

**DEPARTMENTAL INPUT**  
**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

Rev 1

New contract   
  OTR   
  CO   
  SS   
  BW   
  Emergency   
 Previous Contract/Project No. N/A

Re-Bid   
  Other

LIVING WAGE APPLIES YES  NO

Requisition No: RQWS1400004

TERM OF CONTRACT: 10-years with (1) 10-year option-to-renew

Project Title: Walk-In Payment Service Center/Agent Services

**Description:** The purpose of the solicitation is to pre-qualify Bidders to form a Pool that may be accessed by Miami-Dade County's Water and Sewer Department (WASD), on an as needed basis, in pursuit of expanding the pay-in-person options available to its customers. By offering a Pool of conveniently located and readily accessible payment centers/agents throughout its vast service area, WASD proffers their customers the opportunity to interface with a live person or simply process payment through automated payment kiosks, pay their utility bill in cash, check or credit card, and, in most instances, walk to the payment facility without the need to use transportation.

User Department: Miami-Dade Water & Sewer Department    Issuing Department: Internal Services Department - PMSD

Contact Person: Maria Carballeira    Phone: 305-375-4260    Funding Source: Solely WASD Utility Customers

Estimated Value: \$800,000 for initial 10-year term

REVENUE GENERATING: YES

**ANALYSIS**

Commodity/Service No:		SIC:	
<b>94632 – Collection Services</b> <b>26082 – Sundries/Convenience Store</b> <b>94872 - Pharmaceuticals</b>			
Contract/Project History of Previous Purchases For Previous Three (3) Years Check Here <input type="checkbox"/> if this is a New Contract/Purchase with no Previous History			
		<u>EXISTING</u>	<u>2<sup>ND</sup> YEAR</u>
Contractor:	NA		
Small Business Enterprise:			
Contract Value:			
Comments:			
Continued on another page (s): <input type="checkbox"/> Yes <input type="checkbox"/> No			

**RECOMMENDATIONS**

SBE	Set-Aside	Sub-Contractor Goal	Bid Preference	Selection Factor
		%		
		%		
		%		
		%		

Basis of Recommendation:

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Signed: Maria Carballeira

Date to SBD: May 5, 2014

Date Returned to DPM: \_\_\_\_\_

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This is not an advertisement.*

## SCOPE OF SERVICES

### SCOPE OF WORK

WASD is seeking the most qualified Bidder(s) with the capacity to provide and manage Walk-In Payment Center/Agent services for the collection of utility payments due to the County. Payment Centers shall be strategically located throughout Miami-Dade County's cities and unincorporated areas, for easy access by customers, and as alternatives to the four (4) existing WASD customer service centers. At a minimum, Payment Centers' operational hours must fall during the hours, Monday through Friday, 8:00 a.m. – 7:00p.m. (*excluding holidays*), for the convenience and benefit of customers. WASD's preference is for Walk-In Payment Service Center/Agent to allow customers to interface directly with a live person, however automated payment kiosks or a combination of Walk-In Payment Service Center/Agent and automated payment kiosks may also be considered.

### SERVICES TO BE PROVIDED BY COLLECTOR/VENDOR

1. Provide all necessary hardware, software, physical security, data security, electronic connections, communications and compatibility with WASD's systems and system interfaces to establish and fully implement Walk-In Payment Service Center(s). At no cost to the County, the Collector/Vendor will have the option to use WASD's website or provide their own software to be interfaced with WASD's billing system to record water and sewer payments processed by the Collector/Vendor.
  - a) Collector/Vendor shall pay all costs incurred due to changes or requests made by WASD to the Collector/Vendor's software.
  - b) Collector/Vendor shall name a technical support representative for WASD and provide a toll-free technical support number for any file or system issues.
  - c) Vendor must indicate how many locations in and must provide electronically a list of all active locations within Miami-Dade County, including store number, street address, municipality, telephone number, days and hours of operation, and name of a contact person. Vendor list of Agents must be provided electronically to WASD in a timely manner.
  - d) Vendor shall notify WASD when an authorized payment service center will no longer provide the service of processing payment on behalf of WASD. Collector/Vendor shall post a sign on a visible area of the property to notify residents that the payment service center will not accept payment and provide the service of processing payment of their Miami-Dade Water and Sewer utility bill.
  - e) Vendor is required at no cost to the County, to insure that each Agent provides adequate exterior branding or signage that is clearly visible

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to the public and identifies the agent as a "AUTHORIZED MIAMI-DADE WATER AND SEWER DEPARTMENT PAYMENT LOCATION".

2. Accept payments from WASD customers in the form of cash (U.S.), checks, money orders and/or credit cards, only for the purpose of making payment(s) on WASD customer accounts, and transmit such payment to WASD in accordance with WASD's requirements for remittance processing and acceptance.
3. Provide customers with change when the amount tendered exceeds the amount owed.
4. Provide customers with a paper receipt, to display at a minimum, the WASD utility account number, payment amount, date and time paid, form of payment, and location of the payment service center.
5. Electronically transmit all payments accepted by Payment Centers Agents utilizing the website provided by WASD on a next-business-day basis.
  - a) Transactions to Miami-Wade Water and Sewer Department, 3071 SW 38 Avenue, Miami, FL 33146, between 12:00 midnight and 2:00 a.m. per the following schedule, in a format defined, WASD:

**Schedule**

<b>Payment received:</b>	<b>Payment transmitted:</b>
Friday, Saturday and Sunday	No later than 2:00 a.m. the following Monday
Monday	No later than 2:00 a.m. the following Tuesday
Tuesday	No later than 2:00 a.m. the following Wednesday
Wednesday	No later than 2:00 a.m. the following Thursday
Thursday	No later than 2:00 a.m. the following Friday

- b) Vendor will provide, at no cost to the County, WASD customer payments to be processed in a real time from Point of Sale to the Vendor server. Vendor will provide the following additional FREE services:
  - i) WASD will have the capability of using a secure website to lookup customer payments in real time prior to provide WASD with the ability to validate customer payments in real time.
  - ii) Vendor will provide a unique receipt number for each customer payment and listed on the customer receipt in order to provide WASD with the ability to validate customer payments in real time.
  - iii) Vendor will provide WASD with instructions for usage.
- c. Vendor will program (and guarantee), at no cost to the County, for the automated Transfer of funds:

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- i) Vendor will automatically initiate an ACH lump sum transfer for the total customer Payments (cash and checks) from all Vendor agents within two (2) business banking days (example: customer pays on Monday; Vendor agents totals all customer payments and initiates an ACH on Tuesday; and WASD receives total funds from Vendor on Wednesday in a bank account defined by Miami-Dade County).
  - ii) Vendor will make lump sum deposits on each banking business day to the account designated by Miami-Dade County for the benefit of water and sewer Services.
  - iii) WASD will only be required to compare the total of the batch files vs. the ACH to reconcile for in-balance deposits.
  - iv) Vendor will transmit to WASD daily a summary of prior day Collector/Vendor/Agent transactions.
6. Successfully test all components to be implemented within 15 days from the contract effective date as directed by WASD and to its satisfaction. Awarded Bidder will not provide Walk-in Services until successful completion of test. WASD reserves the right to approve or reject all payment locations.
7. Provide training and training material for Payment Center/Agents.
8. Provide local field support for Payment Center/Agents.
9. Guarantee accuracy and integrity of Payment Center/Agents.
10. Comply with State, Federal and County laws to insure that all information supplied by WASD or WASD customers is gathered, maintained, and protected in a secure manner to protect consumer data privacy and all related financial transactions and not disclose said information to third parties without the prior written consent of WASD or WASD customer. These laws shall include but not be limited to applicable laws, including, but not limited to the Fair and Accurate Credit Transactions Act of 2003.
11. Display signage approved by WASD, in advance, indicating acceptance of WASD's utility bill payments at the location.
12. Ensure Payment Center/Agent provides courteous customer service to WASD customers.
13. Provide payment locations which are safe, secure, clean, and meet all requirements of the Americans with Disabilities Act (ADA) requirements. In addition, Payment Center/Agent must be able to implement any future requirements proposed by legislation relative to changes in the ADA.

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14. Collect a reasonable fee from customers making payments to cover costs associated with accepting and processing in accordance with Section 2, Paragraph 2.5. The fee shall be stated and the customer must accept the fee before the payment is processed.
15. Provide a real-time method for WASD's staff to verify details of payments made to Payment Center/Agent (web-based is *preferred*).
16. Assumes the risk of loss to WASD, for WASD's funds received by awarded Bidder's Payment Center/Agent from WASD's customers until all monies are received in WASD's designated bank account. Awarded Bidder(s) shall guarantee payment to WASD without the necessity of demand of ALL funds collected by Payment Center/Agent in the amount displayed on receipts generated by the awarded Bidder(s) for WASD's customers, regardless of the counterfeit nature of monies accepted, embezzlement, stolen, mishandled, misdirected or lost funds.
17. Research and resolve any errors regarding payment application within two (2) working days.
18. Provide daily electronic reports of payment transactions of all Payment Centers/Agents.
19. Ensure compliance with contract requirements by Payment Center/Agents.
20. Obtain all permits and licenses necessary for operation.
21. Resolve bill payment issues arising from the services provided by the awarded Bidder(s). These disputes shall be resolved to WASD's satisfaction.
22. The Miami-Dade County reserves the right to audit Collector/Vendor/Agent records during normal County business hours.