



**Request for Proposal (RFP) for Electronic Bill
Presentment and Payment (EBPP) Services**

**For Boone County Regional Sewer District
(BCRSD)**

Proposal #04-2026

**Submittal Deadline:
not later than 2:00 P.M. CST
April 15th, 2026**

Direct Responses To:

Drew Perkins

bcrsd@bcrsd.com

P: (573) 443-2774

bcrsd.com

Issued Date: March 18th, 2026

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NOTICE OF REQUEST FOR PROPOSAL

Boone County Regional Sewer District (BCRSD) is accepting proposals in response to this Request for Proposals (RFP) for the following:

RFP for Electronic Bill Presentment & Payment (EPPB) Services – Boone County Regional Sewer District

A pre-proposal meeting will occur at **2:00 p.m. central standard time (CST) on Wednesday, April 1st, 2026** at the BCRSD office located at 1314 N. Seventh Street, Columbia, MO 65201. Interested offerors will be required to attend in order to discuss our existing technical environment. **Attendance is mandatory**, however a virtual attendance link will be provided to those who cannot appear in person. The link will be posted in the bids and notices section of our website. Email bcrsd@bcrsd.com or call the office at 573-443-2774 for any questions.

Offerors shall email bcrsd@bcrsd.com by **5:00 p.m. on Tuesday April 7th, 2026** indicating their intent to submit a proposal and list any questions they have about the proposal. Failure to indicate intention to submit a proposal response may result in the offeror not receiving addenda or other critical updates for the proposal submission.

Answers to questions received will be emailed to all interested offerors by **Friday, April 10th, 2026** and will also be available upon request. Answers to questions received after **5:00 p.m. on Friday, April 10th, 2026** will not be provided.

Sealed proposals will be accepted until **2:00 p.m. CST on Wednesday, April 15th, 2026**, at the office of the BCRSD located at 1314 North Seventh Street, Columbia, MO 65201. Proposals received after **2:00 p.m. CST on Wednesday, April 15th, 2025**, will not be opened.

Request for Proposals are available from the BCRSD and requests for copies may be made by phone (573) 443-2774 or email: bcrsd@bcrsd.com. The Request for Proposal will also be made available on our website at www.bcrsd.com.

1) Background and RFP Overview

- 1.1 **About BCRSD:** The Boone County Regional Sewer District (BCRSD) is a public sewer utility, established as a common sewer district pursuant to Sections 204.250-204.470 of the Revised Statutes of Missouri. Our Mission is to provide current and future customers with cost effective, reliable sanitary sewer service by collecting and treating wastewater, and to protect public health and the environment in accordance with local, state and federal permit requirements.
- 1.2 **Objectives and Goals:** With this Request for Proposal (RFP), BCRSD is soliciting proposals from qualified vendors to provide a modern Electronic Bill Presentment and Payment (EBPP) platform that enables customers to securely view bills and make payments through multiple channels. The Vendor should be capable of providing a comprehensive payment platform that integrates with our billing system Vendor (Muni-Link). The selected vendor will provide secure payment acceptance for credit cards, debit cards, and ACH transactions and should support multiple payment channels including online portals, IVR (phone payments), and in-person payment options. The selected system should integrate seamlessly with our technical infrastructure. This request is publicly advertised and will be used to evaluate provider options for BCRSD. This document does not commit BCRSD to contract for any service, supply, or subscription whatsoever. BCRSD will not reimburse for any information or administrative costs incurred because of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.
- 1.3 **General Scope of Services:** BCRSD is transitioning their billing services away from Boone Electric Cooperative (BEC), which has historically provided BCRSD's comprehensive billing software infrastructure. This includes software, hardware, network, maintenance, and technical and customer support. It is currently being transitioned to the Muni-Link platform. An EBPP Vendor is needed to supplement the Muni-Link software. Refer to Appendix E for detailed scope of services requirements and Appendix F for 2025 Billing Payment Summaries.
 - 1.3.1 **Initial Project:** All hardware, software, and relevant systems will need to be provided to transition to the Offeror's EBPP system.
 - 1.3.2 **Ongoing Needs:** BCRSD has a staff of billing professionals who will require all services and tools necessary to utilize the EBPP system. Monthly or on-call services should be included as part of this proposal. It is our intention to enter a 3-year service agreement with an EBPP vendor, with an optional 2-year service agreement extension, prior to issuing any future RFP for EBPP services.

1.4 **Key Dates:**

Event	Date
RFP Release Date	Wednesday, March 18 th , 2026
Pre-Proposal Meeting	Wednesday, April 1st, 2026 – 2:00 pm CST
Intent to Respond & Questions Due	Tuesday, April 7th, 2026 – 5:00 pm CST
Answers to Questions Posted	Friday, April 10th, 2026
Proposals Due	Wednesday, April 15th, 2026 – 2:00 pm CST

2) INSTRUCTIONS AND GENERAL CONDITIONS

2.1 **Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the BCRSD office until the proposal closing date and time indicated herein for furnishing the BCRSD with services as detailed in the following request for proposal.

2.2 **Proposal Closing:** All proposals must be **delivered by 2:00 p.m. on Wednesday, April 15th, 2026** to:

BCRSD
1314 North Seventh Street
Columbia, Missouri 65201

2.2.1 **The BCRSD will not accept any proposals received after 2:00 p.m. on Wednesday, April 15th, 2026.** Late submissions may be returned unopened if the offeror requests within ten (10) business days after bid opening. All returns will be made at the offeror’s expense.

2.3 **Sealed Proposals Required:** Proposals must be submitted in a sealed envelope identified with the proposal number. List the proposal number on the outside of the box or envelope and note “Response to Request for Proposal enclosed.” No fax or electronically transmitted proposals will be accepted.

2.3.1 **Copies:** The offeror is advised to submit one (1) original proposal.

2.4 **Proposal Opening:** Proposals will be opened publicly shortly after **2:00 p.m. Wednesday, April 15th 2026**, but only the names of offerors will be read aloud at the proposal opening.

2.5 **Confidentiality and the Missouri Sunshine Law:** All proposals submitted in response to this RFP will be opened during a closed committee meeting. After a contract for the services described in this RFP has been executed or all proposals have been rejected, all

proposals will be available for public inspection pursuant to Chapter 610 of the Revised Statutes of Missouri (the “Missouri Sunshine Law”). Once available for public inspection, all proposals received will be considered public records for purposes of the Missouri Sunshine Law. Trade secrets or confidential information within a proposal that are protected by law shall remain protected and will not be disclosed for public inspection, in accordance with applicable laws and regulations, but only to the extent such trade secrets or confidential information are (i) clearly identified and specified as such in the proposal and (ii) legally subject to closure pursuant to the Missouri Sunshine Law as determined in the sole discretion of BCRSD.

- 2.6 **RFP Offeror’s List:** If the offeror has obtained this proposal document from a source other than the BCRSD, prior to submitting the proposal the offeror is advised to check with the BCRSD to ensure that the RFP solicitation package is complete, i.e., the offeror has all addenda and attachments as applicable. Please reply to the contact listed in section 2.7 below by **April 7th, 2026** to indicate your intent to submit a proposal on the RFP.
- 2.7 **Guideline for Written Questions:** All questions regarding this Request for Proposal must be submitted in writing no later than **5:00 p.m., Tuesday, April 7th, 2026**. All questions must be emailed to the attention of Drew Perkins at the email address indicated below. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet. Submit questions to:

Drew Perkins
Email: bcrsd@bcrsd.com

Answers may not be provided to questions received after 5:00 p.m. on Tuesday, April 7th, 2026.

- 2.8 **RFP Addenda:** In the event that it becomes necessary to revise any part of this RFP, a written addenda will be issued. Any addendum to this RFP is valid only if ***in writing*** and issued by the BCRSD. Verbal conversations or agreements with any officer, agent, or employee of the BCRSD will not modify any terms or obligations of this RFP.
- 2.9 **Notice of Intent to Respond and Mandatory Pre-proposal Meeting:** Please indicate your intention to respond to this RFP by email to the contact listed in section 2.7 above by **Tuesday, April 7th, 2026**. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. An opportunity will be made available for interested offerors to visit us on **Wednesday, April 1st, 2026 at 2:00 p.m. CST**. Attendance at the pre-proposal meeting is **MANDATORY** but a virtual attendance link will be provided to those offerors who cannot attend in person. Failure to indicate intention to submit a proposal response may result in the offeror not receiving addenda or other critical updates for the proposal submission. **Failure to attend the mandatory**

pre-proposal meeting, either in-person or virtually, will result in the offeror's disqualification for the award of the contract contemplated by this RFP.

3) PROPOSAL SUBMISSION INFORMATION

3.1. SUBMISSION OF PROPOSALS:

3.1.1 When submitting a proposal, the offeror should include the **original**.

a. The offeror must submit the proposal to:

**BCRSD
1314 North Seventh Street
Columbia, MO 65201**

b. The proposals must be delivered no later than **2:00 P.M. CST on Wednesday, April 15th, 2026**. Proposals will not be accepted after this date and time.

3.1.2 **Terms and Conditions:** The offeror agrees that by submitting an offer, BCRSD's Terms and Conditions as incorporated herein must become part of the contract, and in the event of conflict between any terms the offeror submits, the terms and conditions of the BCRSD must govern.

3.1.3 **Note:** the terms "offeror" and "vendor" are used interchangeably herein, and each mean the firm, entity or individual submitting a proposal in response to this RFP.

3.2 ORGANIZATION OF PROPOSAL:

3.2.1 To facilitate the evaluation process, the offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.

c. The offeror is advised that the proposal should, at a minimum, address all mandatory and desired services, equipment, materials, etc. as described in Appendix E. Responsive proposals will fully describe how the service will be provided.

3.2.2 The offeror is cautioned that it is the offeror's sole responsibility to submit all information related to each of the evaluation categories, and BCRSD is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal, including disqualification from consideration of the contract award for failure to submit a responsive proposal. Any offeror whose responses deviate from the outlined specifications may automatically be disqualified, or such deviation may be reflected by the deduction of points awarded in the relevant evaluation category.

3.2.3 The offeror should also include the following information in their proposal:

- a. Brief Overview of the vendor.
- b. Detailed description of how you deliver your products and services, as well as any tools included in your service delivery and how you ensure the protection of customer information.
- c. Completed forms of Appendix A, Appendix B, Appendix C, Appendix D
- d. Cost structure, including upfront one-time fees and ongoing fees, any expected escalation costs from year to year, as well as time and material costs for extra services, if applicable, and any provided equipment costs.
- e. A version of any master services agreement or other contract typically used by your firm. (Note that all terms and conditions are subject to review and approval of BCRSD and may be negotiated with the selected service provider)

3.3 OFFEROR'S CONTACTS WITH BCRSD:

3.3.1 Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all their questions or comments regarding the RFP, evaluation of the RFP, or any other matters related to the RFP to **Drew Perkins, Communications Manager**. Offerors and their agents may not contact any other BCRSD employee, Trustee, agent or representative regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements, and may cause the offer to be disqualified from this RFP. Offerors and their agents who have questions regarding this RFP should contact Drew Perkins as indicated in section 2.7 of this RFP.

3.4 VALIDITY OF PROPOSAL RESPONSE: By submitting a proposal, offerors agree that such proposal remains firm for a period of ninety (90) calendar days after the date specified for the submission of proposals.

3.5 EVALUATION OF PROPOSALS

- 3.5.1 **Evaluation and Award Process:** Only responsive proposals from responsible offerors will be subject to full scoring and evaluation as provided herein. Responsive proposals from responsive offerors are those proposals that satisfy all mandatory requirements stated in the Request for Proposal and described in Appendix E. The evaluator(s) will use both objective analysis and subjective judgment in conducting a comparative assessment of the responsive proposals received from responsible offerors. The evaluation will include an assessment of cost and the offeror's experience, expertise and reliability as further provided herein.
- 3.5.2 **In order to conduct an evaluation of proposals,** the vendor is advised to complete the Offeror Response pages, all parts, and to return the completed pages with the vendor's proposal. Failure to provide information necessary to evaluate the vendor's response may render the proposal incapable of award consideration. When evaluating responses, the BCRSD reserves the right to consider relevant information and fact, whether gained from the response, from a vendor, from the vendor's references, or from any other source. **The BCRSD is not obligated to obtain additional information necessary for evaluation from the vendor but reserves the right to schedule interviews with any offeror to obtain additional relevant information and to consider information received from other sources.**
- 3.5.3 **Competitive Negotiation of Proposals:** The offeror is advised that under the provisions of this Request for Proposal, the BCRSD reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:
- a. Negotiations may be conducted in person, in writing, or by telephone.
 - b. Negotiations will only be conducted with potentially acceptable proposals. The BCRSD reserves the right to limit negotiations to those proposals which received the highest rankings during the initial evaluation phase.
 - c. Terms, conditions, methodology, or other features of the offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.
 - d. The mandatory requirements of the Request for Proposal must not be negotiable and must remain unchanged unless the BCRSD determines that a change in such requirements is in the best interest of BCRSD.
- 3.5.4 **Evaluation of the Offeror's Experience, Expertise and Reliability:** Award of the contract contemplated by this RFP will be made to the offeror whose proposal is determined by BCRSD to be most advantageous to BCRSD. Experience, expertise, and reliability of the offeror's organization are considered subjectively in the

evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP and outlines the expertise of key personnel who will be assigned tasks to perform for BCRSD.

- a. **Service Provider Scoring and Selection:** The offeror shall be evaluated according to the following scoring criteria.
 - i. **Price:** This will be 40% of the composite score. The lowest responsive proposal will be awarded a full 40% based on projected one-time costs and on-going costs. The offeror shall clearly identify one-time project and onboarding costs to initiate the project (if any). Offerors shall also identify any monthly costs for providing the requested and necessary services. Identify all transaction processing fees and convenience fees by payment method. Also include any implementation costs and ongoing service and support fees. If services are offered on a time and material basis, the offeror shall identify all billing rates and average billable hours estimated for the offeror to perform monthly service to BCRSD. Price will be evaluated based on the anticipated monthly cost. Offeror shall review the attached 2025 transaction report for reference. Higher bids will be awarded a percentage based on taking the lowest responsive bid cost (L) divided by the cost of the proposal being evaluated (B) multiplied by 40%. ($L/B * 40\% =$ awarded percentage.)
 - ii. **Service Provider Experience and References:** This will comprise 20% of the composite score. Experience and projects integrating with Muni-Link will be evaluated as part of this category.
 - iii. **Service Provider Reliability:** This will comprise 20% of the composite score. The size and availability of the support team will be evaluated as part of this category.
 - iv. **Service Provider Expertise, Schedule for Implementation and Deployment approach:** This will comprise 20% of the composite score. Having an “off-the-shelf” easily-deployed Muni-Link integration will be evaluated as part of this category.

3.5.5 Rejection / Withdrawal of Proposals Response:

- a. Rejection of Proposals: The right is reserved by the BCRSD at its discretion to reject any or all proposals or parts thereof. The BCRSD reserves the right to waive defects or informalities, to negotiate with offerors and to accept the proposal deemed to be in the best interest of and most advantageous to the BCRSD.

- b. Withdrawal of Proposals: Proposals may be withdrawn on written request from the offeror at the address shown in the solicitation prior to the time of acceptance.
- c. Negligence on the part of the offeror in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.

Appendix A – Offeror Response and Signature Page

(The offeror should complete and return this with the proposal)

In compliance with this Request for Proposal and subject to all the conditions thereof, the offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies. When providing a contact name and email address below, the contact and email address provided must be a person who has the legal authority to contractually bind the offeror's company in a contract with the BCRSD.

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

Contact Name and Email Address:

NOTE: The offeror must clearly state in writing any restrictions or deviations from specifications and requirements stated herein. In the absence of such statement, the BCRSD will assume that all items/services offered are in strict compliance with specifications stated in the RFP, including all technical and cost requirements, terms and conditions. The vendor must agree that the proposal, if selected for award by the BCRSD, will be included as part of the final contract with the BCRSD.

Appendix B – Vendor Experience, Expertise & Reliability Questionnaire

(The offeror should complete and return this with the proposal)

The following information must be provided by the offeror to assist BCRSD in evaluating the offerors' experience, expertise and reliability. The BCRSD reserves the right to use this information, including information gained from any other source, in the evaluation process.

Failure to submit requested information may negatively impact the evaluation of the proposal. The BCRSD is under no obligation to obtain information from the vendor not submitted with the proposal that may impact the subjective evaluation of the vendor's proposal.

B.1 Company History:

The offeror should describe in the available space, or attach additional pages, with the company's background in the provision of EPPB-related services, e.g., when the company was founded, how long the company has been serving the Missouri market, etc.:

B.2 Offeror's References:

Provide at least three (3) references for whom the offeror has performed EBPP-related service in the past three (3) years, and preferably utilities using the Muni-link platform:

Reference 1

Company/Entity Name: _____

Contact Name: _____

Contact Title: _____

City: _____ State: _____

Telephone Number and Area Code: _____

Email Address: _____

Description of Equipment/Services Furnished: _____

Availability of Reference: _____

Reference 2

Company/Entity Name: _____
Contact Name: _____
Contact Title: _____
City: _____ State: _____
Telephone Number and Area Code: _____
Email Address: _____
Description of Equipment/Services Furnished: _____
Availability of Reference: _____

Reference 3

Company/Entity Name: _____
Contact Name: _____
Contact Title: _____
City: _____ State: _____
Telephone Number and Area Code: _____
Email Address: _____
Description of Equipment/Services Furnished: _____
Availability of Reference: _____

B.3 Personnel Expertise Summary

Expertise of **key personnel** who will be assigned tasks as defined herein will be considered in the subjective evaluation of proposals. The vendor should identify the names and provide a brief description of the background and work experience of key personnel who will be assigned to perform services.

1) Name: _____
Title: _____
Background &
Experience: _____

2) Name: _____
Title: _____
Background &
Experience: _____

3) Name: _____
Title: _____
Background &
Experience: _____

B.4 Signature and Identity of Offeror

The undersigned states that the correct LEGAL NAME and ADDRESS of (1) the individual Offeror, (2) each partner or joint venture (whether individuals or corporations, and whether doing business under fictitious name), or (3) the corporation (with the state in which it is incorporated) are shown below; that (if not signing with binding intent to become the responsible and sole Contractor) the signing party is the agent of, and duly authorized in writing to sign for the Offeror or Offerors; and that the signatory is signing and executing this (as indicated in the proper spaces below) as the proposal of a:

() sole individual () partnership () joint venture

() corporation, incorporated under laws of the state
of _____

Dated _____, 20__

Name of individual, all partners, or joint ventures:

Address of each:

Doing business under the name of:

Address of principal place of business in
Missouri:

(If a corporation - show its name above)

ATTEST:

(Secretary)

(Title)

NOTE: If the Offeror is doing business under a FICTITIOUS NAME, the Proposal shall be executed in the legal name of the individual, partners, joint ventures, or corporation, with the legal address shown, and the REGISTRATION OF FICTITIOUS NAME filed with the Secretary of State, as required by Section 417.200 to 417.230, RS Mo. shall be attached. If the Offeror is a CORPORATION NOT ORGANIZED UNDER THE LAWS OF MISSOURI, it shall procure a CERTIFICATE OF AUTHORITY TO DO BUSINESS IN MISSOURI, as required by Section 351.570 and following, RS MO. A CERTIFIED COPY of such Registration of Fictitious Name or Certificate of Authority to do Business in Missouri shall be filed as requested by the BCRSD.

Appendix C – Statement of Qualifications

(The offeror should complete and return this with the proposal)

Name of Offeror: _____

Business Address: _____

When Organized: _____

When Incorporated: _____

Number of years in business: _____

If not under present firm name, list previous firm names and types of organizations.

Number of years engaged in business under present firm name: _____

If the offeror has done business under a different name, please give name and business location under that name: _____

Percent of work to be done by directly-employed staff: _____

Has the offeror ever failed to complete any work awarded to the offeror's company? Yes or No (Circle One)

If so, where and why? _____

Has the offeror ever defaulted on a contract or been in litigation for services performed? Yes or No (Circle One). If "Yes", give details:

(a) Number of contracts on which default was made: _____

(b) Description of defaulted contracts and reason therefore: _____

Dated at this _____ day of _____ 2025

Name of Organization(s) _____

By (Name and Title of person signing) _____

(Signature) _____

Appendix D – Work Authorization Information

(The offeror should complete and return this with the proposal)

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the BCRSD to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The BCRSD is required to obtain certification that the offeror awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

<https://www.e-verify.gov/employers>

Please complete and return form Work Authorization Certification Pursuant to 285.530 RS MO if the contract amount is in excess of \$5,000. Attach to this form the E-Verify Memorandum of Understanding that the offeror completed when enrolling. Information on that form is available at

www.e-verify.gov/sites/default/files/everify/memos/MOUforEVerifyEmployer.pdf

If the offeror is an Individual/Proprietorship, then the offeror must return the attached Certification of Individual Offeror. On that form, the offeror may do one of the three options listed. Be sure to attach any required information for those options as detailed on the Certification of Individual Offeror. If the offeror chooses option number two, then the offeror will also need to complete and return the attached form Affidavit.

CERTIFICATION OF INDIVIDUAL OFFEROR

Pursuant to Section 208.009 RS MO, any person applying for or receiving any grant, contract, loan, retirement, welfare, health benefit, post-secondary education, scholarship, disability benefit, housing benefit or food assistance who is over 18 must verify their lawful presence in the United States. Please indicate compliance below. Note: A parent or guardian applying for a public benefit on behalf of a child who is citizen or permanent resident need not comply.

Options

____1. I have provided a copy of documents showing citizenship or lawful presence in the United States. (Such proof may be a Missouri driver’s license, U.S. passport, birth certificate, or immigration documents). Note: If the applicant is an alien, verification of lawful presence must occur prior to receiving public benefit.

____2. I do not have the above documents but provide an affidavit (copy attached – see following page) which may allow for temporary 90-day qualification.

____3. I have provided a completed application for a birth certificate pending in the State of _____. Qualification must terminate upon receipt of the birth certificate or determination that a birth certificate does not exist because I am not a United States citizen.

Applicant

Date

Printed Name

Appendix E – BCRSD Project Scope

The offeror should demonstrate how its system is capable of the desired functionality below. If any of the desired applications requested below are not feasible, please outline in your response.

1. SYSTEM GOALS

- a. The system shall have the general functionality as described below:
 - i. Provide as simple and convenient customer payment experience.
 - ii. Support multiple payment channels including:
 1. Quickpay (guest payments)
 2. Point of Sale
 3. IVR
 4. AutoPay
 - iii. Integrate with the Utility's Muni-Link billing system currently under development.
 - iv. Provide real-time or near real-time payment posting.
 - v. Reduce manual payment processing.

2. SYSTEM TECHNICAL REQUIREMENTS

- a. Customer Payment Portal: The system shall provide a secure online portal that allows customers to:
 - i. View current account balance totals
 - ii. View and download billing statements
 - iii. Make one-time payments
 - iv. Enroll in recurring automatic payments
 - v. Store payment methods for future use in customer wallet
 - vi. Receive payment confirmations, payment due reminders, and payment overdue notifications via email
 - vii. The portal should be accessible via desktop and mobile web browsers
- b. Payment Channels: The system shall support payment acceptance through multiple channels, including:
 - i. Customer online portal
 - ii. One-time guest payment option
 - iii. Interactive Voice Response (IVR) phone payments
 - iv. Utility staff-assisted payments
 - v. AutoPay
- c. Payment Types: The system shall support the following payment methods:
 - i. Credit cards (Visa, Mastercard, Discover, American Express)
 - ii. Debit Cards
 - iii. ACH / eCheck payments

- iv. Vendors should also indicate support for digital wallets such as Apple Pay or Google Pay.
- d. Payment Processing: The vendor shall provide secure payment processing services including:
 - i. Payment authorization and settlement
 - ii. PCI DSS compliant tokenization
 - iii. Secure payment data handling
 - iv. Payment confirmation and receipt generation
 - v. The payment processing fees are not passed along to the customer
- e. Billing System Integration: The payment platform should integrate seamlessly into the Utility's existing billing system. Integration capabilities should include:
 - i. Account validation
 - ii. Balance lookup
 - iii. Payment posting
 - iv. Payment reconciliation
 - v. Vendor should describe its capabilities in integration with the Muni-Link platform
- f. Reporting and Reconciliation: The vendor shall provide administrative reporting tools that allow the utility staff to:
 - i. View payment activity
 - ii. Generate daily payment batch reports by payment type
 - iii. Have real time access to transaction data with the ability to export to PDF, Excel, and CSV files.
 - iv. Have web access to reporting on chargebacks and ACH returns, as well as email notifications per chargeback and ACH return.
 - v. Have all reporting available through a secure administrative interface
- g. Security and Compliance: The vendor must maintain appropriate security standards including:
 - i. PCI DSS compliance
 - ii. Secure encryption of sensitive data
 - iii. Role-based administrative access
 - iv. Audit logging
 - v. The vendor should provide documentation describing their security controls.

3. IMPLEMENTATION:

- a. Vendors should describe their implementation process including:
 - i. Integration approach
 - ii. Project timeline
 - iii. Utility staff requirements
 - iv. Testing and deployment.

Appendix G – Questions

Please provide responses to the questions below to the best of your ability.

1.0 Company Questions	
1.1	Q. Please provide your company webpage.
1.2	Q. How many employees in your company are responsible for account management?
1.3	Q. How many employees in your company provide technical support to customers?
2.0 General Questions	
2.1	Q. Approximately how many municipal utilities do you provide service to?
2.2	Q. Approximately how many Muni-Link systems are you integrated with?
2.3	Q. How do you typically work with clients who have no in-house IT professionals?
2.4	Q. How many years have you been providing payment services to municipal utilities?
2.5	Q. What are the most common events with additional billable hours that your clients see?
3.0 Process Questions	
3.1	Q. Do you use in-house or contracted resources for services?
3.2	Q. Describe your timeline for onboarding BCRSD to your system?
3.3	Q. What BCRSD resources would you require (i.e., information, data, staff resources, communication) during initial onboarding and on an ongoing basis?
3.4	Q. Describe your account management process, and how service requests are escalated.
3.5	Q. Where is/are your support center(s) located? Do you provide 24-7 technical support?
3.6	Q. How do you notify users of maintenance windows, system outages and potential threats to the environment?

Appendix H – General Contract Requirements

1.1 Invoicing and Payments:

- 1.1.1 The service provider shall charge in accordance with firm, fixed prices shown in the Offeror Response within the proposal.
- 1.1.3. Any additional costs associated with this proposal must be approved through the appropriate Change Order mechanism accomplished by way of a written contract amendment. No additional fees or taxes shall be included as additional charges. The BCRSD agrees to pay invoices within thirty (30) calendar days of receipt of a valid invoice.

1.2 Other General Contract Requirements:

- 1.2.1 Insurance Requirements: The service provider shall not commence work under the contract until the service provider has obtained all insurance required under this paragraph and the Certificate of Insurance has been approved by the BCRSD; nor shall the service provider allow any subcontractor to commence work on their subcontract until all similar insurance required of the subcontractor has been obtained and approved. All policies shall be in amounts, form and companies satisfactory to BCRSD which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the BCRSD.
 - a. Employers Liability and Workers Compensation Insurance: The service provider shall take out and maintain during the life of the contract, **Employers Liability and Workers Compensation Insurance** for all of its employees employed at the site of work, and in case any work is sublet, the service provider shall require the subcontractor similarly to provide Workers Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the service provider. Workers Compensation coverage shall meet Missouri statutory limits.
 - b. Commercial General Liability Insurance: The service provider shall take out and maintain during the life of the contract, such commercial general liability insurance as shall protect it and any subcontractor performing work covered by the contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under the contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$3,547,658.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death. If providing Commercial General Liability Insurance, then the Proof of Coverage of Insurance shall also be included.

- c. The service provider may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest “Each Occurrence” limit for either Commercial General Liability or Business Auto Liability. **The contractor shall agree to endorse the BCRSD as an Additional Insured on the umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a “Follow-Form” basis.**

- d. Business Automobile Liability: The service provider shall maintain during the life of the contract, automobile liability insurance in the amount of not less than \$3,547,658.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Service Provider’s own automobiles, teams and trucks; hired automobiles, teams and trucks; non-owned and both on and off the site of work.

- e. Subcontractors: The service provider shall cause each subcontractor to purchase and maintain insurance of the types and amounts specified herein. Limits of such coverage may be reduced only upon written agreement of BCRSD. The service provider shall provide to the BCRSD copies of certificates of insurance evidencing coverage for each subcontractor. The subcontractors’ commercial general liability and business automobile liability insurance shall name the BCRSD as an Additional Insured and have the Waiver of Subrogation endorsements added.

- f. Proof of Carriage of Insurance: The service provider shall furnish the BCRSD with Certificate(s) of Insurance which name the BCRSD as an additional insured in an amount as required in the contract. The Certificate of Insurance shall provide that there will be no cancellation, non-renewal or reduction of coverage without thirty (30) calendar days prior written notice to the BCRSD. In addition, such insurance shall be on an occurrence basis and shall remain in effect until such time as the BCRSD has made final acceptance of the services provided.
 - a. Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the BCRSD shall have the right to cancel and terminate the contract without notice. The offeror shall add BCRSD as a Certificate Holder:

Certificate Holder address:

BCRSD
 1314 North Seventh Street
 Columbia, MO 65201

- 1.2.2 Indemnity Agreement: To the fullest extent permitted by law, the service provider shall indemnify, hold harmless and defend the BCRSD, its directors, trustees, officers, agents, and employees from and against all claims, damages, losses and expenses

(including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of the service provider, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with the service provider or a subcontract for part of the services), of anyone directly or indirectly employed by the service provider or by any subcontractor, or of anyone for whose acts the service provider or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require the service provider to indemnify, hold harmless, or defend the BCRSD from its own negligence.

- a. Nothing in these requirements shall be construed as a waiver of any governmental immunity of the BCRSD, its officials nor any of its employees in the course of their official duties.

1.2.3 **Contract Terms and Conditions:** The contractor must be prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein, or its power to execute such agreement to any other person, company or corporation without prior consent and approval in writing by the BCRSD.

1.3 Contract Period: The initial contract period shall run from the **Date of Contract approval through December 31, 2029**. The contract will be extended for two years upon written notice provided by BCRSD to the service provider on or before December 31, 2029. Either party may terminate the contract by providing the other party with ninety (90) calendar days prior written notice.

1.4 Pricing: All contract pricing shall be considered firm and fixed price for the entirety of the identified contract period.

1.5 Cancellation:

1.5.1 The BCRSD reserves the right to cancel the contract without cause by giving not less than ninety (90) calendar days prior notice to the service provider in writing of the intention to cancel, or with cause, if at any time the contractor fails to fulfill or abide by any of the terms or conditions specified. Failure of the service provider to comply with any of the provisions of the contract may be considered a material breach of contract and may be cause for immediate termination of the contract at the discretion of the BCRSD. BCRSD may allow the service provider reasonable opportunity to cure material breach but is not required to do so.

1.5.2 **Fiscal Non-Funding Clause:** In the event sufficient budgeted funds are not available for a new fiscal period, the BCRSD must notify the provider of such occurrence and the contract must terminate on the last day of the current fiscal period without penalty or expense to the BCRSD.

1.6 Equal Opportunity Employer: The BCRSD is an equal opportunity affirmative action employer pursuant to federal and state law, and all respondents submitting proposals shall be considered to be employers in compliance with federal and state laws, unless otherwise stipulated.

- 1.7 Work Authorization Certification:** If the total contract price is in excess of \$5,000, the contractor must complete the Work Authorization Certification form (See attached Work Authorization form). Before an award can be made, the serviced provider must supply proof of enrollment in the E-Verification program. (See attached Instructions for Compliance with House Bill 1549)
- 1.8 Sales/Use Tax Exemption:**
- 1.8.1 The BCRSD will provide the service provider with a completed Missouri Project Exemption and Missouri Tax Exemption letter for BCRSD. It shall be the responsibility of the service provider to ensure that the BCRSD pays no sales/use taxes from which it is exempt. The service provider shall also be responsible for retaining a copy of the project exemption certificate for a period of five years and for compliance with all other terms and conditions of section 144.062, RSMO, not otherwise herein specified. The service provider agrees not to use or permit others to use the project exemption certificate for taxable purchases of materials or rentals and supplies not directly incorporated into or used in the work to which it applies and agrees to indemnify and hold the BCRSD harmless from all losses, expenses and costs including litigation expenses and attorney fees resulting from the unauthorized use of such project exemption certificates.
- 1.9 Anti-Discrimination Against Israel Act:** The Vendor shall certify that it is in compliance with the Missouri Anti-Discrimination Against Israel Act and is not currently engaged in and shall not, for the duration of the Contract, engage in a boycott of goods or services from 1) The State of Israel; 2) companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or 3) persons or entities doing business in the State of Israel.

Appendix I – BCRSD Standard Terms and Conditions

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in BCRSD's sole discretion, shall give BCRSD the right to terminate this Contract.
2. Responses shall include all foreseeable charges (unless otherwise specified) to BCRSD.
3. The BCRSD has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the BCRSD considers the most advantageous to the BCRSD. BCRSD reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the BCRSD. BCRSD reserves the right to reject any or all bids, may re-issue a request for proposals for the services described herein as determined to be in the best interest of the BCRSD in the sole discretion of BCRSD, to waive informalities or minor deficiencies contained in a bid, and to award a contract to other than the bidder submitting the lowest cost proposal.
4. The BCRSD reserves the right, when only one proposal has been received by the proposal closing date, to delay the opening of proposals to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) proposal received will be retained unopened until the new Closing date, or at request of the offeror, returned unopened for re-submittal at the new date and time of proposal closing.
5. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the BCRSD from them.
6. The delivery date and project delivery schedule will be taken into consideration in awarding the proposal.
7. The BCRSD reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Offeror must notify the BCRSD.
8. In case of default by the Offeror, the BCRSD will procure the articles or services from other sources and hold the offeror responsible for any excess cost occasioned thereby.
9. Failure to deliver as guaranteed may disqualify the offeror from future bidding.
10. Prices must be as stated in units of quantity for all anticipated costs that are not one-time project development and onboarding costs. One time project development and onboarding costs should be clearly identified.
11. No bid transmitted by fax machine or email will be accepted.
12. The BCRSD of Boone County, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the BCRSD and is accepted by the BCRSD.
13. Should an audit of Offeror's invoices during the term of the Agreement, and any renewals thereof, indicate that the BCRSD has remitted payment on invoices that constitute an over-charging to the BCRSD above the pricing terms agreed to herein, the Offeror shall issue a refund check to the BCRSD for any over-charges within 30-days of being notified of the same.

BCRSD Payments Last Year

APPENDIX I

<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
12/2024		
BankDraft Payments	1,105	72,096.96
Cash Register Payments	431	29,715.76
Cash Register Payments - Payment Assistance	2	217.14
Cash Register Payments - Payment Assistance	2	426.26
Cash Register Payments - Payment Assistance	1	71.90
Cash Register Payments - Payment Assistance	1	321.65
EBILL American Express Payments	10	624.11
EBILL E-Checks & Readings	505	33,386.03
EBILL Discover Card Payments	15	873.30
EBILL Mastercard and Visa Payments	742	46,954.82
MoneyGram Cash	5	281.54
IVR American Express Payments	4	198.15
IVR E-Checks & Readings	43	2,890.78
IVR Discover Card Payments	4	244.76
IVR Mastercard and Visa Payments	419	29,243.71
Mobile American Express	6	375.20
Mobile Checks	278	18,246.80
Mobile Discover	13	878.52
Mobile Visa MasterCard	693	48,157.08
ONLINE BILLING PAYMENTS	440	29,237.23
Pay Now American Express	3	284.41
Pay Now Checks	46	3,728.55
Pay Now Discover	4	440.48
Pay Now Visa and MasterCard	276	18,289.44
Payments Only	30	-752.10
Payment Assistance	6	414.00
Payment Assistance	2	45.86
Payment Assistance	9	639.33
Recurring American Express	39	2,600.88
Recurring Discover	87	5,191.91
Recurring VISA and MasterCard	891	57,999.55
Remittance Payments	410	24,061.88
ACH Direct Transfer	4	0.00
US Payments (Kiosk) Cash	7	483.57
US Payments (Kiosk) Visa and MasterCard	6	348.64
	6,539	428,218.10
1/2025		
BankDraft Payments	1,120	72,831.37
Cash Register Payments	430	29,153.38
Cash Register Payments - Payment Assistance	1	78.00
Cash Register Payments - Payment Assistance	1	146.46
Cash Register Payments - Payment Assistance	1	458.04
EBILL American Express Payments	14	900.23
EBILL E-Checks & Readings	626	41,117.57
EBILL Discover Card Payments	21	1,455.74
EBILL Mastercard and Visa Payments	794	50,597.62
MoneyGram Cash	6	286.58
IVR American Express Payments	1	44.90
IVR E-Checks & Readings	49	3,109.24
IVR Discover Card Payments	4	228.78
IVR Mastercard and Visa Payments	494	34,651.94
Mobile American Express	5	270.83
Mobile Checks	312	20,163.98
Mobile Discover	11	703.72
Mobile Visa MasterCard	774	53,871.58

BCRSD Payments Last Year

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<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
ONLINE BILLING PAYMENTS	490	31,452.00
Pay Now American Express	1	148.69
Pay Now Checks	54	4,009.37
Pay Now Discover	3	165.59
Pay Now Visa and MasterCard	324	30,630.20
Payments Only	42	-243.94
Payment Assistance	5	336.00
Payment Assistance	1	-45.42
Payment Assistance	3	230.76
Recurring American Express	39	2,684.76
Recurring Discover	85	5,007.49
Recurring VISA and MasterCard	902	58,923.55
Remittance Payments	453	40,645.52
US Payments (Kiosk) Cash	9	518.27
US Payments (Kiosk) Visa and MasterCard	4	207.41
	7,079	484,740.21

2/2025

BankDraft Payments	900	55,274.30
Cash Register Payments	438	33,067.12
Cash Register Payments - Payment Assistance	1	64.91
Cash Register Payments - Payment Assistance	6	685.00
Cash Register Payments - Payment Assistance	1	71.90
EBILL American Express Payments	11	654.20
EBILL E-Checks & Readings	499	31,505.56
EBILL Discover Card Payments	20	1,130.64
EBILL Mastercard and Visa Payments	758	47,494.14
MoneyGram Cash	3	146.18
IVR American Express Payments	2	81.75
IVR E-Checks & Readings	53	3,368.19
IVR Discover Card Payments	1	46.09
IVR Mastercard and Visa Payments	463	31,558.14
Mobile American Express	5	338.77
Mobile Checks	301	19,073.29
Mobile Discover	12	775.20
Mobile Visa MasterCard	712	48,856.81
ONLINE BILLING PAYMENTS	390	24,808.78
Pay Now American Express	2	193.88
Pay Now Checks	39	2,486.77
Pay Now Discover	7	440.98
Pay Now Visa and MasterCard	294	24,972.17
Payments Only	34	-958.66
Payment Assistance	2	176.50
Payment Assistance	4	327.77
Recurring American Express	32	1,989.16
Recurring Discover	66	3,983.12
Recurring VISA and MasterCard	672	43,795.99
Remittance Payments	409	29,937.47
ACH Direct Transfer	2	143.80
US Payments (Kiosk) Cash	5	395.86
US Payments (Kiosk) Visa and MasterCard	4	203.80
	6,148	407,089.58

3/2025

BankDraft Payments	1,392	93,351.63
Cash Register Payments	434	30,512.90
Cash Register Payments - Payment Assistance	1	78.00
Cash Register Payments - Payment Assistance	1	39.55

BCRSD Payments Last Year

APPENDIX I

<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
Cash Register Payments - Payment Assistance	2	160.24
Cash Register Payments - Payment Assistance	3	603.45
Cash Register Payments - Payment Assistance	1	71.90
EBILL American Express Payments	12	621.76
EBILL E-Checks & Readings	595	40,356.21
EBILL Discover Card Payments	22	1,220.06
EBILL Mastercard and Visa Payments	851	52,823.67
MoneyGram Cash	6	237.51
InComm Cash	1	15.00
IVR American Express Payments	2	280.57
IVR E-Checks & Readings	50	2,702.35
IVR Discover Card Payments	7	460.17
IVR Mastercard and Visa Payments	520	35,445.88
Mobile American Express	8	475.57
Mobile Checks	339	21,350.05
Mobile Discover	10	651.30
Mobile Visa MasterCard	777	52,269.57
ONLINE BILLING PAYMENTS	558	36,099.41
Pay Now American Express	4	396.78
Pay Now Checks	51	3,464.41
Pay Now Discover	7	422.58
Pay Now Visa and MasterCard	305	25,755.43
Payments Only	47	-575.63
Payment Assistance	1	76.50
Payment Assistance	2	261.24
Payment Assistance	4	484.57
Recurring American Express	51	3,545.80
Recurring Discover	102	5,968.45
Recurring VISA and MasterCard	1,124	73,638.37
Remittance Payments	444	32,321.08
US Payments (Kiosk) Cash	8	649.65
US Payments (Kiosk) Visa and MasterCard	7	413.63
	7,749	516,649.61

4/2025

BankDraft Payments	903	57,323.33
Cash Register Payments	502	32,389.02
Cash Register Payments - Payment Assistance	1	78.00
Cash Register Payments - Payment Assistance	1	39.55
Cash Register Payments - Payment Assistance	2	144.00
Cash Register Payments - Payment Assistance	1	47.90
Cash Register Payments - Payment Assistance	1	83.51
Cash Register Payments - Payment Assistance	2	283.51
EBILL American Express Payments	13	664.27
EBILL E-Checks & Readings	472	30,456.05
EBILL Discover Card Payments	24	1,462.97
EBILL Mastercard and Visa Payments	798	48,630.76
MoneyGram Cash	5	227.62
InComm Cash	1	20.00
IVR American Express Payments	2	178.25
IVR E-Checks & Readings	57	3,897.06
IVR Discover Card Payments	4	197.70
IVR Mastercard and Visa Payments	487	33,436.39
Mobile American Express	5	293.18
Mobile Checks	297	18,220.97
Mobile Discover	11	675.77
Mobile Visa MasterCard	747	49,951.09
ONLINE BILLING PAYMENTS	513	33,620.72

BCRSD Payments Last Year

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<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
Pay Now American Express	4	387.33
Pay Now Checks	44	3,201.54
Pay Now Discover	7	322.98
Pay Now Visa and MasterCard	300	24,222.76
Payments Only	32	-517.09
Payments received from Assistance Agencies	1	100.00
Payment Assistance	5	336.00
Payment Assistance	3	266.04
Payment Assistance	6	590.77
Recurring American Express	36	2,249.17
Recurring Discover	67	4,054.20
Recurring VISA and MasterCard	690	45,748.64
Remittance Payments	345	20,069.56
ACH Direct Transfer	1	71.90
US Payments (Kiosk) Cash	7	357.02
US Payments (Kiosk) Visa and MasterCard	3	188.99
	6,400	413,971.43

5/2025

BankDraft Payments	1,141	74,665.09
Cash Register Payments	484	36,438.45
Cash Register Payments - Payment Assistance	1	212.53
EBILL American Express Payments	11	636.84
EBILL E-Checks & Readings	528	35,030.32
EBILL Discover Card Payments	17	1,080.03
EBILL Mastercard and Visa Payments	849	53,000.64
MoneyGram Cash	7	383.35
IVR American Express Payments	4	212.96
IVR E-Checks & Readings	58	3,583.21
IVR Mastercard and Visa Payments	482	32,443.48
Mobile American Express	5	306.66
Mobile Checks	335	21,457.93
Mobile Discover	18	1,011.28
Mobile Visa MasterCard	796	53,861.66
ONLINE BILLING PAYMENTS	369	23,777.39
Pay Now American Express	3	316.88
Pay Now Checks	45	3,137.54
Pay Now Discover	4	174.33
Pay Now Visa and MasterCard	414	31,912.77
Payments Only	36	-1,005.60
Payment Assistance	5	363.00
Payment Assistance	3	215.70
Payment Assistance	2	207.55
Payment Assistance	3	347.06
Recurring American Express	45	3,034.98
Recurring Discover	86	5,162.94
Recurring VISA and MasterCard	882	57,814.32
Remittance Payments	433	38,237.30
ACH Direct Transfer	1	71.90
US Payments (Kiosk) Cash	9	688.32
US Payments (Kiosk) Visa and MasterCard	5	358.47
	7,081	479,139.28

6/2025

BankDraft Payments	1,149	74,922.70
Cash Register Payments	431	31,136.90
Cash Register Payments - Payment Assistance	3	198.22
Cash Register Payments - Payment Assistance	1	84.98

BCRSD Payments Last Year

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<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
EBILL American Express Payments	13	884.38
EBILL E-Checks & Readings	522	31,509.18
EBILL Discover Card Payments	20	1,404.83
EBILL Mastercard and Visa Payments	782	49,070.95
MoneyGram Cash	4	252.46
IVR American Express Payments	1	75.44
IVR E-Checks & Readings	57	3,681.87
IVR Discover Card Payments	4	389.39
IVR Mastercard and Visa Payments	463	32,038.04
Mobile American Express	5	259.11
Mobile Checks	289	18,613.21
Mobile Discover	14	938.54
Mobile Visa MasterCard	798	55,028.52
ONLINE BILLING PAYMENTS	343	21,936.01
Pay Now American Express	2	229.01
Pay Now Checks	39	2,985.98
Pay Now Discover	4	203.08
Pay Now Visa and MasterCard	411	32,629.03
Payments Only	42	-346.78
Payment Assistance	5	430.24
Payment Assistance	3	367.94
Payment Assistance	2	182.00
Recurring American Express	45	3,025.11
Recurring Discover	89	5,318.00
Recurring VISA and MasterCard	899	59,569.29
Remittance Payments	384	28,999.90
ACH Direct Transfer	1	71.90
US Payments (Kiosk) Cash	8	599.66
US Payments (Kiosk) Visa and MasterCard	2	56.87
	6,835	456,745.96

7/2025

BankDraft Payments	1,409	95,243.66
Cash Register Payments	549	42,199.04
Cash Register Payments - Payment Assistance	1	78.00
Cash Register Payments - Payment Assistance	1	40.54
Cash Register Payments - Payment Assistance	1	108.24
Cash Register Payments - Payment Assistance	1	223.40
Cash Register Payments - Payment Assistance	2	194.84
EBILL American Express Payments	19	1,118.25
EBILL E-Checks & Readings	561	35,809.91
EBILL Discover Card Payments	18	985.95
EBILL Mastercard and Visa Payments	822	51,377.91
MoneyGram Cash	6	494.23
IVR American Express Payments	1	77.34
IVR E-Checks & Readings	63	4,768.48
IVR Discover Card Payments	5	234.00
IVR Mastercard and Visa Payments	506	34,011.92
Mobile American Express	6	337.43
Mobile Checks	345	22,249.45
Mobile Discover	15	760.34
Mobile Visa MasterCard	809	55,007.12
ONLINE BILLING PAYMENTS	371	23,775.27
Pay Now American Express	4	369.84
Pay Now Checks	43	2,781.84
Pay Now Discover	7	654.05
Pay Now Visa and MasterCard	399	30,303.50
Payments Only	49	106.03

BCRSD Payments Last Year

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<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
Payment Assistance	4	285.00
Payment Assistance	3	215.70
Payment Assistance	13	597.42
Payment Assistance	2	146.87
Recurring American Express	53	3,752.45
Recurring Discover	113	6,662.50
Recurring VISA and MasterCard	1,104	72,434.31
Remittance Payments	378	24,395.01
ACH Direct Transfer	1	73.34
US Payments (Kiosk) Cash	5	337.14
US Payments (Kiosk) Checks	1	142.51
US Payments (Kiosk) Visa and MasterCard	3	139.77
	7,693	512,492.60

8/2025

BankDraft Payments	908	57,958.85
Cash Register Payments	509	38,610.14
Cash Register Payments - Payment Assistance	1	78.00
Cash Register Payments - Payment Assistance	4	439.39
Cash Register Payments - Payment Assistance	4	758.90
EBILL American Express Payments	18	968.04
EBILL E-Checks & Readings	525	31,739.81
EBILL Discover Card Payments	18	906.08
EBILL Mastercard and Visa Payments	931	55,911.81
MoneyGram Cash	6	289.67
IVR American Express Payments	2	160.78
IVR E-Checks & Readings	52	3,457.13
IVR Discover Card Payments	2	92.90
IVR Mastercard and Visa Payments	462	30,811.33
Mobile American Express	5	301.40
Mobile Checks	318	21,281.57
Mobile Discover	14	781.33
Mobile Visa MasterCard	789	53,599.37
ONLINE BILLING PAYMENTS	352	22,268.72
Pay Now American Express	4	297.07
Pay Now Checks	46	2,744.48
Pay Now Discover	4	228.00
Pay Now Visa and MasterCard	434	30,168.15
Payments Only	54	71.13
Payment Assistance	4	279.50
Payment Assistance	1	118.00
Payment Assistance	7	630.51
Payment Assistance	2	145.02
Recurring American Express	38	2,535.64
Recurring Discover	70	4,278.45
Recurring VISA and MasterCard	670	42,009.54
Remittance Payments	395	23,527.11
ACH Direct Transfer	1	52.76
US Payments (Kiosk) Cash	3	113.39
US Payments (Kiosk) Visa and MasterCard	4	286.30
	6,657	427,900.27

9/2025

BankDraft Payments	1,169	75,727.64
Cash Register Payments	557	34,814.00
Cash Register Payments - Payment Assistance	1	40.54
Cash Register Payments - Payment Assistance	2	144.10
Cash Register Payments - Payment Assistance	1	75.00

BCRSD Payments Last Year

APPENDIX I

<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
Cash Register Payments - Payment Assistance	3	384.16
Cash Register Payments - Payment Assistance	1	91.41
EBILL American Express Payments	10	666.82
EBILL E-Checks & Readings	536	32,344.41
EBILL Discover Card Payments	21	1,115.45
EBILL Mastercard and Visa Payments	672	44,104.00
MoneyGram Cash	7	378.41
IVR E-Checks & Readings	66	3,875.93
IVR Discover Card Payments	5	438.65
IVR Mastercard and Visa Payments	475	31,899.57
Mobile American Express	7	503.16
Mobile Checks	335	22,137.86
Mobile Discover	12	771.74
Mobile Visa MasterCard	792	53,793.81
ONLINE BILLING PAYMENTS	350	22,358.33
Pay Now American Express	4	355.04
Pay Now Checks	48	2,886.12
Pay Now Discover	4	296.62
Pay Now Visa and MasterCard	389	27,992.76
Payments Only	55	1,265.95
Payment Assistance	4	235.00
Payment Assistance	1	35.00
Payment Assistance	5	326.88
Payment Assistance	3	161.16
Recurring American Express	50	3,380.25
Recurring Discover	92	5,606.35
Recurring VISA and MasterCard	871	55,548.62
Remittance Payments	376	27,966.98
US Payments (Kiosk) Cash	4	420.71
US Payments (Kiosk) Checks	1	68.06
US Payments (Kiosk) Visa and MasterCard	4	213.61
	6,933	452,424.10

10/2025

BankDraft Payments	1,436	94,070.65
Cash Register Payments	531	38,432.15
Cash Register Payments - Payment Assistance	1	18.50
Cash Register Payments - Payment Assistance	2	167.40
Cash Register Payments - Payment Assistance	3	197.36
Cash Register Payments - Payment Assistance	6	416.26
Cash Register Payments - Payment Assistance	5	378.76
EBILL American Express Payments	7	328.98
EBILL E-Checks & Readings	524	32,362.72
EBILL Discover Card Payments	20	1,163.04
EBILL Mastercard and Visa Payments	803	49,659.21
MoneyGram Cash	7	370.65
IVR American Express Payments	1	78.04
IVR E-Checks & Readings	46	2,948.71
IVR Discover Card Payments	2	139.79
IVR Mastercard and Visa Payments	470	33,194.97
Mobile American Express	8	434.31
Mobile Checks	335	21,635.19
Mobile Discover	19	1,430.18
Mobile Visa MasterCard	814	54,686.62
ONLINE BILLING PAYMENTS	358	22,624.27
Pay Now American Express	3	309.61
Pay Now Checks	42	2,694.35
Pay Now Discover	6	341.05

BCRSD Payments Last Year

APPENDIX I

<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
Pay Now Visa and MasterCard	413	31,696.17
Payments Only	50	740.46
Payments received from Assistance Agencies	1	18.50
Payment Assistance	7	173.83
Payment Assistance	9	1,077.00
Recurring American Express	59	4,080.50
Recurring Discover	113	6,520.94
Recurring VISA and MasterCard	1,100	70,631.30
Remittance Payments	356	21,237.92
ACH Direct Transfer	1	51.32
US Payments (Kiosk) Cash	6	216.16
US Payments (Kiosk) Checks	2	100.62
US Payments (Kiosk) Visa and MasterCard	3	203.76
	7,569	494,831.25
11/2025		
BankDraft Payments	938	58,813.79
Cash Register Payments	439	31,173.32
Cash Register Payments - Payment Assistance	6	636.07
Cash Register Payments - Payment Assistance	3	139.33
Cash Register Payments - Payment Assistance	1	54.96
Cash Register Payments - Payment Assistance	1	47.52
Cash Register Payments - Payment Assistance	6	516.36
Cash Register Payments - Payment Assistance	1	228.11
Cash Register Payments - Payment Assistance	1	226.54
EBILL American Express Payments	10	657.31
EBILL E-Checks & Readings	478	29,539.89
EBILL Discover Card Payments	17	1,014.26
EBILL Mastercard and Visa Payments	805	51,878.79
MoneyGram Cash	7	392.60
IVR American Express Payments	2	168.25
IVR E-Checks & Readings	51	4,893.61
IVR Discover Card Payments	4	252.45
IVR Mastercard and Visa Payments	459	32,113.52
Mobile American Express	10	862.27
Mobile Checks	324	20,941.58
Mobile Discover	24	1,411.19
Mobile Visa MasterCard	796	55,109.18
ONLINE BILLING PAYMENTS	332	21,231.28
Pay Now American Express	2	222.58
Pay Now Checks	38	2,441.51
Pay Now Discover	6	369.75
Pay Now Visa and MasterCard	393	27,260.24
Payments Only	66	-175.69
Payments received from Assistance Agencies	4	54.55
Payment Assistance	12	239.82
Payment Assistance	1	58.17
Payment Assistance	10	275.18
Recurring American Express	43	2,838.43
Recurring Discover	78	4,810.52
Recurring VISA and MasterCard	660	42,264.54
Remittance Payments	294	17,122.25
ACH Direct Transfer	1	51.32
US Payments (Kiosk) Cash	6	315.27
US Payments (Kiosk) Visa and MasterCard	5	334.54
	6,334	410,785.16

BCRSD Payments Last Year

APPENDIX I

<u>Payment Types</u>	<u>Nbr of Accts</u>	<u>Payment Amt</u>
BankDraft Payments	267	18,539.39
Cash Register Payments	115	6,615.23
Cash Register Payments - Payment Assistance -	1	18.50
EBILL American Express Payments	4	273.06
EBILL E-Checks & Readings	97	6,107.70
EBILL Discover Card Payments	1	74.27
EBILL Mastercard and Visa Payments	108	6,673.31
MoneyGram Cash	2	68.65
IVR E-Checks & Readings	6	266.20
IVR Discover Card Payments	2	81.63
IVR Mastercard and Visa Payments	97	6,591.16
Mobile Checks	46	3,039.28
Mobile Discover	3	181.44
Mobile Visa MasterCard	102	7,211.76
ONLINE BILLING PAYMENTS	58	3,560.47
Pay Now Checks	5	380.21
Pay Now Visa and MasterCard	74	5,903.82
Payments Only	8	318.44
Payment Assistance	2	80.50
Payment Assistance	5	60.00
Recurring American Express	8	586.54
Recurring Discover	22	1,154.30
Recurring VISA and MasterCard	206	13,008.71
Remittance Payments	95	8,468.75
US Payments (Kiosk) Cash	1	56.90
	1,335	89,320.22