

City of Coquitlam

Request for Proposals

RFP No. 25-037

Merchant Services

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APPENDIX A – Privacy Impact Assessment

APPENDIX B – Privacy Protection Schedule

[PROPOSAL SUBMISSION FORM](#)

1. KEY DATES

RFP Issue Date	Monday, December 1, 2025
Deadline for Questions Send questions to: bid@coquitlam.ca referencing the RFP name and number.	2:00 PM (local time) Wednesday, December 17, 2025
Submission Deadline	2:00 PM (local time) Monday, December 22, 2025

2. PROCUREMENT REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements, guidelines, and terms and conditions for City procurement processes including, but not limited to, RFPs, RFIQs, and RFIs etc. are available on the City's website under [City Purchasing Information](#).

To be eligible for the award, the City requires only the successful Proponent to agree to and have the following in place before providing any Goods or Services. The applicable requirements to this process are:

- a) Instructions to Proponents
- b) City Standard Terms and Conditions - Purchase of Goods and Services

Do Not Submit – The items below are not required as part of this RFP Proposal. The City will request this documentation from the successful Proponent prior to entering into an agreement for Services.

- c) A City of Coquitlam or Tri Cities Intermunicipal Business License is required for any Contractor performing Work within the City or if their office is located within the City, excluding delivery-only services.
- d) Accept the City's Payment Card Industry (PCI) Data Security Standard (DSS)

3. DEFINITIONS

“Agreement” “Contract” means the City Purchase Order that will be issued to formalize the Contract with the successful Proponent through negotiation process with the City based on the Proposal submitted and will incorporate by reference the Request for Proposals, the Terms and Conditions of Contract included in this RFP, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“City” “Owner” means City of Coquitlam.

“Contractor” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and Works.

“Price” means the amount that will be paid by the City to the Contractor for delivery and acceptance of goods and Services.

“Proponent” means responder to this Request for Proposals.

“Proposal” means the submission by the Proponent.

“Request for Proposals” “RFP” shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals.

“Services” “Work” “Works” means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the Work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor.

“Shall” “Must” “Will” “Mandatory” means a requirement that must be met.

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

4. INSTRUCTIONS TO PROPONENTS

4.1. Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́hǵəmínə́h (HUN-kuh-MEE-num) word kwikwə́lə́m (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kwikwə́lə́m traditional and ancestral lands, including those parts that were historically shared with the ǵícə́y (kat-zee), and other Coast Salish Peoples.

4.2. Purpose

The purpose of this RFP is to invite Proposals from qualified firms for the provision of **Merchant Services** who will process credit and debit card transactions (Visa, MasterCard, AMEX and Interac).

4.3. Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission.

4.4. Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the Term of the Contract.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

4.5. Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City may not consider any departures not stated in the Proponent's Proposal Submission.

4.6. Evaluation Criteria

a) Mandatory Criteria (Pass/Fail)

- I. Proponent must agree to the City's **APPENDIX A – Privacy Protection Schedule**

- II. Proponent must either provide a completed Privacy Impact Assessment (PIA) based on the Ministry Standard **APPENDIX B – Privacy Impact Assessment**, or cooperate with the development of one with the City.
- III. Proponent must provide security information necessary for the City to conduct a Security Threat and Risk Assessment (STRA) of the software.

Proponents who Pass the Mandatory Criteria will then be evaluated as follows:

b) Instructions for Proposal Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Proposal Submission Form should provide direct answers or concise summaries of any referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

c) Submission Format and Content Authenticity

Lower scores may be assigned if Proposal Submission Forms:

- I. Non-conforming
 - Are not submitted in Microsoft Word format.
 - Rely solely on references such as "see section X in the attached document" without providing summaries.
- II. Authenticity and AI Generated Content
 - The City preference is for Proposals to be original and directly aligned with the requirements outlined in this RFP. Proposals containing boilerplate, non-specific, or AI-generated content may receive a lower score.
 - Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Proposals lacking sufficient detail and originality may result in a lower evaluation score.

d) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	40
Technical	40
Financial	20
Total	100

- e) The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Capacity and Resources

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- Value added benefits
- References
- Sub-contractors
- Staff qualifications and experience
- Agreement

Technical

- Delivery, Set-up and Execution
- Turnaround Time
- Timeline
- Quality Assurance and
- Risk factors
- Test and Acceptance Plan
- Support Offerings

Financial

- Prices and Fees

- f) Proposal Comparison

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

- g) Reference Checks and Interviews

Upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted
 - As part of the evaluation of Corporate Experience

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

- h) Additional Evaluation Considerations

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

i) **Proposal Compliance and Rejection**

Incomplete Proposals or Proposals submitted on forms other than the Proposal Submission Form may be rejected.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFP.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

j) **Disclosure of Information**

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

4.7. Term

The initial term of the Contract is three (3) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

4.8. Quantities Stated

Quantities provided are based on actual usage and are provided as an estimated guideline of the City's requirements. The City does not guarantee any volume or quantities.

5. SCOPE OF SERVICES

5.1. Background

The City accepts credit card and debit card payments for various City and Community Centre's services at its point-of-sale terminals and its e-commerce platforms. The following summarizes the details of our payment processing requirements for a recent rolling 12-month period (all dollar amounts in Canadian funds):

Total Sales Volume	Visa: \$36.83 million (211,071 transactions) Mastercard: \$21.71 million (135,821 transactions) Interac: \$4.2 million (86,685 transactions) American Express: \$5.93 million (14,434 transactions)
Industry Segments	Cultural and Recreational (20.6%), Taxes (61.8%), Utilities and other government services (17.6%)

	Card Type				
	Credit Card Tier	Transactions	Sales	% Transaction	% Sales
Transactions Qualification	Interac	86,685	4,196,017	19.35%	6.11%
	Mastercard Prepaid	418	11,927	0.09%	0.02%
	Mastercard Core	60,295	7,838,064	13.46%	11.42%
	Mastercard Premium	1,955	346,312	0.44%	0.50%
	Mastercard Super Premium	1,390	378,681	0.31%	0.55%
	Mastercard World	32,087	5,194,682	7.16%	7.57%
	Mastercard World Elite	38,489	7,855,650	8.59%	11.44%
	Mastercard Prepaid	1,187	83,030	0.26%	0.12%
	VISA Business/Corporate	5,360	1,665,616	1.20%	2.43%
	VISA Standard Consumer Core	92,159	5,633,605	20.57%	8.21%
	VISA Electronic	43,767	2,609,845	9.77%	3.80%
	VISA Emerging	299	774,477	0.07%	1.13%
	VISA Infinite	44,638	5,557,059	9.96%	8.09%
	VISA Infinite Privilege	7,721	1,687,496	1.72%	2.46%
	VISA Premium	1,514	579,453	0.34%	0.84%
	VISA Super Premium	2,350	829,836	0.52%	1.21%
	VISA Token	610	65,179	0.14%	0.09%
	VISA Utilities	12,653	17,426,200	2.82%	25.38%
	AMEX Consumer	13,551	4,949,100	3.02%	7.21%
	AMEX Small Business	777	918,500	0.17%	1.34%
	AMEX Corporate	106	58,900	0.02%	0.09%
		447,011	68,659,629	100.0%	100.0%
Card Present / Card Not Present	21.4% / 78.6%				
No. of Merchant ID's	40 MID's and 40 Terminals				

5.2. Scope

The City is seeking proposals for Merchant Services provision, aiming to consolidate business transactions (Visa, MasterCard, AMEX, and Interac) under a single service provider – a credit card or debit card payment processor, or processors acting in the City's best interest.

The City requires the Contractor to offer comprehensive Merchant Services, optimizing merchant accounts efficiently and cost-effectively. They should also propose progressive enhancements to their services and employ up-to-date technologies, While also providing point-of-sale terminals with chip and pin capabilities while enabling full PCI compliance while integrating with the City's adjacent systems. (discussed further below)

Additionally, the Contractor must assess the City's current setup, suggesting immediate financial benefits and streamlining processes and procedures for further financial gains.

Debit/Credit Card Account Information

The City presently accepts Visa, MasterCard, AMEX and Interac as forms of payment for City services. Contactless mobile pay platforms such as Apple Pay and Google Wallet are also facilitated. The City's current provider is Chase Payment Solutions. For online payment integration, the City currently utilizes E-xact Transactions.

While City Hall uses a Monday to Friday schedule, the other City facilities extend their hours beyond these conventional business days, potentially needing support round the clock, every day of the year.

The successful proponent is expected to provide:

- “One-stop shopping” concept
 - Innovative online solutions
 - Integration with Parks & Recreation Management Software – Xplor Recreation
 - Integrate with Financial Services software – CentralSquare Tempest
 - Integrate with Online Payment Systems – CentralSquare Tempest (property tax payments, utility tax payments, dog license payments, bylaw enforcement payments), Granicus AMANDA (permit fee payments, business license payments), and other miscellaneous in-house web applications (animal shelter donations, Engineering permit payments)
 - Seamless funds transfer with the City's primary bank – Scotiabank
 - Dedicated Customer Service Representative
 - Helpful 24-hr technical service help line
 - Competitive discount rates
 - Comprehensive fees and charges, and
- a) Data Security/Privacy:
- Compliance with relevant data protection regulations (e.g., GDPR, HIPAA).

- Data anonymization techniques to ensure the privacy of individuals being tracked.
- Regular security assessments and vulnerability testing to identify and mitigate potential threats.
- Transparent data collection practices and options for individuals to opt out or manage their data.
- Regular privacy assessments to ensure ongoing compliance.
- Backup and disaster recovery procedures to safeguard against data loss.
- Storage of any Data offsite should be stored in Canada

b) Turnaround

Turnaround time of payment processing is important to the City. Proponents are to indicate the minimum turnaround time offered without or with charges.

c) Cut Off Times and Service Locations

The City's facilities will be processing credit and debit card transactions up to and in some cases beyond the cut off times listed below. Over the counter transactions are taken at some facilities during extended hours: 6 a.m. - 10 p.m. 7 days per week including most statutory holidays. To ensure accurate tracking and proper cut-off of transactions in the POS system, it is imperative that the cut-off for a day's payment transactions by credit and debit runs parallel. The preferred hours of operation for the successful proponent are midnight to midnight. Proponents are asked to provide regular support hours, levels of support (SLA) and detailed escalation procedures.

Existing Locations	# POS	Cut off Time
City Hall – Financial Services	5	17:00
Animal Shelter	1	21:00
Building Department	1	17:00
Business Licensing	1	17:00
Engineering	1	17:00
RCMP	3	17:00
Robinson Memorial Cemetery	1	17:00
City Centre Aquatic Centre	3	
Poirier Sport and Leisure Complex	4	
Pinetree Community Centre	3	
Eagle Ridge Pool*	1	
Mundy Park Pool*	2	
Maillardville Community Centre	1	
Dogwood Pavilion	4	
Glen Pine Pavilion	4	
Centennial Activity Centre	1	
Town Centre Park Community Centre	2	
Victoria Hall	1	

Summit Activity Centre	1	
Smiling Creek Activity Centre	1	

**Denotes outdoor pools open seasonally*

Note: Additional Pin pads may be required throughout the year to accommodate special events

5.3. Technical Requirement

Payment Card Industry Data Security Standard (PCI DSS) is a set of defined information security standards for merchants and service providers that handle payment cards (credit or debit). Applies to all entities that store, process or transmit cardholder data or have the ability to affect the security of the cardholder data environment (CDE). Compliance is enforced by the Card Brands (AMEX, Discover, JCB, MasterCard and Visa) and administered by the Payment Card Industry Security Standards Council.

The City of Coquitlam is a “Level 3” merchant with 20k to 1M in credit card transactions per year. The City is contractually responsible for protecting the credit card data used to process these transactions per compliance with PCI Data Security Standard (PCI DSS).

Key requirements for merchant service provider are listed below:

- Describe PCI-compliant payment gateway/processor offering P2PE (Point-to-point encryption)
- Describe whether the listing is present under [PCI validated P2PE solution](#)
- Describe the P2PE solution being homegrown or 3rd party partner provided
- Describe the solution's compliance with current PCI DSS core requirements as below:
 - Install and maintain secure systems (e.g., firewalls, routers)
 - Use strong passwords and system access controls
 - Protect stored cardholder data (e.g., encrypt PANs, truncate CVV)
 - Encrypt cardholder data across open/public networks (TLS 1.2+)
 - Use antivirus and anti-malware software
 - Develop secure systems and applications (especially for eCommerce)
 - Restrict access to cardholder data by business need
 - Authenticate all users (e.g., unique IDs, MFA for admins)
 - Restrict physical access to systems storing card data
 - Track and monitor all access (logs, audit trails)
 - Regularly test security systems and processes (vulnerability scans, penetration tests)
 - Maintain a formal security policy and training program
- Describe how the below audit reports could be provided to the City:
 - Annual SAQ (Self-Assessment Questionnaire) or onsite QSA audit
 - Quarterly network vulnerability scans
 - Submit Attestation of Compliance (AOC)
 - Report any suspected breach or compromise immediately
 - Regular SOC 2 Type II audits for broader security and trust assurances

- Describe how the solution does not store CVV data after authorization
- Describe how the solution enables 3D Secure(Visa Secure, MasterCard Identity Check) for e-commerce fraud prevention
- Describe how the solution enables tokenization for storing customer payment info securely
- Describe how the solution implements reCAPTCHA, rate limiting, and velocity checks to prevent fraud bots
- Describe how the solution supports End-to-End Encryption (E2EE) – encrypt data from terminal to processor
- Describe how the solution supports Address Verification Service (AVS) and CVV checks
- Describe how the solution implements Fraud monitoring tools – velocity checks, geolocation checks, behavioral analytics
- Describe how the solution implements Incident response plan – define how to respond to a data breach
- Describe how the proposed solutions integrate with technology platforms specified within the scope and currently used by the City such as Xplor Recreation, CentralSquare Tempest, Granicus AMANDA, in-house web applications, and seamless funds transfers with Scotiabank.

5.4. Pin Pad Activation and Deactivation

The Contractor shall accommodate the City's operational needs by enabling the activation and deactivation of temporary or seasonal pin pads. Seasonal pin pads that are deactivated shall not incur ongoing service or transaction fees. The Contractor to ensure reactivation can be completed promptly upon request, with charges applicable only during active service periods.

5.5. Service Interruptions

The Contractor shall ensure reliable operation of all active pin pads and take all reasonable measures to prevent service interruptions. In the event of an interruption, the Contractor shall promptly notify the City, provide an estimated timeline for resolution, and restore service without undue delay. Where service interruptions exceed acceptable thresholds, the City reserves the right to require service credits, fee adjustments, or other remedies as deemed appropriate.

5.6. Future Items

The City reserves the right to request additional equipment, functionality, or related services that may become necessary during the Contract, including but not limited to new or upgraded pin pads, software features, or integration requirements. The Contractor shall make reasonable efforts to accommodate such requests and provide pricing, timelines, and specifications for the City's review and approval.

5.7. High Transaction Volumes

The Contractor shall ensure that all pin pad solutions provided are capable of securely processing and managing high transaction volumes, including peak and seasonal demand periods, without degradation of performance or service quality.

5.8. Multilingual Functionality

The Contractor shall ensure that all pin pad solutions are capable of supporting multilingual functionality to meet the City's accessibility and inclusivity requirements. At a minimum, pin pads shall provide user interface options in English and French, with the ability to add additional languages as required by the City.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 25-037

Merchant Services

Proposals will be received as per the date and time specified in the [Key Dates Section](#) of the RFP.

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

1. In the "Subject Field" enter: RFP Number and Name

2. Add files and "Send Files"

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

Legal Name of Company	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. MANDATORY REQUIREMENTS

Proponents MUST provide the following Mandatory Requirements for their Proposals to be evaluated:

I. <u>Privacy Protection Schedule (PPS)</u> Proponent MUST agree to the City's PPS.	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
II. <u>Privacy Impact Assessment (PIA)</u> Proponent must either provide a completed Privacy Impact Assessment (PIA) based on the Ministry Standard (Appendix B), or cooperate with the development of one with the City.	
<input type="checkbox"/> Privacy Impact Assessment attached <input type="checkbox"/> Agree to have one completed	

2. DEPARTURES

a) CONTRACT - I/We have reviewed the City's Standard Terms and Conditions - Purchase of Goods and Services (per Section 2 of the RFP) and would be prepared to enter into an agreement that incorporates the City's Standard Terms and Conditions, amended by the following departures (list, if any):	
Section	Requested Departure(s) / Alternative(s)
b) SERVICES - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):	
Requirements – Requested Departure(s) / Alternate(s) / Addition(s)	

3. CORPORATE

a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):	
i.	Provide an overview of the Proponent's organizational background, including history, mission, vision, corporate structure, and years in business:
ii.	Provide a detailed narrative as to the Proponent's understanding of the project objectives, outcomes and vision:
iii.	Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:
iv.	Describe the Proponent's current capabilities and capacity to perform the Services, including relevant resources, staffing levels, and the ability to manage this project alongside existing workloads:

b) REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):	
Reference No. 1	
Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Project completed on schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

Reference No. 2	
Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Project completed on schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

Reference No. 3	
Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Project completed on schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

c) KEY PERSONNEL – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City's written approval. (use the spaces provided and/or attach additional pages, if necessary)

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				
iv.				

d) SUB-CONTRACTORS - The following Sub-contractors will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these subcontractors without the City's written approval:

Sub-Contractor No. 1	
Legal Name	
Trade/Services Performed	
Background and Experience	

Contact Information	Name:
	Phone Number:
	Email Address:
Sub-Contractor No. 2	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

e) AGREEMENT – Proponent to provide a copy of their agreement template as part of the Proposal:	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
I. If no, state why?	

4. TECHNICAL

a) APPROACH and METHODOLOGY - Summarize the key features of your Proposal and outline the Technical Approach to be used. Provide a brief description of the components required for the successful completion of the Work.
I. Delivery, Set-Up and Execution - Proposals should outline the plan for the delivery, set up, and execution of the Work.
II. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed.
III. Risk Factors - Describe the risk factors anticipated and how the Proponent intends to mitigate these.

<p>IV. Turnaround Time – Indicate the minimum turnaround time offered without or with charges.</p>
<p>V. Timeline –: Describe the approach and estimated schedule for initial transition and set up of merchant services. Proponents should discuss:</p> <ul style="list-style-type: none"> Proposed schedule, stating earliest start and completion dates, as well as time required to complete major steps Integration with the City's existing software programs Level of involvement and time commitment required from City staff and ICT resources Approach to minimizing disruption to the City's daily business activities.
<p>VI. Support Offerings – Describe training and support during implementation and ongoing. Proponent should discuss:</p> <ul style="list-style-type: none"> Initial and ongoing training that will be available, include training materials Method of requesting support for devices and applications, including standard support hours Support escalation process, including titles and name (if applicable) of staff
<p>VII. Integration with Existing Applications - Describe how the proposed solutions integrate with technology platforms specified within the scope and currently used by the City such as E-xact payment gateway, Xplor Recreation, Tempest, Granicus AMANDA, in-house web applications, and seamless funds transfers with Scotiabank</p>
<p>VIII. Approach for Point-to-point Encryption (P2PE) - Describe your approach to Point-to-point Encryption (P2PE) and its implementation details like is it home grown or partner provided.</p>
<p>IX. PCI validated P2PE solution - Describe whether the solution listing is present under PCI Validated P2P Solution on PCI Security Standards page PCI Security Standards</p>

5. FINANCIAL

a) PRICE - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST):

ITEM	CATEGORIES OF FEES & CHARGES	AMOUNT (\$ or %)	Includes:
i.	Application, Activation & Set-Up Fees		
ii.	Discount Rates (Including Returns)		
iii.	Transaction Fees (Including Returns)		
iv.	Chargeback Fees		
v.	Minimum & Monthly Fees. <i>Please specify if this is per machine, location or corporate account</i>		
vi.	Settlement & Push Fees. <i>Please elaborate on which pricing model will be used: bill-back surcharge, Interchange Plus, tiered billing or flat fee. In addition, please define which target qualification level is being applied.</i>		
vii.	Non-qualifying Transaction Fees		
viii.	Terminal & Pin Pan Rental and/or Leasing Fees		
ix.	Terminal & Pin Pad Purchase Prices		
x.	Terminal Replacement Fees. <i>Include details regarding your terminal replacement program</i>		
xi.	E-commerce & Gateway Fees (Set-up, Monthly, Transaction)		
xii.	Assessment Fees		
xiii.	PCI Non-Compliance Fees		
xiv.	Cross-border Transaction Fees		
xv.	Security Deposit Requirements		
xvi.	Other Fees & Charges Not Specified Above. <i>Include description of fees & charges, and when they would be incurred</i>		
xvii.	Based on the Pricing Proposal detailed above, and in conjunction with the Sales & Transaction Data detailed in Section 5.1, please provide an estimate of annual merchant service fees, inclusive of all fees and charges.		

Attention Purchasing Manager:

6. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City's website www.coquitlam.ca/Bid-Opportunities, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
7. **I/We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFP) and should our Proposal be selected, agree to the City's **Standard Terms and Conditions - Purchase of Goods and Services** (per Section 2 of RFP) and will accept the City's Contract as defined within this RFP document.
8. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

Addendum No.	Date Issued

This Proposal is submitted this ____ day of _____, 20____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

Legal Name of Company	
Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.