

Condensed Title:

Request For Approval To Issue A Request For Proposals (RFP) For A Multi-Service Kiosk System With An Automated Commerce Machine (ACM) To Accept Payments for City Bills, Resort Tax, Utility Bills, and Business Tax Receipts.

Key Intended Outcome Supported:

Make City More Business Friendly.

Supporting Data (Surveys, Environmental Scan, etc.):

Issue:

Shall the Mayor and City Commission approve the issuance of the RFP?

Item Summary/Recommendation:

The City will solicit proposals from Contractors specializing in multi-service Kiosk systems for the Finance Department, as a pilot project, for the acquisition of an Automated Commerce Machine (ACM) and maintenance services.

The City's Finance Department is exploring opportunities to enhance improvements in the quality of customer service and resident satisfaction. The City envisions that the self-service Kiosk placed in City Hall, as a pilot project, will be used to communicate and provide improved services to its residents.

The ACM should be able to accept payments for the following:

- City Bills;
- Utility Bills;
- Resort Tax; and
- Business Tax Receipts.

In the future, the ACM may be able to accept payments for and issue municipal parking monthly permits; and accept payments for and issue residential permits (i.e., renewals).

APPROVE THE ISSUANCE OF RFP.

Advisory Board Recommendation:

Financial Information:


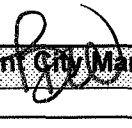
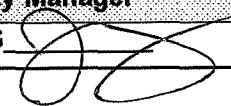
Source of Funds:		Amount	Account
	1		
	2		
OBPI	Total		

Financial Impact Summary:

City Clerk's Office Legislative Tracking:

Gus Lopez, Ext. 6641

Sign-Offs:

Department Director	Assistant City Manager	City Manager
GL 	PDW 	JMG 

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MIAMI BEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, Florida 33139, www.miamibeachfl.gov

COMMISSION MEMORANDUM

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: July 15, 2009

SUBJECT: **REQUEST FOR APPROVAL TO ISSUE A REQUEST FOR PROPOSALS (RFP) FOR A MULTI-SERVICE KIOSK SYSTEM WITH AN AUTOMATED COMMERCE MACHINE (ACM) THAT ACCEPTS PAYMENTS FOR CITY BILLS, UTILITY BILLS, RESORT TAX, AND BUSINESS TAX RECEIPTS.**

ADMINISTRATION RECOMMENDATION

Approve issuance of the RFP.

ANALYSIS

In order to address customer waiting times for inquiries and cashiering services, and in an effort to enhance customer service, the Administration is recommending the City solicit proposals from contractors, for a pilot program, specializing in multi-service kiosk systems for the Finance Department, for the acquisition of Automated Commerce Machines (ACM) and maintenance services.

The City's Finance Department is exploring opportunities to enhanced improvements in the quality of customer service and resident satisfaction. The City envisions that the self-service kiosks placed in City Hall will be used to communicate and provide improved services to its residents and businesses.

The ACM should be able to accept applications and payments for the following:

- City Bills;
- Utility Bills;
- Resort Tax; and
- Business Tax Receipts.

In the future, the ACM may be able to accept payments for and issue municipal parking monthly permits; and accept payments for and issue residential permits (i.e., renewals). The ACM should also be able to print and issue gift cards and decals.

The ACM should be able to scan and decode barcodes on the bills, be able to provide a printed receipt and be able to handle high volume activity. The kiosk should be accessible and compliant with requirements of the Americans with Disabilities Act.

The ACM will have the capability to look up bills, print statements, scan documents, and generate reports.

The ACM should offer the convenience of self-service transactions to residents and businesses, as well as, provide the City with automated reconciliation of funds through a networked, fully-automated system of ACMs. Each ACM will interface with the network and transmit customer account and payment data. Payments are electronically deposited into the correct bank account as designated by the City.

The Administration recommends to initially purchase one ACM and conduct a pilot program to determine the success; and if the acquisition of additional ACMs be warranted, to be able to purchase additional ACMs to be located in other City facilities to provide easy accessible services to the residents and visitors.

SCOPE OF SERVICES

The selected ACM provider must be able to offer a full range of services from installation to ongoing maintenance, as well as, integrating into the City's financial systems to ensure that once installed, the City's ACM operates at optimal performance.

Installation must include placement of the ACM and the setting up of a communications network. The ACM must be configured to require only 120V power supply and a broadband connection. If a broadband connection is not available, access to a network or dedicated telephone line will be required.

Payment Processing must provide secure processing of all payments including cash, debit and credit cards and checks. The software provided must incorporate internal security and a constantly monitored fire-wall with secured services that are closed to the internet.

Collections and replenishment must be scheduled on a routine revenue collection and cash replenishment schedule with a documented audit trail. The schedule must ensure the timely reconciliation of funds and make certain there are no operational interruptions.

Vendor maintenance must be checked and maintained on City ACMs on a daily basis with scheduled on-site maintenance to ensure that ACMs continue operating at optimal levels at all times.

Customer Support must be provided through the use of remote real-time assistance with transactions. Should a malfunction occur, customer service representatives must be notified immediately. Most malfunctions should be corrected remotely by customer support technicians. This service eliminates the need for City staff to monitor, maintain or service our ACMs.

EVALUATION PROCESS

The procedure for response, evaluation and selection will be as follows:

- RFP issued
- Receipt of responses.
- Opening and listing of all responses received.
- An evaluation committee, appointed by the City Manager, shall meet to evaluate each response in accordance with the requirements of this RFP. If further information is desired, respondents may be requested to make additional written submissions or oral presentations to the evaluation committee.

The evaluation committee will recommend to the City Manager the proposers(s) that the evaluation committee deems to be in the best interest of the City by using the following criteria for selection:

- A. Qualifications and experience in the successful implementation of Automated Commerce Machines for other Governmental agencies. **(25 points)**
- B. ACM's functions and capabilities. **(20 points)**
- C. Customer service and maintenance support approach and methodology. **(20 points)**
- D. Total cost. **(35 points)**

- After considering the recommendation(s) of the evaluation committee, the City Manager shall recommend to the City Commission the proposal or proposals, acceptance of which the City Manager deems to be in the best interest of the City.
- The City Commission shall consider the City Manager's recommendation(s) in light of the recommendation(s) and evaluation of the Evaluation Committee and, if appropriate, approve the City Manager's recommendation(s). The City Commission may reject the City Manager's recommendation(s) and select another response or responses. In any case, City Commission shall select the response or responses, acceptance of which the City Commission deems to be in the best interest of the City. The City Commission may also reject all proposals.
- Negotiations between the selected respondent and the City take place to arrive at agreement terms. If the City Commission has so directed, the City may proceed to negotiate an agreement with a respondent other than the top ranked respondent if the negotiations with the top ranked respondent fail to produce a mutually acceptable agreement within a reasonable period of time.
- A proposed contract or contracts are presented to the City Commission for approval, modification and approval, or rejection.
- If and when a contract or contracts acceptable to the respective parties is approved by the City Commission, the Mayor and City Clerk sign the contract(s) after the selected respondent(s) has (or have) done so.

Should the Mayor and Commission authorize the issuance of this RFP, all procurement rules (i.e. Cone of Silence, etc.) will apply.

CONCLUSION

The Administration recommends that the City Commission approve the issuance of a Request for Proposals (RFP) for a multi-service kiosk system with an Automated Commerce Machine (ACM) that accepts payments for city bills, utility bills, resort tax, and business tax receipts.

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