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INVITATION TO INTERESTED PROPONENTS

Project/Contract: **Merchant Services**
(Credit and Debit Card Payment Processing Services).

Project/Contract No.: **Request For Proposals No. 1220-030-2023-038**

Dear Sir or Madam:

The purpose of this request for proposals (“RFP”) is to invite your company/organization (“Proponent”) to provide the City of Surrey (“City”) a proposal (“Proposal”) for the provision of Merchant Services (credit and debit card payment processing services) (“Merchant Services”). The objective of which is to have business transactions (Visa, MasterCard and Interac, etc.) processed through one [or more] service provider(s) – a payment processor who will act in the best interests of the City.

The intent of this RFP and any resultant award is to secure the provision of, in a substantial, complete and professional manner, all necessary Merchant Services of the highest quality, at the lowest cost to the City, while protecting, to the furthest extent possible, the City’s financial interests, employees and assets.

Participation Requirement

In consideration of the City issuing an RFP to the Proponent and disclosing confidential information to the Proponent related to and/or for purposes of the RFP, Proponents are required to complete the City’s Confidentiality and Non-Disclosure Agreement [Schedule 1]. This Schedule 1 must be executed by a signatory with the authority to bind each member of the Proponent’s team, and for clarity such signatory may be different than the Proponent representative(s).

For ease of completion and processing, Schedule 1 is available as a separate PDF document. Please ensure you have read and understand this Schedule 1, prior to completing and submitting Schedule 1.

Preferred Time and Address for Delivery

The Proponent should submit the Quotation **electronically** in a single pdf file which must be delivered to the City by email at: purchasing@surrey.ca

Confirmation of receipt of email will be issued. Responses that cannot be opened or viewed may be rejected. A Proponent bears all risk that the City's receiving equipment functions properly so that the City receives the Quotation.

Note: The maximum file size the City can receive is 10Mb. If sending large email attachments, Proponents should phone [604-590-7274] to confirm receipt.

DATE

The City would prefer to receive this Schedule 1 on or before **October 31, 2023**.

RFP Documents

The following RFP documents will be provided to those who have submitted the executed Schedule 1 by **November 1, 2023**.

RFP including:

SCHEDULE A – SCOPE OF SERVICES

SCHEDULE B – DRAFT CONTRACT

SCHEDULE C – FORM OF PROPOSAL, including

- Schedule C-1 – Statement of Departures;
- Schedule C-2 – Proponent's Experience, Reputation and Resources;
- Schedule C-3 – Proponent's Proposed Solution (Services);
 - Schedule C-3-1 – Merchant Services Requirements Response;
- Schedule C-4 – Proponent's Example Implementation Schedule;
- Schedule C-5 – Proponent's Financial Proposal; and
 - Schedule C-5-1 – Financial Worksheet
- Schedule C-6 – Proponent's Contract for Negotiation

The City reserves the right to cancel any and all solicitations and to accept or reject, in whole or in part, any and all Proposals when it is in the best interests of the City.

We offer our sincere appreciation for the Proponent's time and effort necessary to consider this RFP and, if applicable, provide a Proposal.

Yours truly,



Sunny Kaila
Manager, Procurement Services

SCHEDULE 1 – CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT



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PROJECT TITLE: MERCHANT SERVICES

RFP No.: 1220-030-2023-038

BETWEEN:

CITY OF SURREY
13450 - 104 Avenue,
Surrey, B.C., V3T 1V8

(the "**City**")

OF THE FIRST PART

AND:

(Insert Full Legal Name and Business Address)

(the "**Consultant**")

OF THE SECOND PART

WHEREAS:

- A. The City intends to issue a request for proposals relating to Merchant Services (the "RFP") and the Consultant wishes to participate and receive the RFP.
- B. The Consultant and the City acknowledge that, in connection with the RFP, the Consultant may gain access to information including verbal, electronic, written, or other information and documentation. In this Confidentiality and Non-disclosure Agreement ("Confidentiality Agreement") confidential information (the "Confidential Information") means any information received as part of the RFP regarding potential City land sites, technical data, or know how, including, but not limited to that which relates to services, processes, designs, drawings, diagrams, specifications, business strategies, finances whether communicated orally or in writing, specifications and associated documentation, and any equipment, machinery, or other property all of which owned by the City.
- C. This Confidentiality Agreement will not modify, amend or supersede any existing agreements and is not intended to govern any resulting services arrangement between

the parties in the event that the Consultant is awarded a contract by the City as a result of the RFP process.

- D. The Consultant, upon executing this Confidentiality Agreement, has agreed to maintain the Confidential Information as confidential and to the non-disclosure of same, all in accordance with this Confidentiality Agreement.

THEREFORE, IN CONSIDERATION OF THE PREMISES AND OF THE MUTUAL COVENANTS SET FORTH HEREIN, THE PARTIES AGREE AS FOLLOWS:

1. The Consultant shall hold the Confidential Information in strict confidence recognizing that the Confidential Information, or any portion thereof, is comprised of highly sensitive information. The Consultant acknowledges that the disclosure or use of the Confidential Information, or any portion thereof, except as contemplated herein, will cause the City substantial and irreparable harm and injury and the City shall have the right to equitable and injunctive relief to prevent the unauthorized use or disclosure, and to such damages as there are occasioned by such unauthorized use or disclosure, and the Consultant hereby consents to the granting of such equitable and injunctive relief.
2. The Consultant shall not divulge or allow disclosure of the Confidential Information, or any part thereof, to any person or entity for any purpose except as specified by the City, unless expressly authorized in writing to do so by the City, provided however, the Consultant may permit the limited disclosure of the Confidential Information or portion thereof only to those of the Consultant's directors, officers, employees, and sub-consultant who have a clear and *bonafide* need to know the Confidential Information, and provided further that, before the Consultant divulges or discloses any of the Confidential Information to such directors, officers, employees, and sub-consultant, the Consultant shall inform each of the said directors, officers, employees, and sub-consultants of the provisions of this Confidentiality Agreement and shall issue appropriate instructions to them to satisfy the obligations of the Consultant set out in this Confidentiality Agreement and shall, at the request of the City, cause each of the said directors, officers, employees, and sub-consultants to execute a confidentiality agreement in a form satisfactory to the City, in its sole discretion.
3. The Consultant agrees not to use any of the Confidential Information disclosed to it by the City for its own use or for any purpose except to carry out the specific purposes designated by this Confidentiality Agreement.
4. The Consultant shall take all necessary precautions to prevent unauthorized disclosure of the Confidential Information or any portion thereof to any person, or entity in order to prevent it from falling into the public domain or the possession of persons other than those persons authorized hereunder to have any such information, which measures shall include a reasonable degree of care, and not less than that which the Consultant utilizes to protect its own confidential information of a similar nature.

5. The Consultant shall notify the City in writing of any misuse or misappropriation of Confidential Information which may come to its attention.
6. The Consultant shall not mechanically or electronically copy or otherwise reproduce the Confidential Information, or any portion thereof, without the express advance written permission of the City, except for such copies as the Consultant may require pursuant to this Confidentiality Agreement in order to prepare the Report. All copies of the Confidential Information shall, upon reproduction by the Consultant, contain the same the City proprietary and confidential notices and legends that appear on the original Confidential Information provided by the City unless authorized otherwise by the City. All copies shall be returned to the City upon request. Notwithstanding the foregoing, the Consultant may retain one (1) copy of all Confidential Information in the files of its general counsel for the sole purpose of ascertaining its rights and obligations in the event of a dispute hereunder, provided, however, that such retained Confidential Information shall be held in accordance with the confidentiality requirements of this Confidentiality Agreement.
7. The Confidential Information received by the Consultant and all formatting of the Confidential Information, including any alterations to the Confidential Information, shall remain the exclusive property of the City, and shall be delivered to the City by the Consultant forthwith upon demand by the City, with the exception of one (1) copy, consistent with Section 6 herein.
8. The Consultant acknowledges that the City is a public body subject to the *Freedom of Information and Protection of Privacy Act* ("FIPPA") and as such the Confidential Information is protected pursuant to the provisions of FIPPA. The Consultant further acknowledges that the collection, use, storage, access, and disposal of the Confidential Information shall be performed in compliance with the requirements of FIPPA. Information which is sent to the City by the Consultant in performance of this Confidentiality Agreement is subject to FIPPA and may be disclosed as required by, and in accordance with, FIPPA. The City acknowledges that it has a responsibility not to disclose certain records as provided for by FIPPA including section 21. If the City intends to disclose a record containing information supplied to the City by the Consultant, the City will first provide the Consultant with notice and an opportunity to make representations as required by section 23 of FIPPA. The Consultant agrees to comply with the Privacy Schedule, attached hereto and incorporated into this Confidentiality Agreement by reference, to the extent that the Consultant collects, uses, access, discloses, stores or otherwise processes personal information (a defined in the Privacy Schedule) in connection with the evaluation of the RFP.
9. The Consultant acknowledges and agrees that nothing in this Confidentiality Agreement does or is intended to grant any rights to the Consultant under any patent, copyright, or other proprietary right, either directly or indirectly, nor shall this Confidentiality Agreement grant any rights in or to the Confidential Information.

10. Disclosure of the Confidential Information to the Consultant the terms of this Confidentiality Agreement shall not constitute public disclosure of the Confidential Information for the purposes of section 28.2 of the *Patent Act*, R.S.C. 1985, c. p-4.
11. This Confidentiality Agreement shall be binding upon and for the benefit of the undersigned parties, their successors, and assigns and the Consultant hereby acknowledges that the obligations imposed on the Consultant hereunder shall survive the termination of the Consultant's dealings or engagement with the City.
12. The Consultant represents that is not now a party to, and shall not enter into any agreement or assignment in conflict with this Confidentiality Agreement.
13. This Confidentiality Agreement shall be governed and construed in accordance with the laws of the Province of British Columbia and the Consultant and the City irrevocably attorns to the exclusive jurisdiction of the courts of the Province of British Columbia to adjudicate any dispute arising out of this Agreement.
14. No provision of this Confidentiality Agreement shall be deemed to be waived by the City and no breach of this Confidentiality Agreement shall be deemed to be excused by the City unless such waiver or consent excusing such breach is in writing and duly executed by the City.

This Confidentiality Agreement is accepted and agreed to on this _____ day of _____, 2023.

I/We have the authority to bind the Consultant.

_____ (Signature of Authorized Signatory)	_____ (Signature of Authorized Signatory)
_____ (Print Name and Position of Authorized Signatory)	_____ (Print Name and Position of Authorized Signatory)

Business Email Address: _____

Business Telephone: _____

Business Facsimile: _____