



City of Martinez Request for Proposals (RFP) Credit Card and Merchant Payment Processing Services

City of Martinez Request for Proposals (RFP) Credit Card and Merchant Payment Processing Services

Table of Contents

City of Martinez Request for Proposals (RFP) Credit Card and Merchant Payment Processing Services	1
Introduction	2
II. Project Overview	2
III. Scope of Services.....	2
A. Payment Platform Requirements	2
B. Integration & Departmental Configuration.....	2
C. Reporting and Administrative Tools.....	2
D. Implementation and Support	3
E. Preferred (Optional) Features	3
IV. Implementation Timeline (Tentative)	3
V. Cost Proposal	4
A. Current City Data – Calendar Year 2024	4
B. Pricing Models	4
C. Terms and Equipment.....	5
D. Implementation and Support Costs.....	5
E. Summary of Total Costs.....	5
VI. Proposal Requirements	5
Submission Format:	5
Evaluation Criteria:.....	5
VII. Questions to Be Answered by Proposer:.....	6
VIII. Contact Information	9
ATTACHMENT A - EXAMPLE – BEST AND FINAL OFFER (BAFO) RESPONSE	10

Introduction

The City of Martinez invites qualified vendors to submit proposals for providing **credit card and merchant payment processing services** across multiple departments. The City seeks a secure, user-friendly, and fully integrated solution to streamline electronic payments and enhance customer experience.

II. Project Overview

The City is looking to partner with a vendor offering a PCI-compliant, hosted Software-as-a-Service (SaaS) platform that supports various payment methods and integrates with the City's systems, including Tyler Munis, Accela, CivicRec, and others.

III. Scope of Services

A. Payment Platform Requirements

- **PCI-DSS Level 1 compliance**
- Acceptance of **Visa, MasterCard, Discover, AmEx, debit, and ACH/e-check**
- Multi-channel support: **in-person, online, mobile, kiosk, IVR**
- Daily deposit to City accounts within **24 hours**
- Support for **convenience fee or absorbed fee models**
- Real-time access to **refunds, voids, reports, chargebacks, ACH returns**
- **Role-based access**, customizable reporting, double-payment detection

B. Integration & Departmental Configuration

- Integration with City systems: **Tyler Munis, Accela, CivicRec**
- Real-time or batch integration, API support
- Hosted or embedded **search-to-pay portals**
- Support for unique department-level data fields and fee structures

C. Reporting and Administrative Tools

- Centralized dashboard for all channels
- Downloadable reports, audit trails, transaction research
- Chargeback documentation and reconciliation support

D. Implementation and Support

- Dedicated project manager
- Phased roll-out and testing
- Staff training and ongoing technical support
- Post-launch monitoring and reconciliation

E. Preferred (Optional) Features

- Apple Pay, Google Pay, eBilling, autopay
 - Text/email notifications
 - Kiosk and mobile solutions
 - Accessibility (ADA, WCAG), fraud detection, API tools
-

IV. Implementation Timeline (Tentative)

- **RFP Release:** July 1, 2025
- **Vendor Questions Due:** July 18, 2025
- **Proposal Deadline:** July 22, 2025
- **Evaluation:** July 23-28, 2025
- **Contract Award:** September 2025
- **Implementation Kickoff:** October 2025
- **Testing & Training:** December 2025
- **Go-Live Date:** January 2026
- **Full Operation & Review:** April 2026

V. Cost Proposal

A. Current City Data – Calendar Year 2024

	Count of Receipts	Total \$ Dollars
Misc Revenue	4,943	\$42,800,062.17
CASH	708	\$197,211.28
CHECK	2,060	\$18,171,563.94
CREDIT CARD	1,927	\$1,463,537.40
E-CHECK	248	\$22,967,749.55
Utility Billing	64,198	\$18,750,601.47
CASH	613	\$96,441.97
CHECK	15,762	\$5,860,865.01
CREDIT CARD	23,175	\$5,869,356.32
E-CHECK	24,648	\$6,923,938.17
Grand Total	69,141	\$61,550,663.64

Count of Online Utility Payments	Total \$ Paid
22,078	5,651,251.61

B. Pricing Models

- **City-paid model:** Itemized processing fees absorbed by the City
- **Customer-paid model:** 3% convenience fee or similar structure
- Breakdown by transaction type, tender, and volume
- Visa, MasterCard, Discover, American Express
- Debit cards
- ACH/eCheck payments (including separate fees for processing and validation, if applicable)
- Digital wallets (Apple Pay, Google Pay, etc.)
- Any value-added bank account login-based services (e.g., “Pay with Bank Account” or “BankConnect”)

C. Terms and Equipment

- Pricing fixed for **three years**
- Equipment costs (POS terminals, kiosks, card readers) to be clearly disclosed
- Hourly rates for custom services
- Summary of total estimated costs over the contract term

D. Implementation and Support Costs

- All implementation-related costs must be clearly defined. This includes but is not limited to:
 - Setup/configuration fees
 - Custom development or integration services
 - Staff training (on-site or virtual)
 - Transition and project management support
 - Ongoing maintenance, support, or licensing fees
- If any services are billed hourly (e.g., custom programming), proposers must state the applicable hourly rate and a description of services covered under this rate.

E. Summary of Total Costs

- For proposals that include a City-paid model, proposers must provide an estimate of total projected costs to the City over a three-year term based on the City's anticipated transaction volume (which will be shared upon request or at pre-proposal meeting). This estimate should be based on clearly stated assumptions and include all applicable processing, setup, and support fees.

VI. Proposal Requirements

Submission Format:

- Executive Summary
- Technical Proposal
- Cost Proposal
- Project Team & Experience
- References (minimum three government clients preferred)

Evaluation Criteria:

- Experience with public sector clients

- Technical capabilities and integration
- Cost-effectiveness and transparency
- Implementation timeline and support
- Reporting and reconciliation tools

VII. Questions to Be Answered by Proposer:

1. Describe your platform's customer experience for online, kiosk, and in-person payments. Include screenshots if available.
2. How does your platform support payments across all channels (web, mobile, IVR, kiosk, POS)?
3. What tender types are accepted? Can customers make guest payments without registering?
4. Can your system support multi-department reconciliation and custom data fields?
5. Describe the configuration options for user roles, permissions, and departmental controls.
6. What reports are available to staff? Can reports be customized, exported, and generated ad hoc or in batch?
7. How does your system handle chargebacks, voids, and returned payments?
8. What integration capabilities do you have with Tyler Munis, Accela, and CivicRec?
9. Do you support real-time data exchange and automated reconciliation?
10. Describe your approach to project management and implementation timeline.
11. What kind of training is provided during implementation and ongoing support?
12. Provide your PCI-DSS and SOC 2 compliance documentation.
13. How do you ensure ADA accessibility and multilingual user inclusivity?
14. What are your policies for data storage, security, and disaster recovery?
15. Provide examples of similar implementations, particularly with public agencies.
16. Describe your pricing methodology and any flexibility in cost modeling.
17. How will you help minimize the City's PCI scope?
18. What makes your solution innovative or differentiates you from competitors?
19. Does your platform offer integrated online, cashiering (POS), and kiosk payment channels?
20. How do the payment channels function together? Are any provided by third parties?

21. Can the solution support simultaneous use by multiple agencies/departments with unique configurations, branding, and rules?
22. Can customers pay multiple bill types in a single transaction (shopping cart functionality)?
23. How do you accommodate new departments, bill types, or payment channels after Go Live?
24. Is the interface responsive across devices (mobile, tablet, desktop) and all modern browsers?
25. What options exist to customize the user experience to reflect our city branding?
26. How do staff process payments at cashiering stations? Include search, payment processing, and receipt functionality.
27. Can multiple cashiers share terminals with individual login tracking?
28. Describe kiosk models (indoor/outdoor) and accepted payment types (cash, card, check).
29. How is cash handled, secured, and reconciled from kiosks?
30. Does your solution calculate change and track over/under at cash drawers?
31. How is real-time posting and confirmation handled at the POS and kiosk?
32. What payment methods are supported (cash, credit, debit, ACH)? Which card brands and networks?
33. Describe your settlement process and reconciliation tools.
34. Can you enforce payment rules by debt type (e.g., limits by method, service fees)?
35. Can full and partial payments be accepted? Are chargebacks and duplicate payments prevented?
36. How are Merchant IDs (MIDs) managed and assigned by department or tender type?
37. Can staff research and report by channel, tender type, department, and transaction type?
38. Can staff generate ad hoc and automated (batch) reports?
39. What user permission levels are available to restrict or allow cross-department access?
40. What is your experience integrating with third-party applications like permitting or licensing portals?
41. Can third-party systems post to your checkout or receive payment confirmations?
42. Provide your API documentation and outline your approach to integration.

43. What resources must we provide (data, staff, system access)?
44. How do you support phased rollouts or adding new departments post-launch?
45. What is your plan to ensure zero service disruption during conversion from our current vendor?
46. Is all data and staff handling our data located within the continental U.S.?
47. Do you support SSO/MFA, event monitoring, and secure backups?
48. What is your cybersecurity insurance coverage?
49. What training is offered at go-live and post-launch?
50. What are your support options and SLAs for software and hardware (e.g., ticketing, hours, on-site)?
51. Describe your maintenance and upgrade processes, including patching and downtime handling.
52. How many concurrent users can your system support?
53. Describe your product roadmap and recent innovations that improve efficiency or reduce costs.
54. Are there additional digital products/services that could support our needs?
55. What OS platform will this run off?
56. Can we isolate this to a DMZ to protect the internal network?
57. Will payments be processed and transmitted online only and encrypted?
58. How will the kiosk be supported? Are there staff who can come on-site to troubleshoot the device if needed?
59. Can reporting tools support search/filter by transaction attributes (e.g., date, amount, debt type)?
60. Can customers store multiple payment methods and set up recurring payments?

VIII. Contact Information

All questions and proposals must be submitted to:

City of Martinez - Finance Department

Attn: Courtney Butler, Revenue Accountant

Email: cbutler@cityofmartinez.org

Address: 525 Henrietta Street, Martinez, CA 94553

ATTACHMENT A - EXAMPLE – BEST AND FINAL OFFER (BAFO) RESPONSE

CITY OF MARTINEZ

REQUEST FOR PROPOSALS – RFP

[Vendor Name]’s BAFO for the City of Martinez includes a revised fee schedule featuring a reduction in the **Processing Fee for Electronic Checks** from \$0.15 to \$0.10 (not including account validation).

PRICING SCHEDULE/RATES

Please provide pricing for a three-year term, broken out by Year One, Year Two, and Year Three.

MERCHANT SERVICES COST PROPOSAL

[Vendor Name] presents the following cost proposal in response to the City of Martinez RFP for Credit Card Merchant Services. The proposed rates for both **City-Absorbed Fees** and **optional Customer-Paid Convenience Fees** shall remain fixed for the three-year contract term.

We have benchmarked pricing against similar-sized municipalities in California and across the country. The following represents our most competitive rate offering for public agencies. We have simplified pricing by eliminating unnecessary or redundant fees.

No Costs Incurred by the City for:

- Initial setup or implementation
 - Address verification (AVS)
 - Software support or maintenance
 - Administrative portal access and reporting
 - Merchant account set-up (MIDs)
 - PCI compliance fees
 - Voids, chargebacks, or returns
 - Training and support documentation
-

CLIENT-PAID (CITY-ABSORBED) FEES

For this model, the City pays transaction processing fees. Monthly invoices will be issued with detailed reporting.

PUBLIC WORKS / UTILITIES

PAYMENT METHOD	FEE PER TRANSACTION
Credit/Debit Cards	1.50% + \$0.10
AMEX Credit Cards	2.15% + \$0.10
Digital Wallets	1.50% + \$0.10
Electronic Checks	Processing: \$0.10 / Validation: \$0.10
BankConnect (ACH)	\$0.50 (value-added option)

ALL OTHER DEPARTMENTS

PAYMENT METHOD	FEE PER TRANSACTION
Credit/Debit Cards	2.15% + \$0.10
Digital Wallets	2.15% + \$0.10
Electronic Checks	Processing: \$0.10 / Validation: \$0.10
BankConnect (ACH)	\$0.50 (value-added option)

CUSTOMER-PAID CONVENIENCE FEES (OPTIONAL)

For this model, customers pay a transaction fee. Funds are consolidated into a single deposit to the City.

PAYMENT METHOD	FEE PER TRANSACTION
----------------	---------------------

Credit/Debit Cards	2.20%, minimum \$2.00
Digital Wallets	2.20%, minimum \$2.00
Electronic Checks	\$0.50
BankConnect (ACH)	\$1.50 (value-added option)

SAMPLE TRANSACTION FEE MATRIX

CREDIT/DEBIT CARD FEES

STRUCTURE	TYPE	\$100	\$500	\$1,000	\$5,000
Absorbed (Utilities)	Credit/Debit	\$1.60	\$7.60	\$15.10	\$75.10
Absorbed (Utilities)	AMEX	\$2.25	\$10.85	\$21.60	\$107.60
Absorbed (Other Depts)	All Cards	\$2.25	\$10.85	\$21.60	\$107.60
Convenience Fee	All Depts	\$2.20	\$11.00	\$22.00	\$110.00

ELECTRONIC CHECK FEES

STRUCTURE	TYPE	\$100	\$500	\$1,000	\$5,000
Absorbed	eCheck	\$0.30	\$0.30	\$0.30	\$0.30
Absorbed	BankConnect	\$0.75	\$0.75	\$0.75	\$0.75
Convenience Fee	eCheck	\$0.50	\$0.50	\$0.50	\$0.50
Convenience Fee	BankConnect	\$1.50	\$1.50	\$1.50	\$1.50

TIMELINE FOR IMPLEMENTATION (FISCAL YEARS 2025–2026)

MILESTONE	TARGET DATE
RFP Release	June 2025
Vendor Questions Due	July 2025
Proposal Deadline	July 2025 (Late Month)
Evaluation & BAFO Requests	August 2025
Contract Award & Council Approval	September 2025
Kickoff & Project Planning	October 2025
Configuration & Integration Begins	November 2025
System Testing and User Training	December 2025
Go-Live Date	January 2026
First Full Month of Operation	February 2026
Post-Implementation Review	April 2026

FUNDS AVAILABILITY SCHEDULE

- **Visa/MasterCard/Discover:** Settled within 24 hours
- **American Express:** Settled within 48 hours
- **ACH/eCheck:** Based on agreed batch configuration

SETTLEMENT DEADLINE

The City may choose from the following batch settlement methods:

- **Next Day (FedWire)**
- **Expedited (ACH)**
- **Standard (2-Day)**

Funds can be deposited as a:

- **Consolidated deposit** (preferred for ease of reconciliation)
 - **Individual settlements** by department or channel (POS, IVR, Online)
-

REPORTING & RECONCILIATION

- Real-time dashboard and daily reporting exports (CSV/XML/Tab-Delimited)
 - Weekend transactions reported separately if desired
 - Daily and monthly reconciliation reports available
-

RECURRING PAYMENTS

- Autopay available for all supported payment methods
- Customers may set up future-dated, installment, or recurring payments

EQUIPMENT/DEVICES

The following fees apply:

DEVICE MODEL	UNIT COST
ID TECH VP8300	\$250.00
INGENICO DESK 3500	\$350.00
INGENICO MOVE 5000	\$650.00

Includes 1-year warranty. Replacements shipped within 24–48 hours.

PROFESSIONAL SERVICES (If Applicable)

- Custom development services: \$150/hour (only for non-standard requests)
-

PROMPT PAYMENT & DISCOUNTS

- All unit prices account for government interchange discounts (e.g., Visa Utility IRF Program)
- No hidden fees or surcharge bundling
- City qualifies for lowest utility rates as applicable