

**TOWN OF GLASTONBURY
PROFESSIONAL SERVICES PROCUREMENT NOTICE
REQUEST FOR PROPOSAL
MERCHANT PAYMENT PROCESSING SERVICES
RPGL # 2010 - 36**

The Town of Glastonbury will be accepting proposals from qualified firms who can provide merchant payment processing services. Interested individuals and firms can download the proposal instructions and details from the Town website at www.glastonbury-ct.gov or request them from the Purchasing Agent, 2155 Main Street, Glastonbury, CT 06033.

Proposals must be submitted to the Purchasing Agent no later than **March 16, 2010 at 11:00 AM. LATE PROPOSALS WILL NOT BE CONSIDERED.**

Mary F. Visone
Purchasing Agent

Legal Ad:

Town of Glastonbury, CT

Request for Proposal Merchant Payment Processing Service

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Town of Glastonbury, CT

Request for Proposal Merchant Payment Processing Services

GENERAL INFORMATION

A. INTRODUCTION

The Town of Glastonbury, Parks and Recreation Department is seeking proposals from qualified financial institutions and independent sales organizations/merchant service providers that provide face-to-face, mail-in and internet credit card processing services, in accordance with the terms, conditions, and specifications contained in this Request For Proposal (RFP).

The Town of Glastonbury, incorporated in 1693, is a suburb of Hartford, located about eight miles southeast of Hartford, CT and is bordered on the north by the towns of East Hartford and Manchester, on the east by the towns of Hebron and Marlborough, on the south by the towns of East Hampton and Portland, and on the west by the Connecticut River. Bradley International Airport is 20 miles northwest of the Town. The Town is approximately 53 square miles in area with an estimated population of 33,000 as of January 2010.

B. BACKGROUND INFORMATION

The Parks and Recreation Department is responsible for offering fee-based community programs. Currently, the department accepts VISA, MasterCard and Discover card payments in face-to-face and mail-in keyed transactions, as well as, internet transactions through a registration management software system provided by Vermont Systems Inc. (VSI). In the 2008-2009 fiscal year, approximately \$785,300.00 in revenues within 5516 transactions were recorded. Approximately 75 % - 80% of all credit card transactions occur over the internet.

Currently, VSI's credit card payment application communicates with the processor through an Internal Direct Interface (IDI), whereby credit card data is captured and stored within the application software. It is the Town's desire to change to an External Re-direct Interface (ERI) that includes a PCT-DSS certified vendor who can provide competitive Interchange Plus pricing. Although not required, it is the Town's preference to work with one vendor to provide the entire processing and data storage functions. The Town does not own any separate credit card terminals as all transactions are implemented through VSI's software.

The Parks and Recreation Department currently processes credit cards through RBS Worldpay. The depository bank is Wachovia Bank.

C. MINIMUM REQUIREMENTS

To be considered, interested vendors must satisfy the following requirements:

- Have five (5) years or more successful experience in processing credit and payment records transmitted for processing and settlement for major credit/debit processing networks.
- Must be a PCI-DSS gateway or be able to work with a PCI-DSS compliant gateway and be fully integrated with Vermont Systems Inc. software applications. This means the system will be an External Re-Direct Interface whereas sensitive data is not stored on Town servers. Currently, two gateways are fully integrated with Vermont Systems Inc for in-person, mail-in and internet transactions: 1) Plug-n-Pay and 2) ETS (Electronic Transaction Systems)

C. EVALUATION CRITERIA

The following factors will be considered by the Town when evaluating proposals.

- Compatibility and integration with Vermont Systems Inc. software applications.
- Accuracy, overall quality, thoroughness and responsiveness to the Town's requirements as summarized herein.
- Demonstrated understanding of the Scope of Services.
- The proposed fees
- The qualifications and experience of the firm and the designated key personnel to be assigned to the account.
- Demonstrated successful performance.
- Demonstrated flexibility, efficiency and timeliness in providing day to day service to clients.
- Overall approach to provide the services requested.
- Work Schedule proposed to complete the project assignment.

Following review and evaluation of proposals, the Town reserves the right to request certain additional information. Based on review and rating of proposals, a short list of vendors may be invited to interview with the Town Selection Committee. The Town reserves the right to decide if interviews are required.

D. TERM OF SERVICE

The selected vendor or individual will be expected to commence services on or before July 1, 2010 subject to contract execution. This is a project specific contract that will expire upon project completion based on a mutually agreed upon schedule determined upon contract execution. The Town anticipates a project completion date no later than June 30, 2010. The Town of Glastonbury reserves the right to:

- Continue the consulting services of the selected vendor at a mutually agreed upon fee.

- To cancel this proposal process at any time should any of the following conditions exist:
 - Funds are not appropriated to allow continuance of this contract
 - The Town, through changes in its requirements or method of operation, no longer has a need for this service
 - The Town is not satisfied with the level of services provided under the contract or the vendor fails to comply with any terms and conditions outlined in the contract.

SECTION II - SCOPE OF SERVICES

A. SPECIFIC SERVICES

- The Vendor must have the ability to electronically communicate with all State of CT banking institution(s).
- The credit card services shall include MasterCard, Visa and Discover credit and debit transactions. (Note: The Town does not have the ability accept PIN authorized debit cards, but may do so in the near future)
- The Vendor must provide payment and refund options.
- The Vendor must be able to work with either Plug n Pay or ETS who will provide the gateway and storage of card holder data.
- The Vendor must be in compliance with applicable Payment Card Industry Standards and be able to provide proof of compliance.
- The Vendor must be able to process transactions via face-to-face (including mail-in registrations) and through the internet.
- The Vendor must be able to continue to process credit cards within the department's recreation management software, RecTrac and WebTrac by Vermont Systems Inc.
- The Vendor must be able to post payments to the Town's bank of choice.
- The Vendor must provide multiple user access to automated or internet based real-time reporting services including information on charge backs.
- The Vendor must provide monthly statements.
- The Vendor must provide an auto-settlement option and provide settlement and batch reports.
- Vendor must make timely deposits within 24-48 hours after settlement into the Town's depository bank.
- The Vendor must provide a competitive Interchange Plus pricing plan. In this plan at Visa, MasterCard and Discover interchange fees must be transparent in monthly statements.
- The processors' Interchange Plus price (or basis point percentage) must be consistent regardless of card type. Any changes in the non-guaranteed conditions of service fee increases or decreases must communicated to the Town, in writing, thirty (30) days prior to the effective date.
- The Town prefers vendors who can provide the gateway and processing services rather than using two separate companies.
- Vendor will assist the Town with developing the PCI DSS Information Security Policy and the validation process.

B. INSURANCE

The Vendor shall, at its own expense and cost, obtain and keep in force during the entire duration of the Project or Work the following insurance coverage covering the Vendor and all of its agents, employees, sub-contractors and other providers of services and shall name the Town, its employees and agents as an Additional Insured on a primary and non-contributory basis to the Consultant's Commercial General Liability and Automobile Liability policies. **These requirements shall be clearly stated in the remarks section on the Vendor's Certificate of Insurance.** Insurance shall be written with insurance carriers approved in the State of Connecticut and with a minimum Best's Rating of A-. In addition, all carriers are subject to approval by the Town. Minimum limits and requirements are stated below:

1) Worker's Compensation Insurance:

- Statutory Coverage
- Employer's Liability
- \$100,000 each accident/\$500,000 disease-policy limit/\$100,000 disease each employee

2) Commercial General Liability:

- Including Premises & Operations, Products and Completed Operations, Personal and Advertising Injury, Contractual Liability and Independent Contractors.
- Limits of Liability for Bodily Injury and Building Damage
Each Occurrence \$1,000,000
Aggregate \$2,000,000 (The Aggregate Limit shall apply separately to each job.)
- A Waiver of Subrogation shall be provided

3) Automobile Insurance:

- Including all owned, hired, borrowed and non-owned vehicles
- Limit of Liability for Bodily Injury and Building Damage:
Per Accident \$1,000,000

4) Professional (Privacy and Security) Liability Policy

- Provide Professional (Privacy and Security) Liability Policy for a minimum Limit of Liability \$1,000,000 each occurrence or per claim. The Town, its employees and agents shall be named Additional Insured for this specific Project. The certificate shall specify that the Town shall receive 30 days advance written notice of cancellation or non-renewal specific to this Project.
- The Vendor agrees to maintain continuous professional liability coverage for the entire duration of this Project, and shall provide for an Extended Reporting Period in which to report claims for seven (7) years following the conclusion of the Project.

The Vendor shall provide a Certificate of Insurance as "evidence" of General Liability, Auto Liability including all owned, hired, borrowed and non-owned vehicles, statutory Worker's Compensation and Employer's Liability and Professional Services Liability coverage.

The Vendor shall direct its Insurer to provide a Certificate of Insurance to the Town before any work is performed. The Certificate shall specify that the Town shall receive 30 days advance written notice of cancellation or non-renewal. The Certificate shall evidence all required coverage including the Additional Insured and Waiver of Subrogation. The Consultant shall provide the Town copies of any such insurance policies upon request.

SECTION III - SUBMISSION OF PROPOSAL

A. PROPOSAL INSTRUCTIONS

By submitting a proposal, you represent that you have thoroughly examined and become familiar with the scope of services outlined in this RFP and you are capable of performing the work to achieve the Town's objectives.

The Town shall not be obligated to accept any proposal and the Town shall reserve the sole right to determine the appropriateness of any proposal for this work.

All firms are required to submit a clearly marked original plus seven (7) copies of their proposal to Mary F. Visone, Purchasing Agent, 2155 Main Street, Glastonbury, CT by 11:00 a.m., March 16, 2010. All proposals will be opened publicly and recorded as received. Proposers may be present at the opening; however, there will be no public reading of Proposals. Proposals received later than the time and date specified will not be considered. The proposal must be submitted in a sealed envelope or package and the outside shall be clearly marked:

**SEALED REQUEST FOR PROPOSAL
PROFESSIONAL SERVICES PROCUREMENT NOTICE
MERCHANT PAYMENT PROCESSING SERVICES
RPGL- 2010-36
DATE - March 16, 2010
TIME - 11:00 A.M.**

All vendors are required to submit the information detailed below. **Responses shall be organized and presented in the order listed below to assist the Town in reviewing and rating proposals.** Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein.

- a. Table of Contents to include clear identification of the material provided by section and number.
- b. A letter of transmittal indicating the Vendor's interest in providing the service and any other information that would assist the Town in making a selection. This letter must be signed by a person legally authorized to bind the firm to a contract. This letter also

must affirm that the firm or their representative has made themselves knowledgeable of those matters and conditions in the Town which would influence this Proposal.

- c. Name and telephone number of person(s) to be contacted for further information or clarification.
- d. A background and qualifications statement, including description and history of your firm and the servicing office.
- e. Include a list of not less than three current client references for which services similar to those outlined herein have been provided or are currently being provided. This list shall include the following information:
 1. Name of the organization
 2. Dates services encompass
 3. Services being provided
 4. Name, address, and telephone number of the responsible official of the organization

The Town reserves the right to contact these organizations regarding the services performed by the Vendor.

- f. List of personnel to be assigned to this project, including years of experience in their current position. Please provide their resumes, and document the chain of command for these individuals. Describe the experience with implementations of similar applications/systems in comparable sized organizations or municipalities.
- g. List all applicable discount rates and fees on the enclosed "Fee Proposal" form. The Town will not pay fees that are not listed on the "Fee Proposal" form. (ATTACHMENT A)
- h. Description of any exceptions taken to this RFP. If any proposal involves any exception from the stated requirements and specifications, they must be clearly noted as exceptions and attached to the proposal.
- i. Application Specific Details:
 - Prepare an explanation of all credit card interchange rates and all applicable fees indicated in the fee proposal.
 - Illustrate the data flow from the Town's point of interface to its depository bank.
 - Explain how charge backs are handled.
 - Provide an explanation of security protocols, including adherence to PCI Data Security Standards, for ensuring credit/debt card and related data is secured, including internet transactions.

- Provide an explanation of how processing fees are paid to the vendor.
 - Submit a copy of a sample monthly statement and other reports available to the Town.
 - Explain the set-up and training requirements needed. Please indicate the amount of time need for each.
 - Compatibility and integration with Vermont Systems Inc. software applications.
 - Overall approach to provide the services requested, including recommendations to approaching the PCI-DSS compliance and validation process.
 - Work Schedule proposed to complete the project assignment.
- j. A concluding statement as to why the respondent is best qualified to meet the needs of the Town.
- k. Signed Non-Collusion Statement (ATTACHMENT B)
- l. Respondent is required to review the Town of Glastonbury Code of Ethics adopted July 8, 2003 and effective August 1, 2003. Respondent shall acknowledge that they have reviewed the document in the area provided on the attached Ethics Acknowledgement form included on ATTACHMENT A. The selected respondent will also be required to complete and sign a Consultant Acknowledgement Form prior to award. The Code of Ethics and the Consultant Acknowledgment Form can be accessed at the Town of Glastonbury website at www.glastonbury-ct.gov. Upon entering the website click on General Information, then Bids and Quotes which will bring you to the links for the Code of Ethics and the Consultant Acknowledgement Form. If the respondent does not have access to the internet, a copy of these documents can be obtained through the Purchasing Department at the address listed within this proposal.
- m. Note: Responses to requests for more specific contract information than is contained in the RFQ shall be limited to information that is available to all offerors and that is necessary to complete this process. The request must be received at least five (5) business days prior to the advertised response deadline.
- n. The Town of Glastonbury is dedicated to waste reduction and the practice of using and promoting the use of recycled and environmentally preferable products. Respondents are encouraged to submit RFP responses that are printed double-sided (except for the signed proposal page) on recycled paper, and to use paper dividers to organize the RFP for review. All proposal pages should be secured with a binder clip, staple or elastic band, and shall not be submitted in plastic binders or covers, nor shall the proposal contain any plastic inserts or pages. We appreciate your efforts towards a greener environment.

- o. Failure to include any of the above-referenced items in the PROPOSAL RESPONSE may be grounds for disqualifying said proposal.

B. TOWN CONTACTS

1. All technical inquires relative to this RFP must be directed in writing to Mr. William Engle, Recreation Supervisor, 2155 Main Street, Glastonbury, CT 06033 or via email at bill.engle@glastonbury-ct.gov. For administrative questions concerning this proposal, please contact Mary F. Visone, Purchasing Agent at (860) 652-7588 or mary.visone@glastonbury-ct.gov. All questions, answers, and/or addenda, as applicable, will be posted on the Town’s website at www.glastonbury-ct.gov (Upon entering the website click on Bids & RFPs). **It is the respondent’s responsibility to check the website for addenda prior to submission of any proposal.**
2. No other Glastonbury Town employee, elected official, or evaluation committee member should be contacted concerning this RFP during the proposal process. Failure to comply with this requirement may result in disqualification.

C. EVALUATION & SELECTION PROCESS

This request for proposal does not commit the Town of Glastonbury to award a contract or to pay any costs incurred in the preparation of a proposal to this request. All proposals submitted in response to this request for proposal become the property of the Town of Glastonbury. The Town of Glastonbury reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with the selected respondents, the right to extend the contract for an additional period, or to cancel in part or in its entirety the request for proposal, and to waive any informality if it is in the best interests of the Town to do so.

Proposals and qualifications statements will be reviewed to determine a short list of vendors to be invited for an interview if so elected. It is anticipated interviews will be held the week of March 22-26, 2010. The Town of Glastonbury reserves the right to decide if interviews are required.

D. TIMELINE

The following schedule is anticipated. The Town intends to adhere to this schedule as closely as possible but reserves the right to modify the schedule in the best interest of the Town as required.

Publicize RFP	February 26, 2010
RFP Due Date	March 16, 2010 @ 11:00 a.m.
Review of Proposals	March 17 – 23, 2010
Contract Effective Date	No later than July 1, 2010

ATTACHMENT A

**TOWN OF GLASTONBURY
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FEE PROPOSAL FORM

	Basis Points (%)	Per Item Fees (\$	One Time Charge
CARD FEES			
Processor fees only (exclude Visa & MasterCard Interchange fees)			
Visa			
MasterCard			
Discover			
OTHER FEES	Amount (\$)		
Application Fee			
Monthly Minimum Fee			
Statement Fee			
Gateway/Third party Fee			
Batch Header Fees			
Other Fees (please specify)			

NOTE: The Town of Glastonbury will not pay fees that the Vendor has not included in this proposal.

In the space below or on a separate sheet labeled “Explanation of Applicable Fees, please provide a brief explanation of Credit Card Interchange rates and all applicable processor fees stated above.

ATTACHMENT C

**TOWN OF GLASTONBURY
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NON-COLLUSION STATEMENT

The company submitting this proposal certifies that it is being submitted without any collusion, communication or agreement as to any matter relating to it with any other respondent or competitor. We understand that this proposal must be signed by an authorized agent of our company to constitute a valid proposal.

Date: _____

Name of Company: _____

Name and Title of Agent: _____

By (SIGNATURE): _____

Address: _____

Telephone Number: _____