

Request for Information (RFI) for Online Customer Payment and Cash Receipting Solution

Issued on: February 5, 2025
Issued By: City of Plymouth, MN

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2 Introduction and Background

The City of Plymouth is the 7th largest city in the state of Minnesota with a population of approximately 81,000. The city is located 10 miles northwest of Minneapolis. The city features strong schools, extensive trails and parks, and multiple bodies of water.

The city is moving forward implementing a new ERP (Human Resources, Finance and Utility Billing systems) in 2025/26 and is exploring options for online customer payment and cashiering solutions.

3 Intent

As indicated above, the City of Plymouth is requesting that interested online customer payment and cashiering solution vendors provide brief informational awareness demonstrations. The purpose of these demonstrations is to provide stakeholders with awareness of the functionality and capabilities of modern online customer payment and cashiering solutions.

This competitive solicitation may or may not result in a contract for the products and services described herein.

4 Current Environment

The City of Plymouth currently utilizes PSN for utility and miscellaneous billing, InvoiceCloud/Chase Paymentech for permit fees (BS&A), and CardPoint for park programming (RecTrac); thus, the city has three merchant IDs in use. Additionally, check scanning is currently performed utilizing US Bank.

Current payment channels for utility and miscellaneous billing include: card by phone via call center, in-person payments, and online (credit, debit, echeck, split). One POS device is in use for utility and miscellaneous billing.

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The following provides transactional information for all online payments for utility and miscellaneous billing and scanned checks for all checks received by the city:

Payment Method	Annual Volume \$	Transactions per Year (#)	Average Payment Amount (\$)	Largest \$ Transaction Processed
Credit/Debit Card	\$8,034,067	43,086	\$186.47	\$10,000
e-Check/ACH	\$10,522,909	55,102	\$190.97	\$20,373
Scanned checks	\$20,994,390	24,982	\$840.38	\$717,500
Total	\$39,551,366	123,170	\$321.11	

The below information summarizes returned transactions for all online payments for utility and miscellaneous billing and scanned checks for all checks received by the city:

	Returned Transactions per Year (#)	Total Dollars Returned per Year (\$)
Credit/Debit	22	\$3,994
Checks	126	\$50,506
Total	148	\$54,500

The RFI Requirements document is included to illustrate desired functionality.

5 RFI Response Instructions

5.1 RFI Timeline

EVENT	DATE
Request for Information (RFI) released	February 5, 2025
Deadline for questions related to this RFI	February 14, 2025
Deadline for Informational responses	February 24, 2025
Vendor awareness demonstrations	March 2025

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5.2 RFI Questions

Any explanation desired by a responder regarding the meaning or interpretation of this RFI should be directed by email to Andrea Rich at arich@plymouthmn.gov.

5.3 RFI Response Submission

Vendors interested in providing awareness demonstrations should submit informational responses to Andrea Rich at arich@plymouthmn.gov.

Vendor submissions should be a **single PDF** that includes the following information (*12 pages maximum*):

- A. **Executive Summary** – Indicating intent to provide an awareness demonstration and providing at least three (3) date/time options within **March 3-7, 2025** when the responding vendor is available to present.
- B. **Proposed Demonstration Outline** – Describing the format, including a list and description of topics and duration/schedule of events, of the demonstration that the responding vendor will provide.
- C. **Solution Informational Packet** – Providing information on the solution(s) offered by responding vendors and cost structure. Informational packets may contain marketing materials describing key features and differentiators.
- D. **General Experience** – Briefly describe your company’s experience with entities of similar size to the City of Plymouth for whom you have provided services to in the last five years. This description should include a sample customer list.
- E. **Completed RFI Requirements document (excel template)**

5.4 Awareness Demonstrations Format

Awareness demonstrations will be conducted **March 3-7, 2025**. It is anticipated that the demonstrations will be conducted remotely via Zoom, Microsoft Teams, Webex, or a similar solution (presentation solution to be selected at vendor’s discretion) **and will be no more than two (2) hours in length. Vendors are expected to provide a recording of their demonstration afterwards for any staff who are unable to attend.**

Attendees for the demonstrations will consist of a cross-section of staff representing finance, utility billing, cash receipts, city clerk, and IT. Vendors should structure their demonstrations accordingly to highlight the functional breadth of their products.

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Demonstration topics and schedules are flexible, and vendors should propose an outline that they believe is most valuable. However, the City of Plymouth is interested in viewing a live system demonstration to promote their awareness of modern capabilities and features. As such, vendors should spend minimal time on introductions, company background, and overview, and should maximize time spent presenting and discussing system functionality.

5.5 Minimal Expectations for Responding Vendors

It is expected that the responding vendors will be qualified to provide relevant information and will meet the following criteria to be selected to provide a demonstration:

- Vendor provides online customer payment and/or cash receipting solution, including a majority of the applicable requirements (see RFI requirements template)
- The vendor's solution is viable for entities of similar size to the City of Plymouth, and the vendor has relevant experience and knowledge in the industry

5.6 RFI Terms and Conditions

This RFI is a request for information for research purposes only. It is not a contract.

The City of Plymouth reserves the right to cancel this RFI (and RFI process) at any time and to re-issue an RFI for the same or similar requirements.

The City of Plymouth reserves the right to not receive demonstrations from vendors who do not meet the Minimal Expectations for Responding Vendors in **Section 5.5**. Submission of an informational response to this RFI does not guarantee vendors an opportunity to present.

The City of Plymouth will not be liable for any costs incurred in the preparation and submission of a response to this RFI.

All material submitted becomes public information. If any of the information is proprietary information, the vendor should mark the information accordingly.