



Municipality of Bethel Park

Request for Proposals (RFP)

Tax Collection and Sewer Utility Billing Services

RFP Issue Date: September 19 , 2025

Application Due Date: October 31, 2025

Introduction

The Municipality of Bethel Park is seeking proposals for qualified and experienced **Tax Collection and Sewer Utility Billing Services**. The objective of this Request for Proposals (RFP) is to determine the cost of collection for **Current and Delinquent Real Estate Tax, Current and Delinquent Local Services Tax, Current and Delinquent Amusement Tax, Mechanical Device Tax and billing services for Current Sewage Fees and Delinquent Sewage. Additionally, any and all penalties, interest and costs assessed and levied pursuant to all Municipal Ordinances and/or Resolutions pertaining to collection of Taxes and Sewer Fees.**

This RFP intends to cover all the necessary information that a bidder may need to complete a comprehensive proposal. However, if there are products or services that the bidder's organization can offer that may add value to the relationship and/or improve current processes, please ensure that they are outlined in the submission.

Submission Requirements:

Due Date: Friday, **October 31, 2025 before 4:30 p.m. ET**

Delivery Method: All proposals may be submitted via email to
finance@bethelparkpa.gov

or by mail to:

**Municipality of Bethel Park
Lisa Lapaglia
Finance Director
5100 West Library Avenue
Bethel Park, PA 15102**

Organizational and Project Background

The Municipality of Bethel Park is located in Southwestern Pennsylvania, about 10 miles from Downtown Pittsburgh. The municipality is 12 square miles and has a residential population of approximately 33,000. Bethel Park has comprehensive community services including police, police dispatch, fire, emergency medical services, water and sewage treatment, recreation facilities and programming, and public works. The Municipality employs over 120 full-time and part-time employees.

The objective of this Request for Proposals (RFP) is to solicit comprehensive and competitive proposals from Tax Collection and Utility Billing providers who can deliver accurate and timely collection services for a variety of taxes and fees. We seek to partner with a provider who can offer professional customer service, competitive pricing and maintain accurate billing and payment records.

Project Scope of Services

The selected applicant(s) will be asked to enter into a contract with the Municipality of Bethel Park to bill, collect and maintain accurate records for the following:

- **Current Real Estate Tax Collection**
- **Delinquent Real Estate Tax Collection**
- **Current Local Services Tax Collection**
- **Delinquent Local Services Tax Collection**
- **Current Amusement Tax Collection**
- **Delinquent Amusement Tax Collection**
- **Mechanical Tax Device Collection**
- **Current Sewer Fee Collection**
- **Delinquent Sewer Fee Collection**

At the discretion of the Municipality of Bethel Park, multiple contracts may be issued if the Municipality fees separating current and delinquent services is beneficial.

Timelines of Activities

RFP Issue Date

September 15, 2025

Proposal Due Date

October 31, 2025

Proposal Review Period
Contract Start Date
Contract End Date

November 1 – November 18, 2025
January 1, 2026
December 31, 2028

Submission Requirements

Applicants must submit the following in their proposals:

1. Company profile and history of providing similar services
2. Organizational Qualifications and Experience
3. Pricing structure
4. Customer service and processing procedures
5. References from current clients
6. Online payment accessibility

Selection Criteria

Proposals will be evaluated based on the following criteria:

- Competitive pricing
- Customer service and support
- Provider's experience and reputation in the industry
- References and testimonials from existing clients
- User ease and accessibility of processing payments through an online portal
- Any additional criteria deemed appropriate by the Municipality in its sole discretion

Review of Qualifications

Proposals will be reviewed by personnel from the Municipality of Bethel Park.

Inquiries

All inquiries related to this Request for Proposals (RFP) should be directly emailed to finance@bethelparkpa.gov.

Legal Notices and Information

Will finalize these later, but could include some of the following:

1. The respondent, including the organization and other team members, must have no conflict of interest regarding any other work performed by the respondent for the Municipality of Bethel Park or related entities. Respondents and team members must disclose any conflicts of interest, or potential conflicts of interest, regarding any employee or staff of the Municipality of Bethel Park, and/or any work performed by the respondent for the Municipality of Bethel Park or other related entities.
2. Respondents will be selected based upon information submitted within their proposal, performance on previous projects and undertakings, and any other relevant factors. The selected applicant will be chosen based on the selection criteria outlined in this document. The Municipality of Bethel Park reserves the right, in its sole discretion, to reject any or all of the responses received, waive any submission requirements contained within this RFP, and waive any irregularities in any submitted response.
3. The Municipality of Bethel Park shall have the right to verify the accuracy of all information provided in the submitted proposals and to make investigations as it deems necessary to determine the ability of each respondent to fulfil the obligations outlined in their proposal. The Municipality of Bethel Park in its discretion reserves the right to reject any response when the available evidence of information does not satisfy the Municipality of Bethel Park that the respondent is qualified to carry out properly the obligations outlined in this RFP.
4. All responses, including attachments, supplementary materials, addenda, etc. shall become the property of the Municipality of Bethel Park and will not be returned.
5. If selected, each respondent agrees to not discriminate, whether in employment, contracting or otherwise, in violation of any federal, state, or local law.

Conclusion

We look forward to receiving your proposals and partnering with a collector who can deliver exceptional customer service to our valued residents. Thank you for your interest and participation in this RFP process.