in place to process utility bills remitted to the City of Peoria lockbox, as well as, collection at various locations.

**IMPACT IF DENIED:** The City would not be able to process stormwater utility fee payments received by mail in a timely, efficient manner. Additional employees would be required to process payments timely at a much greater cost.



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**File #:** 18-136, **Version:** 1

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**ALTERNATIVES:** An alternative lockbox vendor could be selected.

**EEO CERTIFICATION NUMBER:** FirsTech, Inc. 13168-190630

**WHICH OF THE GOALS IDENTIFIED IN THE COUNCIL'S 2017 - 2032 STRATEGIC PLAN DOES THIS RECOMMENDATION ADVANCE?**

1. Financially Sound City

**WHICH CRITICAL SUCCESS FACTOR(S) FROM THE COMPREHENSIVE PLAN DOES THIS RECOMMENDATION IMPLEMENT?**

1. Have an efficient government.
2. Invest in our infrastructure and transportation.
3. Keep taxes and fees competitive.

**DEPARTMENT:** Finance