




Request for Pricing Payment Processor (Financial Services) - 2022

Sealed quotes clearly marked "Payment Processor (Financial Services) – 2022" will be received up until **12:59:59 pm AST, Thursday, March 10, 2022**, at Summerside City Hall, 275 Fitzroy Street, Summerside, PEI, C1N 1H9.

Instructions

1. Price quotation form must be completed, signed and dated.
2. Prices shall not include HST if applicable. Tax is to be added when invoiced.
3. The City of Summerside reserves the right to accept or reject any or all bids.
4. Late submissions WILL NOT BE ACCEPTED.
5. Emailed (clayton.smith@city.summerside.pe.ca) submissions WILL BE ACCEPTED.
6. Faxed submissions WILL NOT BE ACCEPTED.
7. Quotations to be signed ONLY by authorized personnel.
8. All literature on services quoted to be enclosed with submission.

For further information or clarification, please contact Clayton Smith at 902-786-4519.



Clayton Smith
Manager of Financial Services
City of Summerside

February 22, 2022
(Date)



Request for Pricing Payment Processor (Financial Services) - 2022

The City of Summerside (The City) is requesting quotations for a company to be our payment processor for all our utility and non-utility payments generated through our utility billing software SpryCIS. **The City will be using an absorbed pricing model and all quotations should reflect that.**

Pricing structure can either be a percentage of the bill amount or a flat rate with a capped amount. If the latter is quoted, please provide the fee structure if the cap is exceeded.

The payment processor will be responsible for the integration of their processes with the City's utility billing software Spry CIS and its web portal Spry Engage. If there is an additional cost to this integration, please outline that in the price quotation attached. The City also requires that there will be no interruption to clients during the transition, if there is one, between providers. If there is an interruption anticipated, please describe the expected duration of any interruptions. The successful bidder will be required to merge current pre-authorized-payment data resulting in no interruption to customers if a change is made from the current provider.

Additional services that the City will consider an asset to the proposal are as follows:

- **IVR/Automated Phone Payments** – Please indicate whether you provide this service and if there is any additional cost to providing.
- **Payment Dashboard and Reporting** – Online access to summary and detail reports for reviewing transactions. Ability to easily cancel/refund payments and provide details to customers.
- **Outbound Customer Notifications** – Ability to send payment reminders and other notifications to customers. Please provide additional cost, if any, if this is something that you offer.
- **Bank PAP Processing** – Please indicate whether your offering can process pre-authorized payments from banks in addition to credit cards. Please provide pricing for this if available.

The payment processor **must** be at least Level 1 PCI Compliant.

In the following pages there are options to quote on Flat Rate and/or Percentage method. If you require clarification on these methods, please contact Clayton Smith.



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Features	Equipment Abilities	Vendor Response/Additional Cost if Any
IVR/Automated Phone Payments	Yes No	
Integration with SpryEngage	Yes No	
Outbound Customer Notifications	Yes No	
Ability to Process Bank PAP in addition to Credit Card PAP	Yes No	
Level 1 PCI Compliant	Yes No	

Assessment of Proposals

Proposals will be assessed based on three factors:

- Price 60%.
- Additional Services 30% - IVR, integration, outbound notifications, and bank PAP.
- References 10%.

NOT A TENDER CALL

This Request for Pricing (RFP) is not a tender call, and the submission of any response to this RFP does not create a tender process. This RFP is not an invitation for an offer to contract, and it is not an offer to contract made by the City. By this RFP, the City reserves to itself the absolute and unfettered discretion to invite submissions, consider and analyze submissions, select short-listed Proponents or attempt to negotiate an agreement with the Successful Proponent, if any, as the City considers desirable. Without limiting the generality of the foregoing, the City reserves the right to:

- a) reject, consider or short-list any submission whether or not it contains all information required by this RFP;
- b) require clarification where a submission is unclear;
- c) reject any or all submissions without any obligation, or any compensation or reimbursement, to any Respondent, intended Proponent, or any other person associated with this RFP process;
- d) all or any proposals not necessarily accepted, as the acceptance remains within the exclusive discretion of the City;
- e) disqualify or reject any submission without discussion with the submitting party;
- f) reject any or all submissions that the City considers are not in its best interests.



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NO OBLIGATION TO PROCEED

Though the City fully intends at this time to proceed with the awarding of payment processing as contemplated herein, the City is under no obligation to do so. The receipt by the City of any information shall not impose any obligations on the City. There is no guarantee by the City, its officers, employees or agents, that the process initiated by the issuance of this RFP will continue, or that this RFP process or any RFP process will result in a contract with the City for the provision of payment processing services.

CITY'S DECISION-MAKING POWER

The City has the power to make any decision, or to exercise any contractual right or remedy, contemplated in this RFP at its own absolute and unfettered discretion, and no public law duty, whether arising from the principles of procedural fairness or the rules of natural justice, applies to the City.