

**REQUEST FOR PROPOSAL
CREDIT CARD PROCESSING SERVICES**



**PEASE DEVELOPMENT AUTHORITY
55 INTERNATIONAL DRIVE
PORTSMOUTH, NH 03801**

Pease Development Authority
Request for Proposal- Credit Card Processing Services
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- A Historical Credit Card Sales by Location and Type**
- B Credit Card Processing Services Price Proposal Form**
- C Credit Card Processing Services Contract Addendum Form**

Pease Development Authority

Request for Proposal- Credit Card Processing Services

I. Introduction

The Pease Development Authority ("PDA"), a component unit of the State of New Hampshire, seeks proposals for the processing of credit card transactions. The primary sources of credit card transactions include marine fuel, restaurant and golf course related sales.

The PDA intends to enter into a three (3) year Contract Agreement with two (2) one (1) year options, commencing no later than May 1, 2017. PDA requests that you provide a fixed price proposal presented as an "all-inclusive" price for all required transactions with the objective of providing cost certainty for the duration of the term.

The submitted credit card processing proposal shall be stated as \$\$/ transaction by credit card type. Furthermore, the final contract is to be exempt from connection / service start-up fees, termination / switching fees, or miscellaneous fees not stated here. Please see PDA's **Credit Card Processing Services Price Proposal Form (Attachment B)** for the pricing proposal submittal format and content.

II. Contract Agreement

As an agency of the State of New Hampshire formed pursuant to NH RSA 12-G, the PDA is legally prohibited from agreeing to or entering into contracts or agreements containing any of the following contractual terms which:

- A. Obligate PDA to indemnify any party in a contract;
- B. Require binding arbitration;
- C. Subject PDA to a jurisdiction other than the State of New Hampshire;
- D. Deviates from standard agency billing practices wherein PDA makes payments within thirty (30) days of receipt of an invoice; and
- E. Requires PDA to provide any form of insurance coverage. PDA may elect in its discretion to secure insurance coverage or to self-insure any property or other interest related to its operations and under its control or use.

As a component of this Request for Proposal we have attached PDA's **Credit Card Processing Contract Addendum Form (Attachment C)**. Vendors will be required to agree to and comply with the contractual language as presented.

Pease Development Authority

Request for Proposal- Credit Card Processing Services

III. Scope of Services

The purpose of this Request for Proposal is to engage a full-service supplier experienced in the development, installation and operation of a credit card processing service for the PDA. The supplier will provide Visa (credit / debit), MasterCard (credit / debit), Discover and American Express credit card merchant processing contract and transaction processing system and services for the PDA.

The solution must be configurable for interaction with PDA's existing systems including the utility billing software, 1) Digital Dining, 2) EZLinks Golf (formerly Integrated Business Solutions) and 3) SiteMinder / QT POD (formerly QT Technologies). In addition, the PDA utilizes multiple Merchant Terminal Identification numbers to be able to identify to which business unit transactions and settlements belong to.

IV. Schedule of Events

The schedule of events for this Request for Proposal is anticipated to proceed as follows:

Event	Date	Time
RFP Released to Potential Service Providers	March 6	
Vendor Inquiry Period Completed	March 15	1:00 PM
Phase I Vendor Submittal	March 21	3:00 PM
Phase I Vendor Acceptance Notification	March 30	1:00 PM
Phase II Vendor Submittal- Price Proposal	April 3	3:00 PM
Anticipated Service Contract Award Notification	April 21	4:00 PM
Anticipated Effective Service Date	May 1	12:00 AM

Pease Development Authority

Request for Proposal- Credit Card Processing Services (continued):

V. Processing Locations and Commodity Type

The PDA provides credit card processing facilities at the following locations consistent with the following:

Location Address	Commodity	Software
Grill 28 Restaurant 200 Grafton Avenue Portsmouth, NH 03801	Bar and Grill	Digital Dining
Pease Development Authority Golf Course 200 Grafton Avenue Portsmouth, NH 0380	Course Fee's and Clubhouse Merchandise	EZLinks Golf
Rye Harbor Marina Rye, NH 03870	Marine Fuel	SiteMinder
Hampton Marina Hampton, NH 03842	Marine Fuel	SiteMinder
Portsmouth Fish Pier Portsmouth, NH 03801	Marine Fuel	SiteMinder

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Request for Proposal- Credit Card Processing Services (continued):

VI. Historical Credit Sales

Please see ***PDA's Historical Credit Card Sales by Location and Type (Attachment A)*** which represents a 30 month perspective relative to credit sales by primary business location and commodity. The PDA's usage at each facility is expected, but not guaranteed, to be comparable to that represented during the term of the contract.

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Request for Proposal- Credit Card Processing Services (continued)

VII. Timeline and Procedure for Proposal Submittals

Interested service providers should comply with the following timeline and procedure for proposal submittals:

Phase #1

Submit two copies of information relative to your company and its capacity and capability to provide credit card processing services to the PDA no later than **3:00 PM** on **March 21, 2017**. ***As a condition precedent to being permitted to submit a price proposal (PHASE #2), any additional terms and conditions to the Agreement for the Credit Card Processing Contract Addendum Form (Attachment C) must be acceptable to the PDA and not otherwise be in conflict with the Credit Card Processing Contract Addendum Form (Attachment C).*** Each interested provider is to include in their initial submittal relevant information that discusses the capacity and capability to provide credit card processing services to the PDA. At a minimum, the proposal is to include:

- A. A transmittal letter providing vendor company summary of qualifications and contact information. Your submittal should include a copy of your most recent certified financial statements.
- B. A description of the vendor's overall capability, resources and assurances that it can meet its commitment to successfully provide these services.
- C. Submit references for three (3) New Hampshire municipal or commercial customers and the aggregate dollar value of such contracts for the credit card processing services during the past two (2) year period. Include contact name, address and telephone number.
- D. State of New Hampshire License to market credit card processing services.
- E. A list of all pending or current legal actions (if any) your organization is a party to.
- F. Proposed Agreement Terms for Services.
- G. An explanation toward your firm's commitment to customer services- software maintenance and support levels.
- H. Confirmation of warranties and integration compliance with current software- Digital Dining, EZLinks Golf (formerly Integrated Business Solutions) and SiteMinder / QT POD (formerly QT Technologies).
- I. Proposed timeline and checklist for supplier switching to accommodate a commencement date of approximately **May 1, 2017**.

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Request for Proposal- Credit Card Processing Services (continued):

VII. Timeline and Procedure for Proposal Submittals (continued):

Phase #1 (continued)

Failure to include the above referenced items at the time the proposal is submitted may automatically disqualify the vendor.

Addenda to this proposal, if any, including written answers to questions, will be posted on the PDA website (www.peasedev.org) under the project heading. It is requested that your submittal acknowledge receipt of an addenda issued. Failure to do so may subject a proposer to disqualification. Vendors submitting a proposal should check the PDA website on a routine basis.

The PDA reserves the right to accept or reject any or all proposals, waive any informality and to accept any proposal that it may deem in its sole discretion to be in its best interest. Any proposal may be withdrawn prior to the above scheduled time for opening. Questions, will be accepted until **1:00 PM on March 15, 2017**, may be directed to the PDA Director of Finance, in writing, at i.canner@peasedev.org.

Phase #2

Your price proposal (**Attachment B**) needs to be provided to us no later than **3:00 PM on April 3, 2017** at which time it will be opened publicly and read aloud. Submitted price proposals are to be held open through **4:00 PM on May 11, 2017**. All price proposals must be submitted on the form provided without any exceptions or conditions to the specifications noted herein. It is anticipated that a contract award and agreement will be entered into by the PDA no later than **May 1, 2017**.

The PDA reserves the right to accept or reject any or all proposals, waive any informality and to accept any proposal that it may deem in its sole discretion to be in its best interest. Any proposal may be withdrawn prior to the above scheduled time for opening.

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Request for Proposal- Credit Card Processing Services (continued):

VII. Timeline and Procedure for Proposal Submittals (continued):

Proposals under both Phase #1 and #2 are to be submitted in a sealed envelope clearly marked "PDA Credit Card Processing Services" and submitted to:

Irv Canner, CPA
Director of Finance
Pease Development Authority
55 International Drive
Portsmouth, NH 03801

Proposals submitted through email will not be accepted.

VIII. Selection and Evaluation Criteria

The PDA seeks proposals from stable, reputable organizations with a track record of ongoing customer support and satisfaction. In addition, the PDA seeks assurance of the following broad service related areas:

1. Financial considerations and cost.
2. Timely implementation.
3. System stability
4. Software reliability and performance
5. Equipment quality and performance
6. Operator and user friendliness
7. Maintainability
8. Quality training for users and technicians
9. Quality service and maintenance

See Section IX for a more specific listing of required contractor services.

Pease Development Authority

Request for Proposal- Credit Card Processing Services (continued):

IX. Contractor Services

Respondents must provide information, including responses to questions, regarding service capabilities as requested below:

A. Merchant Credit Card Processing

1. Describe your company's authorization method, list and describe alternative authorization methods.
2. What are the procedures to reverse an incorrect authorization?
3. Describe the monitoring and notification process if a transmission fails.
4. Outline the security measures in place for the protection of data transmitted for processing.
5. Describe the security measures used to prevent unauthorized user access to the system or data. If applicable, please indicate if there has ever been a compromise to any credit card systems or application through a security breach. If yes, explain the process your company took to notify customers, the steps taken to protect the customer's data and the safeguards put in place to prevent in the future.
6. What are your daily workflow deadlines and when are the funds credited to a merchant's account?
7. Can gross settlements be credited to the bank account daily?
8. Can discounts and interchange fees be settled the subsequent month with a separate invoice?
9. Would we have to enter into separate agreements with each card brand including American Express?

Pease Development Authority

Request for Proposal- Credit Card Processing Services (continued):

IX. Contractor Services (continued):

B. Merchant Credit Card Processing Capabilities

1. Can you provide next day settlement for Visa, MasterCard, AMEX and Discover Card network transactions? If not, what settlement schedules do you offer for each network?
2. What is the latest time that sales transactions can be transmitted to meet these settlement times?
3. How is settlement made by your organization? Please provide details. Is settlement made by direct account credit, ACH or Fedwire?
4. Describe how settlement amounts will be listed on the bank statement or will they appear as one lump sum (meaning one amount for Visa, MasterCard, AMEX and Discover Card)?
5. Describe how you support Bank Information Number file management to differentiate between debit card and credit card transactions.
6. What process do you use to ensure that transactions qualify for the lowest interchange category?
7. Describe how your merchant credit card processing system identifies and eliminates duplicate transactions.
8. What are the procedures to correct duplicate transactions?
9. Are there limitations on the number of files / transactions:
 - a. Number of transactions contained in a batch?
 - b. Number of files transmitted daily?
10. Are credit card chargebacks or other debit adjustments netted from daily proceeds, or are they debited separately?
11. Provide a price schedule for the services described in the RFP and any other unspecified costs required to provide the service on Section X. Describe the firm's overall pricing structure.
12. List and define any recurring transaction fees for authorization, settlement, network, communications and any other fees. Include any one-time or set-up charges, research fees and include any and all other charges that will or could be charged. The PDA will not be obligated to pay for any fees not specified.

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Request for Proposal- Credit Card Processing Services (continued):

IX. Contractor Services (continued):

C. Online Information Reporting Services

1. Describe all reports available and the software used to receive and view reports. Provide an overview of reporting cycles, procedures and capabilities. Provide a sample of each detailed and summary reports available or a link to sample reports online.
2. Are reports or other information available via the Internet, PC access or other online methods?
3. Define the download capabilities, level of customization and drill down capabilities available on online reporting and reports. Describe the daily and or monthly reconciliation reports available and provide sample reports. The following categories need to be defined:
 4. Stand reports
 5. Special reporting capabilities
 6. Level of detail available
 7. Retrieval capabilities
 8. Imaging capabilities
 9. Reporting frequency
10. Describe how multiple merchant numbers are reported and the flexibility afforded the merchant for customizing these reports. Can the merchant "roll-up" specific groups for reporting purposes?
11. Can you provide download of historical information regarding transactions, refunds and chargebacks maintained in a data for access by the merchant? If so, please describe in detail.
12. How many business days of transaction data is stored on the reporting system and available for the customer to access?

Pease Development Authority

Request for Proposal- Credit Card Processing Services (continued):

IX. Contractor Services (continued):

D. Card Acceptance and Interface Processing

1. Describe the hardware necessary for acceptance of credit and debit cards a) with card present and b) card not present, c) using an IVR application and d) pin-based debit.
2. Explain how your hardware addresses Europay, MasterCard and Visa (EMV) standards. Chip cards are currently accepted at the PDA Golf Course.
3. Can you properly set-up your merchant account to be compatible with our QT M3000 Terminals?
4. Please include copy of your Value Added Reseller (VAR) worksheet.
5. Explain your capacity to address mobile payment processing. Mobile processing are currently deployed within the Grill 28 Restaurant and PDA Golf operations.
6. Does the firm provide the equipment on a lease or purchase basis? Do you offer an equipment maintenance plan? If so, what is the turnaround time and costs involved?

E. Third-Party Processing

1. Do you rely on third parties to process your merchant credit card transactions? If so, please explain and provide the years of service you have been doing business with them and describe your relationship with your third party processor.
2. Describe in detail how your services are integrated to / with third party software, websites and gateways?

F. Payment Card Industry Data Security Standards

1. Describe your Payment Card Industry Data Security Standard (PCI DSS) compliance status and program.
2. How do you maintain your compliance with PCI standards?
3. Have you been PCI DSS certified as compliant by a qualified third-party assessor and if so, please provide copy of certification.

G. Implementation

1. Provide a detailed description of the implementation process, including testing and a suggested implementations schedule which highlights key milestone dates to accomplish detailed tasks, dates, etc.
2. Describe support provided during implementation, including training, technical assistance, user manuals, etc. as well as post implementation.

ATTACHMENT A

PEASE DEVELOPMENT AUTHORITY

HISTORICAL CREDIT CARD SALES BY LOCATION AND TYPE

The Pease Development Authority has multiple facilities that accept credit cards. Relevant transaction data for the 30 month period ending December 31, 2016 is summarized as follows:

	Restaurant Sales (Dollars)	# of Restaurant Trans	Pro Shop Sales (Dollars)	# of Pro Shop Trans	Fuel Sales (Dollars)	# of Fuel Trans	Total Sales (Dollars)	# of Total Trans
2014								
Jul	\$ 104,394	2,813	\$ 184,513	4,480	\$ 139,241	967	\$ 428,148	8,260
Aug	110,177	2,914	157,011	4,215	195,396	1,181	462,584	8,310
Sep	113,240	2,762	175,965	3,833	111,215	682	400,420	7,277
Oct	84,722	1,830	95,738	1,868	82,578	452	263,038	4,150
Nov	58,486	1,509	49,312	712	51,929	244	159,727	2,465
Dec	95,059	1,769	112,964	591	42,073	191	250,096	2,551
2015								
Jan	58,211	1,342	46,000	502	20,818	110	125,029	1,954
Feb	59,437	1,329	24,210	448	13,293	68	96,940	1,845
Mar	75,694	1,740	42,386	570	19,873	119	137,953	2,429
Apr	83,402	2,072	94,788	1,607	28,622	159	206,812	3,838
May	106,433	2,950	179,051	4,439	44,787	284	330,271	7,673
Jun	124,529	3,437	197,932	5,023	77,107	560	399,568	9,020
Jul	126,685	3,669	225,027	5,681	121,246	914	472,958	10,264
Aug	123,208	3,540	190,089	4,780	125,627	945	438,924	9,265
Sep	117,469	2,842	178,069	3,782	95,035	663	390,573	7,287
Oct	88,101	2,184	93,134	1,890	52,871	352	234,106	4,426
Nov	62,141	1,557	72,410	1,279	45,605	261	180,156	3,097
Dec	91,029	1,365	114,617	616	30,454	166	236,100	2,147
2016								
Jan	79,722	1,900	59,990	529	12,961	73	152,673	2,502
Feb	79,008	1,894	31,195	606	15,693	80	125,896	2,580
Mar	86,566	2,029	57,890	898	10,893	66	155,349	2,993
Apr	89,988	2,513	96,669	2,393	21,478	141	208,135	5,047
May	128,256	3,458	198,566	4,914	47,251	334	374,073	8,706
Jun	147,070	3,857	219,556	5,174	77,941	596	444,567	9,627
Jul	128,798	3,732	217,398	5,120	110,392	914	456,588	9,766
Aug	139,548	4,003	201,411	4,851	112,752	949	453,711	9,803
Sep	119,798	3,119	174,576	3,750	75,156	566	369,530	7,435
Oct	109,515	2,446	124,499	2,186	67,314	438	301,328	5,070
Nov	74,280	1,995	68,219	1,303	36,904	255	179,403	3,553
Dec	87,015	1,421	159,672	807	24,052	138	270,739	2,366
	\$2,951,981	73,991	\$3,842,857	78,847	\$1,910,557	12,868	\$8,705,395	165,706

Average Monthly Number of Transactions:

5,524

Average Transaction Volume:

\$52.54

ATTACHMENT C

**PEASE DEVELOPMENT AUTHORITY
CREDIT CARD PROCESSING SERVICES
CONTRACT ADDENDUM FORM**

Addendum to Credit Application, Contract, Loan Document or Agreement

(Credit Card Processing Services)

This addendum will be attached to any boilerplate form for credit applications, contracts or agreements which are presented to the Pease Development Authority for signature. The intent of this addendum is to ensure that any agreement which is entered into complies with New Hampshire law and with the contracting policies of the Pease Development Authority.

Indemnification, Binding Arbitration and Legal Jurisdiction

As an agency of the State of New Hampshire formed pursuant to NH RSA 12-G, Pease Development Authority ("PDA") is legally prohibited from agreeing to or entering into contracts or agreements containing any of the following contractual terms which:

- 1. Obligate PDA to indemnify or hold harmless any party in a contract;**
- 2. Require binding arbitration; and;**
- 3. Subject PDA to a jurisdiction other than the State of New Hampshire.**

Furthermore, PDA will not enter into contracts or agreements which:

- 4. Require personal guaranties from agency employees ;**
- 5. Require credit reports from agency employees (credit records of the agency are available for review);**
- 6. Deviates from standard agency billing practices wherein PDA makes payments within 30 days of receipt of an invoice (unless specifically agreed to otherwise);**
- 7. Requires PDA to provide any form of insurance coverage, unless PDA specifically agrees to provide such. In the alternative, PDA may elect to self insure any property or other interest related to its operations and under its control or use;**
- 8. Requires PDA to commit to any obligation which violates State or Federal law including the State's Right to Know law RSA91-A;**
- 9. Renews automatically without a corresponding right to terminate without cause either during the initial term of the Agreement or during any subsequent renewal term; and**

To the extent this credit application, contract or agreement form includes any of the forgoing provisions, you are put on notice that Pease Development Authority shall not and cannot agree to be bound by such terms and conditions. The Parties agree that this Addendum serves to amend the terms of the credit application, contract, loan document (s) or agreement (s) by deleting any of the forgoing provisions and otherwise making the agreement consistent with the contractual requirements set forth herein.

The sovereign immunity of Pease Development Authority is reserved to it to the fullest extent allowed under law subject, however, to contractual claims arising under this Agreement to the extent such are permitted by NH RSA 491:8, as the same may be amended. Notwithstanding anything in the Agreement to the contrary, all obligations of PDA including, without limitation, the continuance of payments, are contingent upon the availability and continued appropriation of funds, and in no event shall the PDA be liable for payments in excess of such available appropriated funds. In the event of the reduction or termination of funds, PDA shall have the right to terminate this Agreement.

Date: _____

(Company Name)

By: _____

Its: _____

Date: _____

Pease Development Authority

By: _____

David R. Mullen

Its: Executive Director