

INVITATION TO INTERESTED PROPONENTS

Project/Contract: Merchant Services
(Credit and Debit Card Payment Processing Services).

Project/Contract No.: Request For Proposals No. 1220-030-2018-019

Dear Sir or Madam:

The purpose of this request for proposals (“RFP”) is to invite your company/organization (“Proponent”) to provide the City of Surrey (“City”) a proposal (“Proposal”) for the provision of Merchant Services (credit and debit card payment processing services) (“Merchant Services”). The objective of which is to have business transactions (Visa, MasterCard and Interac, etc.) processed through one [or more] service provider(s) – a payment processor who will act in the best interests of the City.

The intent of this RFP and any resultant award is to secure the provision of, in a substantial, complete and professional manner, all necessary Merchant Services of the highest quality, at the lowest cost to the City, while protecting, to the furthest extent possible, the City’s financial interests, employees and assets.

Participation Requirement

In consideration of the City issuing an RFP to the Proponent and disclosing confidential information to the Proponent related to and/or for purposes of the RFP, Proponents are required to complete the City’s Confidentiality Agreement [Schedule 1]. This Schedule 1 must be executed by a signatory with the authority to bind each member of the Proponent’s team, and for clarity such signatory may be different than the Proponent representative(s).

For ease of completion and processing, Schedule 1 is available as a separate PDF document. Please ensure you have read and understand this Schedule 1, prior to completing and submitting Schedule 1.

Preferred Time and Address for Delivery

The prospective Proponent may submit Schedule 1 either by email or in a hard copy, as follows:

(a) Email

If the Proponent chooses to submit by email, the Proponent should submit Schedule 1 electronically in a single pdf file which must be delivered to the City by email at: purchasing@surrey.ca.

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PDF emailed submissions are preferred and the City will confirm receipt of emails. A Proponent bears all risk that computer equipment functions properly so that the Schedule 1 is received on time.

(b) Hard Copy

If the Proponent chooses NOT to submit by email, the Proponent should submit Schedule 1 which should be delivered to the City at the office of:

Name: Richard D. Oppelt, Purchasing Manager

Address: Surrey City Hall
Finance Department – Purchasing Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., V3T 1V8, Canada

The City would prefer to receive this Schedule 1 on or before April 11, 2018.
The City's office hours are 8:30 a.m. to 4:00 p.m., Monday to Friday, except statutory holidays.

RFP Documents

The following RFP documents will be provided to those who have submitted the executed Schedule 1.

RFP including:

SCHEDULE A – SCOPE OF SERVICES

SCHEDULE B – FORM OF PROPOSAL, including

Schedule B-1 – Statement of Departures;
Schedule B-2 – Proponent's Experience, Reputation and Resources;
Schedule B-3 – Proponent's Proposed Solution (Services);
Schedule B-3-1 – Merchant Services Requirements Response;
Schedule B-4 – Proponent's Example Implementation Schedule;
Schedule B-5 – Proponent's Financial Proposal;
Schedule B-5-1 – Financial Worksheet (Pricing For All City Transactions); and
Schedule B-5-2 – Financial Worksheet (Tiered Pricing).

The City reserves the right to cancel any and all solicitations and to accept or reject, in whole or in part, any and all Proposals when it is in the best interests of the City.

We offer our sincere appreciation for the Proponent's time and effort necessary to consider this RFP and, if applicable, provide a Proposal.

Yours truly,



Richard D. Oppelt
Purchasing Manager