



REQUEST FOR PROPOSALS

CITY OF KINGMAN

MERCHANT CARD PROCESSING SERVICES
FOR PERMITTING AND LICENSING
RFP NO. FIN22-002

ISSUE DATE: July 13, 2022

PROPOSAL DUE DATE: August 18, 2022, by 3:00 p.m. (Arizona Time)

CONTACT PERSON:

Tina D. Moline Financial Services Director
(928) 753-8120
tmoline@cityofkingman.gov

Please Note: If RFP documents were downloaded from the City of Kingman's website, Proposer is responsible for obtaining any addenda either through updates on the website, or by contacting the person listed above.

CITY OF KINGMAN

Request for Proposal – Merchant Card Processing Services for Permitting and Licensing

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REQUEST FOR PROPOSALS

Merchant Card Processing Services for Permitting and Licensing

Due: August 18, 2022

The City of Kingman is soliciting proposals from qualified companies capable of satisfying the City's needs for Merchant Card Processing Services for Permitting and Licensing for a contract term of five years. The Proposer must have the ability to integrate with CentralSquare and CentralSquare's online payment portal.

Criteria for selection will be cost, experience, qualifications, and the ability to deliver the services and hardware requested. The selection process will be led by an Evaluation Committee comprised of at least three City team members.

The Request for Proposals (RFP) may be obtained by visiting the City of Kingman's website: <https://www.cityofkingman.gov/government/advanced-components/list-detail-pages/rfp-posts-list> or by contacting Tina D. Moline at (928) 753 – 8120 during normal business hours, Monday through Thursday 7:00 am – 6:00 pm (Arizona time).

Proposers wishing to submit questions must do so in writing by 6:00 pm Arizona time, on August 10, 2022. Questions should be submitted by email to: tmoline@cityofkingman.gov.

Written proposals are due by 3:00 pm Arizona time, on August 18, 2022. Responses must be sealed, following the specifications contained herein. The City may reject any proposal not in compliance with all of the prescribed solicitation procedures and requirements contained herein. The City also reserves the right to reject any proposal when cancellation is in the best interest of the City.

Responses must be sent to the following address:

City of Kingman
Attention: Annie Meredith, City Clerk
310 N. 4th Street
Kingman, AZ 86401

Thank you for your interest in working with the City of Kingman.

Financial Services Director

I. INTRODUCTION

A. General Information

The City of Kingman, Arizona (City) is seeking a merchant card services vendor to provide the City's permitting and licensing departments with electronic and in-person payments to integrate with the City's soon-to-be permitting and licensing software provider and online payment platform, CentralSquare. The City's current permitting and licensing system is TrakIt, but CentralSquare was awarded a contract in June 2022 to upgrade from TrakIt to CentralSquare's permitting and licensing system, "Community Development". The project is in its early stages, and a project timeline has yet to be developed. It is expected that the project will be completed within 9 months, or April 2023, at which time the merchant card services vendor selected through this RFP process would go-live. CentralSquare is requiring that the City select its merchant card services vendor for electronic and in-person payments for their system within 60 days of a project timeline being developed.

The City's goal is to minimize processing costs and maintain operational efficiencies in taking credit and debit card payments for both point of sale (POS) and online transactions. Efficient card acceptance and interface processing/authorizations will be critical. Timely reporting along with professional customer service levels will be required. The City utilizes an absorption-based fee structure and is looking to continue with this model.

The City provides a full range of services including public safety, highways and streets, parks and recreation, water, wastewater, solid waste, airport, community development, and general administrative services. The City serves as the Mohave County, Arizona seat and has a population of more than 33,000. It employs 401 full-time employees who provide services for 31 divisions. More detailed information on the City and its finances can be found in the City's ACFR for the fiscal year ending June 30, 2021 on the City's website at www.cityofkingman.gov.

B. Services

1. The Proposer will provide a competitively based discount for the processing of debit cards and all four major credit cards: Visa, MasterCard, Discover and American Express.
2. The Proposer will deposit payments electronically into the specified City bank accounts by merchant ID and provide online access to view daily transactions and account reconciliations/settlement reports by major credit card and by merchant ID.
3. The Proposer will provide signatureless transactions, not requiring customers to sign receipts.
4. The Proposer will provide monthly statements per merchant ID that clearly summarizes all revenue related activity including all chargeback information by date and card type. All processing fees must be separate from revenue deposits. The Statement deposit activity must match the actual deposit activity in the City's bank accounts.

5. Technical support and customer service will be available seven (7) days per week.
6. The Proposer will have at least five (5) years' experience processing credit payment records transmitted for processing and settlement from major credit/debit card processing networks, and with at least three (3) public sector customers.
7. The Proposer will securely process credit and debit cards through the CentralSquare real time payment processing and reporting system (online and at the counter) and have an existing relationship with CentralSquare to allow for immediate integration.
8. The Proposer must be compliant with all Payment Card Industry (PCI) security standards as established by the Payment Card Industry Standards Council.

C. Rates, Fees and Expenses

1. The City absorbs the fee for all credit and debit card transactions.
2. Special programs that are available to municipal governments for certain payment types should be identified.
3. The Proposer must provide a detailed fee schedule, including any applicable gateway fees, setup fees, monthly account fees, transaction fees for processing and reporting all transactions. Specify all other fees and charges, including chargebacks.

D. Chargebacks and Disputed Transactions

1. The Proposer must describe the following information as related to chargebacks and disputed transactions:
 - a. The resolution process to be followed including, identifying the role of each entity involved in the process and required timeframes for responding to requests.
 - b. The steps involved in handling a disputed transaction. The outline must reflect the actions and responsibilities of the card holder, card issuer, accepting financial institution, the Proposer and the City.
 - c. The circumstances under which the City may be charged a research fee; and the charges for the same, including a maximum not to exceed cost.

E. Estimated Transaction Volume

The table below summarizes the estimated total transaction volume potential for transactions utilizing the merchant card processing services for the June 2021 – May 2022 period.

Payment Type	Total Volume	Transactions	Avg. Transaction
Business and Dog Licensing	\$46,600	1,572	\$30

Permitting	\$1,071,005	617	\$1,714
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F. Submittal Location and Details

Sealed proposals will be received at the City of Kingman, City Clerk, 310 North Fourth Street, Kingman, Arizona 86401, until 3:00 P.M. (Arizona time) on August 18, 2022. Any proposal received after 3:00 P.M. on the above stated date will be returned unopened. The outside of the proposal envelope shall indicate the name and address of the Proposer shall be addressed to: City of Kingman, Attention: City Clerk at the above address and shall be marked:

“FIN22-002 – MERCHANT CARD PROCESSING SERVICES FOR PERMITTING AND LICENSING”

The envelope shall contain one (1) original and three (3) copies of the proposal.

Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this RFP.

The City anticipates selecting a proposer and awarding a contract by September 20, 2022. There is not an expressed or implied obligation for the City of Kingman to reimburse responding proposers for any expenses incurred in preparing proposals in response to this request.

During the evaluation process, the City of Kingman reserves the right, where it may serve in the City’s best interest, to request additional information or clarification from proposers. At the discretion of the City of Kingman, each proposer submitting a proposal may be requested to attend interviews as part of the evaluation process.

The City of Kingman reserves the right to retain all proposals submitted and to use any ideas in a proposal, regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this request for proposal.

The objective of requesting proposals is for the City to contract with a proposer that offers the highest quality of service at the best value possible.

G. RFP Schedule

The City anticipates the following general timeline of key events during the proposal valuations and contract award period:

Milestone	Date
Issue RFP	July 12
Last Day for an Addenda	August 10, 6:00 pm
Questions from Proposers Due	August 10, 6:00 pm
Proposal Due Date	August 18, 3:00 pm
Evaluate Proposals	August 19 – August 25
Notice of Intent to Award	August 29
Contract Negotiations	August 29-September 8
Council Contract Award	September 20

H. Terms of Engagement

The term of this contract will be five (5) years from the contract execution date with monthly contract terms thereafter and no requirement to renew for additional annual terms. Implementation shall begin at the earliest date required to meet CentralSquare's required timeline of having a merchant card processor identified by September 2022.

I. Pre-proposal Conference

None.

II. PROPOSAL INSTRUCTIONS AND REQUIREMENTS

A. Proposal Format

The City will follow the evaluation process and selection criteria described in this RFP. In order to provide each Proposer an equal opportunity for consideration, adherence to a standardized proposal format is required. The format of each proposal must contain the following elements organized into separate chapters and sections, as the Proposer may deem appropriate. The following paragraphs provide guidelines to each Proposer for information to include in the proposal:

1. Cover Letter – Provide a cover letter that confirms the Proposer’s understanding of this RFP, and provide an overview of the history and qualifications of the firm.
2. Sample Contract with Terms and Conditions – Provide a sample contract with terms and conditions.
3. Forms – All forms required to be submitted under this RFP must be included in the proposal.
 - a. Exhibit I – Proposer Signature Page
 - b. Exhibit II – Proposer Guarantees and Warranties
 - c. Exhibit III – References
 - d. Exhibit IV – Pricing Summary
4. The proposal package shall include at a minimum:
 - a. Any addenda acknowledgements filled out and signed as required.
 - b. A detailed response to all requirements (as listed in the I. Introduction section of this RFP).
 - c. A sufficient description of the experience and knowledge base of the Proposer to show the Proposer’s capabilities should be included in the proposal. At a minimum, the description of the experience and knowledge base of the Proposer included in the proposal should include:
 - A brief description of the history and mission of the Proposer, the length of time the Proposer has been in business, a description of the Proposer’s organizational culture and a description of the Proposer’s customer make-up;
 - A statement of how long the Proposer has provided services similar to the Services requested herein;
 - A general description of the Proposer’s experience and background in providing services similar to the Services requested herein;
 - Any other relevant information about the experience and knowledge

- base of the Proposer which is deemed to be material; and,
- Disclosure of any past or pending litigation.

5. References

Proposers shall provide a minimum of three (3) references of which two (2) must be public sector references that are similar in size and scope to the City’s project (Exhibit III).

6. The City is not responsible for failure to locate, consider and evaluate qualification factors presented outside this format.
7. Unsigned proposals will be considered non-responsive and will be rejected.
8. All requested items must be included with the proposal or it will be considered non-responsive and will be rejected.
9. The City will not be liable for any cost incurred by Proposers in preparing and submitting proposals. Proposers may not collect proposal preparation charges from the City as a result of cancellation of this RFP.
10. In the case of error in the extension of prices in the proposal, the unit price will govern. No proposal shall be altered, amended or withdrawn after the specified RFP closing date and time.
11. It is the responsibility of the Proposer to examine the entire request for proposal package and seek clarification for any item, service or requirement that may not be clear.
12. It is the responsibility of the Proposer to check the Proposer responses for accuracy before submitting a proposal.
13. All proposals shall be submitted in a sealed package and must be clearly marked "FIN22-002 – Merchant Card Processing Services for Permitting and Licensing" with the Proposer's Name, Address, and the Closing Date. RFP packages with insufficient postage will not be accepted by the City of Kingman.

B. Evaluation Criteria

The City will follow the evaluation and selection criteria described in this RFP. The City shall evaluate each proposal and intends to award the contract to the firm that makes the best overall proposal. The Proposer shall be evaluated based on the evaluation criteria listed below:

Evaluation Category	Maximum Points Awarded
Costs	60
Qualifications and Experience	30

The City may arrange for discussions with Proposers for the purpose of obtaining additional information or clarification, if needed.

C. Periods of Time

Periods of time, stated as a number of days, shall be calendar days unless otherwise specified.

D. Proposal Withdrawal

Any proposal may be withdrawn at any time prior to the specified date and time for RFP closing by delivering a written request to the City Clerk, or designee, at the location specified herein for proposal delivery. Written requests to withdraw must be signed by a duly authorized representative of the Proposer. The City will not accept late proposals, late requests for modifications, or late withdrawals. All proposals shall be irrevocable for one hundred twenty (120) calendar days from the day of RFP closing.

Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this RFP.

E. Addenda

All addenda shall be issued no later than five (5) business days prior to the RFP closing date.

F. Addenda Acknowledgement

Receipt of addenda must be acknowledged by signing and returning the appropriate procurement document and acknowledging receipt on the proposal form.

G. Documents are Public Records

All documents, reports, proposals, submittals, or other materials submitted to the City by Proposers shall become the sole and exclusive property of the City and become a public record.

H. Copies

Proposer may request copies of current or past procurement documents. The charge per copy is payable in advance. Please contact the City Clerk's Office for a current per copy cost.

I. Late Delivery of Proposal

Late proposals will not be opened or considered under any circumstances. Late proposal notification will be sent to the proposer. Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this request for proposal.

J. Rejection of Proposals

The City reserves the right to waive technical defects, discrepancies and minor irregularities in a proposal. The City reserves the right to re-seal any proposal that was opened prematurely; the City has determined this event as a minor irregularity. The Financial Services Director shall be notified and shall log the event and place it in the procurement file.

The City reserves the right to award any alternatives set forth in the RFP documents at its sole discretion. Proposals may be rejected if there are any alterations to the required forms, additions not called for, conditional proposals, incomplete proposals, or irregularities of any kind. The City reserves the right to reject any proposal not in compliance with the RFP documents, or prescribed public proposal procedures and requirements. Written notice of rejection of all proposals shall be sent to all Proposers. ALL UNSIGNED PROPOSALS SHALL BE REJECTED.

K. Collusion

Upon evidence that collusion exists among Proposers, none of the proposals of participants in such collusion will be considered. All involved proposals shall be rejected. Proposals in which prices are unbalanced may be rejected. The Proposer will be required to complete, notarize and submit a "No-Collusion Affidavit" upon request by the City. Failure of the Proposer to submit a properly executed affidavit upon request by the City shall be grounds for rejection of the proposal.

L. Rejection of All Proposals and Cancellation of Award

The City reserves the right to reject all proposals or to cancel award of the contract at any time before execution of the contract by both parties if rejection of all proposals or cancellation of the award is deemed to be in the City's best interest. In no event shall the City have any liability for the cancellation of award.

M. Reissuance of RFP

The City reserves the right to re-issue a subsequent procurement for this service at any time if deemed to be in the best interest of the City.

N. Protest of Award

A protest of award must be physically delivered to the Purchasing Officer within seven (7) business days of the notice of award date. Packages containing protests shall be marked as follows:

RFP Award Protest, RFP – Merchant Card Processing Services for
Permitting and Licensing
City of Kingman
Attn: Tina Moline, Financial Services Director
310 N. Fourth Street
Kingman, AZ 86401

O. Vendor Registration and IRS Form

Prior to the execution of a Contract, the successful Proposer must properly fill out and complete a City Vendor Application and IRS W-9 Form, and file the documents with the City's Finance Department.

P. Disputes

In the event any doubt or differences of opinions exists as to the items or service to be furnished hereunder, or from evaluation and/or testing of substitutes, or the interpretation of the provisions of this procurement, the decision of the City of Kingman shall be final and binding upon all parties.

Q. Confidentiality

The City of Kingman is subject to the Arizona Revised Statutes, Title 39, Chapter 1, relating to public records. The RFP herein states that the following RFP materials shall be submitted in confidence, shall remain confidential, and are exempt from disclosure to the extent allowed by law and pursuant to ARS § 41-2534, D., proposals shall be opened publicly at the time and place designated in the RFP. The name of each Proposer and such other relevant information as is specified by rule shall be publicly read and recorded. All other information contained in the proposals shall be confidential so as to avoid disclosure of contents prejudicial to competing Proposers during the process of negotiation. The proposals shall be open for public inspection after contract award. To the extent the Proposer designates, trade secrets or other proprietary data contained in the proposal documents shall remain confidential.

EXHIBIT I - PROPOSER SIGNATURE PAGE

- A. By signature below, the Proposer certifies the specifications and general provisions have been carefully examined. If the proposal is accepted, Proposer agrees to contract with the City of Kingman to furnish the item(s) and/or services in the manner and time herein prescribed and according to all the requirements set forth.

- B. The Proposer hereby certifies that Proposer:
 - 1. Has not discriminated against disadvantaged, minority or women small business enterprises in obtaining any required subcontracts in accordance with ARS.

 - 2. Completes, signs and returns the attached documentation in the following order:
Cover Letter
Proposer Contract with Terms & Conditions
Exhibit I - Proposer Signature Page
Exhibit II - Proposer Guarantees and Warranties
Exhibit III - References
Exhibit IV – Pricing Summary

 - 3. May withdraw a proposal at any time prior to the RFP opening by providing written request to the City Clerk. However, all RFP's shall be irrevocable for one hundred twenty (120) calendar days from the day of the RFP opening.

- C. The Proposer agrees that pursuant to ARS § 34-253, the undersigned certifies that neither he/she nor anyone associated with Proposer's company listed below has directly, or indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive submission in connection with this procurement. Further, Proposer agrees to provide a notarized "NO COLLUSION AFFIDAVIT" if so required by the City, at a future date.

PROPOSAL SUBMITTED BY:

NAME/TITLE: _____

SIGNATURE: _____

ARIZONA TAX ID: _____

FEDERAL TAX ID: _____

NAME OF PROPOSER: _____

ADDRESS: _____

PH: _____ FAX: _____

EXHIBIT II - PROPOSER GUARANTEES AND WARRANTIES

- A. The Proposer certifies it can and will provide and make available, at a minimum, all services set forth in Section I.B. Services.
- B. Proposer warrants that it is willing and able to comply with State of Arizona laws with respect to foreign (non-State of Arizona) corporations.
- C. Proposer warrants that all information provided in connection with this proposal is true and accurate.
- D. Proposer warrants the following by indicating yes or no to the following questions.

Yes No

		1.	Has the City of Kingman or other governmental entity incurred costs as a result of contested change order(s) from the Proposer?
		2.	Has the City of Kingman or other governmental entity been involved in litigation relative to contract performance with the Proposer?
		3.	Has the Proposer failed to perform or performed unsatisfactory in two or more contracts within a thirty-six (36) month period?
		4.	Has the Proposer been convicted of a criminal offense within a ten-year period of embezzlement, theft, bribery, falsification or destruction of records, receiving stolen property, or any other offense indicating a lack of business integrity or business honesty which might affect responsibility as a municipal contractor?
		5.	Does the Proposer have adequate equipment, personnel and expertise to complete the proposed contract?

If you answered “yes” to Items 1-4 or answered “no” to Item 5, please attach a full explanation to this questionnaire.

Signature of Official: _____

Name (Typed): _____

Title: _____

Proposer: _____

Proposer FEI Number: _____

Date: _____

EXHIBIT III – REFERENCES

1. Agency/Company: _____
City/Sate: _____ Telephone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

2. Agency/Company: _____
City/Sate: _____ Telephone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

3. Agency/Company: _____
City/Sate: _____ Telephone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

EXHIBIT IV – PRICING SUMMARY

Implementation Cost (leave as zero if there is no implementation cost): \$ _____

List any additional services and associated costs, if applicable, below (attach additional sheets, if necessary):

Description:	Price:
_____	_____
_____	_____
_____	_____

List all Fees to use a credit card (City absorbs all fees) below:

Description:	Price:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Provide any additional information relating to fees and charges of any kind as an attachment to this Exhibit.

Signature of Official

Date