

Town of Richlands

Town of Richlands

Request for Proposals

Merchant Service/Credit Card Processing

Written Proposal Due Date & Time

**Proposal Due by September 25th, 2014
2:00 PM**

SUBMIT PROPOSALS TO

Town of Richlands

Merchant Service/Credit Card Processing Proposal

Attn: Sue Wade

Office Manager

200 Washington Sq.

Richlands, VA 24641

Or Via Email:

Email: swade@town.richlands.va.us

The Town of Richlands, VA (Town), is issuing this Request for Proposal (RFP) for the purpose of soliciting vendor proposals for a Merchant Service/Credit Card Processing to serve the current and projected needs of the Town.

Proposals will be accepted until 2:00 PM, Thursday, September 25, 2014.

To facilitate evaluation of proposals, each proposal shall be prepared on the forms provided, if at all feasible. Additional information may be included as well to define any area that needs more detailed information. Two hard copies of the proposal should be sent by the due date. The proposal may also be submitted entirely electronically (call to make sure the proposal was received). If this is the case, one copy will suffice. Electronic copies may be submitted via email, CD, or another arrangement. For hard copy proposals, the proposal shall be sealed and addressed on the outside as follows:

**Town of Richlands
Merchant Service/Credit Card Processing Proposal
Attn: Sue Wade
Office Manager
200 Washington Sq.
Richlands, VA 24641**

In addition to the completed proposal, a resulting contract may be required by the Town, including but not limited to, written correspondence between the Town and the vendor subsequent to the proposal submission, facsimiles and product literature. All agreements between the Town and the vendor will be reviewed by the Town Attorney. In addition, any legal restrictions or provisions, enforced by the vendor or its parent company which are not in line with the industry's standard, should be pointed out. A sample contract/agreement should be included as part of this proposal.

Vendors may be asked to provide on-site demonstrations. Discussions and negotiations may take place with the short list of vendors to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the Town.

The final award of the proposal or contract will be made by the Town Manager/Town Treasurer.

An expected delivery/installation date should be furnished by the vendor upon execution of the agreement. A certificate of insurance should be provided to the Town by the vendor.

Manufacturers' warranties received by the Vendor which are applicable to any material equipment, parts, property and services furnished by the Vendor under this Contract shall survive acceptance and payment, to the Town, their successors and assigns, and shall not be deemed to be exclusive.

Neither the final payment nor partial or entire use or occupancy of the site by the Town shall constitute an acceptance of work not done in accordance with Contract Documents or relieve the Vendor or its sureties of liability with respect to any warranties or responsibilities for faulty or defective materials and workmanship. Vendor or its sureties shall remedy any defects in work and any resulting damage to work at its own expense. Vendor shall be liable for correction of all damage resulting from defective work. If Vendor fails to remedy any defects or damage, the Town may correct the defective work or repair damages and the cost and expense incurred shall be paid by or be recoverable from the Vendor or its surety.

Vendor warrants to the Town that all material and equipment furnished under this Contract shall be of the most suitable grade for the purpose intended and that all Work shall be of good quality, free from faults and defects and in conformance with the Contract Documents. Vendor warrants that the Work shall be done in a workmanlike manner in strict accordance with the Contract Documents and guarantees that the labor, products, material, and equipment will be free of defects in material and workmanship for a minimum period of one (1) year from the date of acceptance, if applicable, or for such longer period of time as may be otherwise provided in the Contract Documents; or provided in any manufacturer warranty. Warranty shall include labor, materials, freight, and equipment loaner provisions.

Notwithstanding the details presented in this RFP, it is the responsibility of the vendor to verify the completeness of the materials list and suitability of devices to meet the intent of the specification. Any additional hardware or software required after installation, even if not specifically mentioned herein, shall be provided by the vendor without claim for additional payment.

Proposers must indicate any variances to the specifications, terms, and conditions, no matter how slight. If variations are not stated in the proposal, it shall be construed that the proposal fully complies with the specifications, Terms and Conditions.

The Town may, by written notice to the Vendor, terminate the Contract if the Vendor has been found to fail to perform his services in a manner satisfactory to the Town as per specifications, including delivery as specified. The date of termination shall be stated in the notice. The Town shall be sole judge of non-performance. The Town may cancel the Contract upon 30 days written notice for cause or reasons other than cause.

Processing Fees	Fee Amount
MasterCard/Visa/Discover authorization fee	\$
MasterCard/Visa/Discover rate and fee	
Non-bankcard transaction fee (Includes all third-party cards authorized and/or settled- American Express, JCB, Diners etc.)	
Application fee	
Service Fees	
Monthly service fee	
Monthly minimum fee	
Chargeback fee	
Batch settlement fee	
Voice authorization and IVR authorization fee	
AVS transaction fee	
ACH reject fee	
Client Line fee	
Annual PCI Support Package (per MID) optional	
Access Fee	
Debit Set Up Fee	
PCI Compliance Fee	
Start up fee/Establishment Fee	
PIN Debt Processing Fee	
Inter Charge Fee	
Itemize any additional cost/fees;	

Town of Richlands

All transaction pricing should consist of all interchange, assessments and transaction fees. All other third-party discount rates and fees are the responsibility of Town of Richlands, VA.

Price Schedule	
Terminal Model/Name (most updated version)	\$
Lease for 24 months	
Lease for 48 months	
Purchase price	
Maintenance Fees	
Warranty	