



Request for Proposal

TITLE: Electronic Payments

Closing Date & Time: Monday, May 20, 2013 @ 2:00 pm

| Schedule of Events | Date |
|---|-------------------------------|
| RFP Release | April 22, 2013 |
| Deadline for Questions | May 3, 2013 @ 2:00 pm |
| Sealed Proposals Due to the Port | May 20, 2013 @ 2:00 pm |
| Proposal Evaluations | *Week of May 20, 2013 |
| Software Demonstrations (at the Port's option) | *Week of May 27, 2013 |
| Announcement of Apparent Successful Proposer(s) | *Week of June 3, 2013 |
| Anticipated Contract Award | *June 10, 2013 |

***Estimate**

The Port reserves the right to modify this schedule at the Port's discretion. Notification of changes in the response due date would be posted on the Port website or as otherwise stated herein.

All times and dates are Pacific Daylight Time.

1. PURPOSE

By responding to this RFP, the Proposer agrees that he/she has read and understands the requirements and all documents within this RFP package.

1.1 Purpose:

The Port of Port Angeles is soliciting proposals for the implementation of systems and services required to support an electronic payment solution. The Electronic Payment Solution (E-Payment) will provide the Port with the technology to allow their customers options for paying for Port services/goods.

The solution will provide a full range of E-Payment services including credit cards, debit cards, and checking accounts (via one time ACH) over the web, mobile phone and on-behalf-of (OBO).

E-Payments shall be provided in accordance with all applicable Card transaction security rules and regulations including payment card industry and data security standards (“PCI DSS”) compliance, all laws, and any other governing authority requirements as may apply.

Approach:

The Proposer shall provide licensing and services to support E-Payment. Proposer shall also provide assistance in the initial implementation and training.

Pricing: The contracting mechanism will include pricing for a variety of services including transaction fees, analysis fees, consulting fees, technical development fees and training fees.

Single Award:

With this solicitation, the Port intends to award a contract to the Vendor which provides the best combination of functional and technical features, risk avoidance and price. Proposals that include multiple vendors must clearly identify one Vendor as the “prime contractor” and all others as subcontractors.

Contract Term:

This contract shall be for five years, with a two-year extension allowed at the option of the Port. Such extensions shall be automatic, and shall go into effect without written confirmation, unless the Port provides advance notice of the intention to not renew. The Vendor may also provide a notice to not extend, but must provide such notice in writing at least 60 days prior to the otherwise automatic renewal date.

1.2 Background

The Port currently does not accept electronic payments with the exception of Chevron credit card processing for fuel payments at its John Wayne Marina (JWM).

2. OBJECTIVES

The objective is to provide the Port with a robust, state-of-the-art, E-Payment solution that will accept payments via the internet, mobile devices and OBO. The Port expects to achieve the following:

- Provide a reliable, cost effective payment solution for the Port and Port customers.
- Allow the Port to offer a mobile phone payment option.
- Meets all PCI compliance standards.
- Provide the ability and resources to provide electronic payment (credit card, debit card and one-time ACH) processing technology and services. This technology and services will be interfaced to Port system that provides customers with the ability to pay for services and/or goods. The technology should also provide settlement processing with the Port's bank (Bank of America).
- Provide the ability and resources to design, implement, and support the Port's portion of the electronic payment applications, including the front end Web pages (Civic Plus hosted) and the interfaces to the associated accounting applications (Microsoft Dynamics SL 7.0 SP3 Professional).

3. MINIMUM QUALIFICATIONS

The following are minimum qualifications and licensing requirements that the Vendor must meet in order for their proposal submittal to be eligible for evaluation:

- 3.1 Payments:** The proposed solution must support Visa, MasterCard, American Express and electronic check (ACH) payments.
- 3.2 PCI Compliance:** The Proposer must provide certification of compliance with all current Payment Card Industry (PCI) standards.
- 3.3 PABP Compliance:** The Proposer must provide certification of compliance with all current Payment Application Best Practices (PABP) standards.
- 3.4 Customer Information:** The solution must allow the Port to receive credit card, debit card and ACH payments without storing customer account information on Port servers.
- 3.5 Relevant Experience:** Proposer must have a minimum of five (5) successful experiences establishing E-Payment business.
- 3.6 Experienced Staff:** The primary staff assigned to the project must have completed at least two (2) previous successful implementations of E-Payment software.
- 3.7 Certified Reseller (or Factory Authorized Reseller):** The Proposer, if other than the manufacturer, shall submit with the proposal a current, dated and signed authorization from the manufacturer that the Proposer is an authorized distributor, dealer or service representative and is authorized to sell the manufacturer's products. Failure to comply with this requirement may result in bid rejection. This authorization includes the certification to license the product and offer in-house service, maintenance, technical training assistance and warranty services, including availability of spare parts and replacement units if applicable.

4. MANDATORY TECHNICAL REQUIREMENTS

The following are mandatory technical requirements that the Vendor must meet for the proposal to remain eligible for consideration:

- 4.1** The proposed solution must be able to accept credit/debit card payments using Web API / Web Service and hosted bill payments.
- 4.2** The proposed solution must be able to accept one-time ACH Payments using Web API / Web Service and hosted bill payments.
- 4.3** The proposed solution must be able to establish recurring payments for credit cards, debit cards and ACH.
- 4.4** The proposed solution must allow customers to make payment without creating a user-id/login.
- 4.5** The proposed solution must be able to authorize credit/debit card transactions in real-time.
- 4.6** The proposed solution must be able to validate ABA routing and transit numbers for ACH payments in real time.
- 4.7** The proposed solution must be able to provide payment data files (lockbox) that includes user-defined data.
- 4.8** The proposed solution must be able to transmit payments details to the bank.

5. STATEMENT OF WORK

The Port seeks a comprehensive solution to ensure that Port customers are offered an expanded choice of payment options from a qualified vendor.

The Proposer must obtain any agreement, approval and permit necessary for all major credit card institutions (such as Visa, MasterCard, American Express, etc.). Additionally, the Contractor shall address PCI compliance requirements in a manner that minimizes risk to the Port while also minimizing the Port's participation in PCI-related activities.

The Port requires a payment processing solution that can be integrated into Port web and accounting applications.

5.1 Functional and Technical Requirements

5.1.1 Payment Processing Platform

This will be a central platform that allows payments to be made via the Web, mobile devices or by a customer service representative processing an OBO payment.

The customer may make the payments with a credit card, debit card (with or without pin) or a one-time checking account debit (via ACH).

The payment platform will allow the Port to charge or not charge a convenience fee by application.

The payment platform will provide confirmation numbers, notifications and messages during the payment process.

5.1.2 Hosted Bill Presentment and Payments

The solution will offer the ability to host Port payment applications including presenting customer billing statements, billing history, payment history, account information and processing credit card, debit card, and one-time ACH and recurring ACH payments.

5.1.3 Web Service / API Payments

The solution will provide a web service/API for processing customer payments from a web application or mobile device. The web service/API will support several methods to give the Port flexibility in developing payment applications.

5.1.4 Pass-through Payments

This solution will have the ability for the application to collect customer information (not including debit card, credit card, or bank account information) and pass control to a vendor web page for payment processing. This process includes two-way communications between the Port application and the vendor's payment processing page.

5.1.5 Mobile Payments

The proposer must provide the ability to accept payments via a mobile device. The proposed solution must offer fully secure and encrypted payment processing.

5.1.6 Financial Processing and Funds Settlement

Transactions and settlement files will be processed as required through the appropriate authorization and settlement networks.

All funds must be settled in the Port's bank account, currently Bank of America.

5.1.7 Administrative Tools and Reporting

The solution will provide a web-based administrative tool that will allow OBO payments, inquiry capabilities and reporting, and allow for all transactions to be journalized for auditing purposes.

5.1.8 Payment Data Files (Lockbox)

Provide the ability to create daily payment data files for posting into the Port's receivable and receipting applications.

5.1.9 Infrastructure

The software solution system, processes and partners must adhere to the requirements of the full Payment Card Industry Data Security Standard (PCI DSS).

5.1.10 Customer and Technical Support

The Vendor will provide customer service with the ability to answer questions from both Port constituents and Port employees. The Vendor will provide technical support that includes guaranteed response times and a documented escalation process.

5.2 Security Requirements

5.2.1 Industry and Regulatory Compliance

The proposer must demonstrate compliance with:

- Payment Card Industry (PCI) standards
- Payment Application Best Practices (PABP)
- The Fair Credit Billing Act (FCBA)
- Electronic Fund Transfer Act (EFTA)
- Fair and Accurate Credit Transactions Act (FACT ACT)

5.2.2 Security Controls

The proposer is responsible for ensuring that appropriate organizational, procedural and technical controls are in place to safeguard the Port's and its customer's information.

5.3 Management Requirements

5.3.1 Project Management

The Proposer must provide expertise and experience in the end-to-end installation of the platform. This expertise will include project management, functional and technical resources.

The Proposer must designate the Project Manager who will have overall, daily responsibility for the project. This person will be responsible for the Proposer's project management and coordination with the Port.

The Proposer must provide an estimate of the timeline to complete implementation of applications.

5.3.2 Training

The Proposer is responsible for providing training to departments that utilize the E-Payments Platform. This task may include training for customer service staff, finance department managers and technical staff.

6. INSTRUCTIONS TO PROPOSERS

Proposal Procedures and Process

This chapter details Port procedures for directing the RFP process. The Port reserves the right in its sole discretion to reject the proposal of any Proposer that fails to comply with any procedure in this chapter.

Communications with the Port

All Vendor communications concerning this acquisition shall be directed to the RFP Coordinator. The RFP Coordinator is:

Jerry Ludke
(360) 417-3363
JerryL@portofpa.com

If delivered by the U.S. Postal Service, it must be addressed to:

Jerry Ludke
Finance Manager
PO Box 1350
Port Angeles, WA 98362

If delivered by a courier, overnight delivery or other service, address to:

Jerry Ludke
Finance Manager
338 W. 1st Street
Port Angeles, WA 98362

Unless authorized by the RFP Coordinator, no other Port official or Port employee is empowered to speak for the Port with respect to this acquisition. Any Proposer seeking to obtain information, clarification, or interpretations from any other Port official or Port employee other than the RFP Coordinator is advised that such material is used at the Proposer's own risk. The Port will not be bound by any such information, clarification, or interpretation.

Following the Proposal submittal deadline, Proposers shall not contact the Port RFP Coordinator or any other Port employee except to respond to a request by the Port RFP Coordinator.

Questions

Questions are to be submitted to the Port no later than the date and time on page one, in order to allow sufficient time for the Port to consider the question before the bids or proposals are due. The Port prefers such questions to be sent via e-mail directed to the RFP Coordinator e-mail address. Failure to request clarification of any inadequacy, omission, or conflict will not relieve the vendor of any responsibilities under this solicitation or any subsequent contract. It is the responsibility of the interested Vendor to assure that they received responses to Questions if any are issued.

Changes to the RFP/Addenda

A change may be made by the Port if, in the sole judgment of the Port, the change will not compromise the Port's objectives in this acquisition. A change to this RFP will be made by formal written addendum issued by the Port's RFP Coordinator. Addenda issued by the Port shall become part of this RFP and included as part of the Contract. It is the responsibility of the interested Vendor to assure that they have received Addenda if any are issued.

Receiving Addenda and/or Question and Answers

The Port will make efforts to provide courtesy notices, reminders, addendums and similar announcements directly to interested vendors. The Port makes this information available on the Port website: <http://www.portofpa.com>

Proposal Response Date and Location

- a) Proposals must be received into the Port Administrative Offices Building no later than the date and time given on page one or as revised by Addenda.
- b) Responses should be in a sealed box or envelope clearly marked and addressed with the RFP Coordinator name and RFP title. The RFP Coordinator is not responsible for identifying responses submitted that are not properly marked.
- c) The Port requires one (1) hard-copy original and three (3) hard-copies delivered to the Port. The Port also requests one (1) CD containing the Vendor's entire response.
- d) Fax, e-mail and CD copies **will not** be accepted as an alternative to the hard copy requirement. If a CD, fax or e-mail version is delivered to the Port, the hard copy will take priority and will be the official document for purposes of proposal review.
- e) The RFP response may be hand-delivered or must otherwise be received by the RFP Coordinator at the address provided on page seven by the submittal deadline. Please note that delivery errors will result without careful attention to the proper address.
- f) All pricing is to be in United States dollars.
- g) The submitter has full responsibility to ensure the proposal arrives to the Port Administrative Offices building within the deadline. The Port assumes no responsibility for delays caused by the US Post Office or any other delivery service. Postmarking by the due date will not substitute for actual receipt of response by the date due. Proposals will be opened after the due date and time. Responses arriving after the deadline may be returned, unopened, to the Proposer, or may simply be declared non-responsive and not subject to evaluation, or may be found to have been received in accordance to the solicitation requirements, at the sole determination of the RFP Coordinator.
- h) RFP responses shall be signed by an official authorized to legally bind the Proposer.
- i) The Port will consider supplemental brochures and materials. Proposers are invited to attach any brochures or materials that will assist the Port in evaluation.

Bid Format

The Port requests the following submittal format:

- The Port prefers simple, stapled paper copies on standard letter (8½ x 11”) paper. A binder or folder is acceptable if it is essential due to the size of your submission.
- Tabs should be used to clearly organize your submittals and separate each major section.
- Manuals, reference material and promotional materials should be provided only if requested.

No Reading of Prices

The Port will not conduct a bid opening for RFP responses. The Port requests that companies refrain from requesting proposal information concerning other respondents until an intention to award is announced.

Offer and Proposal Form

Proposer shall provide the response in the format required herein and on any forms provided by the Port herein. Provide unit prices if appropriate and requested by the Port, and attach pages if needed. In the case of difference between the unit pricing and the extended price, the Port shall use the unit pricing. The Port may correct the extended price accordingly. Proposer shall quote prices with freight prepaid and allowed. Proposer shall quote prices FOB Destination. All prices shall be in US Dollars.

No Best and Final Offer.

The Port reserves the right to make an award without further discussion of the responses submitted, i.e. there will be no best and final offer procedure associated with selecting the Apparently Successful Vendor. Therefore, Vendor’s Response should be submitted on the most favorable terms that Vendor can offer.

Prohibition on Advance Payments

No request for early payment, down payment or partial payment will be honored except for products or services already received. Maintenance subscriptions may be paid in advance provided that should the Port terminate early, the amount paid shall be reimbursed to the Port on a prorated basis. All other expenses are payable net 30 days after receipt and acceptance of satisfactory compliance.

Taxes

Washington state and local sales tax will be an added line item although not considered in cost evaluations.

Insurance Requirements for Most Contracts

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, his agents, representatives, employees or subcontractors.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

- 1. Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 12 07 covering CGL on an “occurrence” basis, including products-completed operations, personal & advertising injury, with limits no less than **\$1,000,000** per occurrence. If a general aggregate

limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

2. Automobile Liability: ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than **\$1,000,000** per accident for bodily injury and property damage.

3. Workers' Compensation: As required by the State of Washington, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.

4. Professional Liability (Errors and Omissions): Insurance appropriate to the Contractor's profession, with limit no less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

If the contractor maintains higher limits than the minimums shown above, the Port requires and shall be entitled to coverage for the higher limits maintained by the contractor.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Status

The Port, its commissioners, officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used).

Primary Coverage

For any claims related to this contract, the Contractor's insurance coverage shall be primary insurance as respects the Port, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the Port, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

Notice of Cancellation

Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the Port.

Waiver of Subrogation

Contractor hereby grants to Port a waiver of any right to subrogation which any insurer of said Contractor may acquire against the Port by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the Port has received a waiver of subrogation endorsement from the insurer.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the Port. The Port may require the Contractor to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the Port.

Claims Made Policies (note – should be applicable only to professional liability)

If any of the required policies provide claims-made coverage:

1. The Retroactive Date must be shown, and must be before the date of the contract or the beginning of contract work.
2. Insurance must be maintained and evidence of insurance must be provided *for at least five (5) years after completion of the contract of work.*
3. If coverage is canceled or non-renewed, and not replaced *with another claims-made policy form with a Retroactive Date prior to* the contract effective date, the Contractor must purchase "extended reporting" coverage for a minimum of *five (5) years* after completion of work.

Verification of Coverage

Contractor shall furnish the Port with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the Port before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The Port reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

Effective Dates of Offer

Proposer submittal must remain valid until Port completes award. Should any Proposer object to this condition, the Proposer must provide objection through a question and/or complaint to the RFP Coordinator prior to the proposal due date.

Disclosure of Proposal Contents

As a Washington municipal corporation, the Port is subject to the provisions of Washington State Public Records Disclosure Act (Chapter 42.56 RCW) relating to disclosure of public records. Proposers shall specifically designate and clearly label as "CONFIDENTIAL" any and all RFP materials or portions thereof which they deem to contain trade secrets or other proprietary information which is exempt from public inspection and copying, and specify the statutory exemption that the Proposer is relying on; provided that marking all or substantially all of a Proposal as confidential may result in the Proposal being considered nonresponsive by the Port. The Port will make reasonable efforts to maintain the confidentiality of any such items which are marked as confidential in accordance with the requirements of this Request for Proposal. Moreover, Proposer acknowledges that due to the Port's status as a public entity, certain summary information (including but not limited to the prices proposed by each Proposer and, with respect to the recommended Proposer, the nature of any software, hardware and/or services to be licensed or purchased from such Proposer) will need to be presented to the Port's governing Board at a public meeting of such body in connection with staff's recommendation that the Board award a contract and/or reject all proposals, and the Proposer hereby consents to such disclosure to the extent required in order to effectuate such action.

If the Port is requested or required (by oral questions, interrogatories, requests for information or documents, subpoena, civil investigative demand, or similar process) to disclose any confidential information supplied to it by a Proposer, the Port will provide the Proposer with prompt notice of such request(s) so that the Proposer may seek an appropriate protective order. Under no circumstances will the Port have any responsibility or obligation whatsoever to initiate, defend against, or otherwise cooperate or participate in or in connection with any inquiry, investigation, action, claim, suit, arbitration, or proceeding relating to the confidentiality of any Proposer's proposal or any portion thereof. The Port will have no liability whatsoever to a Proposer or any other person for or as a result of any public disclosure or copying of any materials submitted by such Proposer, whether or not such materials have been designated as confidential in accordance with the requirements of this Request for Proposal, when, in the opinion of the Port's counsel, the Port is compelled to permit such disclosure or copying or else risk civil or criminal liability or penalty.

Cost of Preparing Proposals

The Port will not be liable for any costs incurred by the Proposer in the preparation and presentation of proposals submitted in response to this RFP.

Proposer Responsibility

It is the Proposer's responsibility to examine all specifications and conditions thoroughly, and comply fully with specifications and all attached terms and conditions. Proposers must comply with all Federal, State, and City laws, ordinances and rules, and meet any and all registration requirements where required for Vendors as set forth in the Washington Revised Statutes.

Rejection of Proposals, Right to Cancel

The Port reserves the right to reject any or all proposals at any time with no penalty. The Port also has the right to waive immaterial defects and minor irregularities in any submitted proposal.

Incorporation of RFP and Proposal in Contract

This RFP and the Proposer's response, including all promises, warranties, commitments, and representations made in the successful proposal, shall be binding and incorporated by reference in the Port's contract with the Proposer.

Proposal Disposition

All material submitted in response to this RFP shall become the property of the Port upon delivery to the RFP Coordinator.

No Conflict of Interest.

Vendor (including officer, director, trustee, partner or employee) must not have a business interest or a close family or domestic relationship with any Port official, officer or employee who was, is, or will be involved in selection, negotiation, drafting, signing, administration or evaluating Vendor performance. The Port shall make sole determination as to compliance.

Signature Certification

The Authorized Signer form in Appendix B provides signature authority and certification for your entire submittal. This incorporates under signature all materials submitted with your proposal or bid response. Vendor's signature on the Authorized Signer form is therefore material and essential. Therefore all other documents, whether signed or unsigned, are considered to be certified and valid.

7. PROPOSAL FORMAT

TO BE EVALUATED, EACH PROPOSER SHALL USE THE PORT'S PROPOSAL FORMAT

7.1 Proposal Format

The proposal shall consist of a cover letter and responses to items requested in Appendices A, B, and C.

To expedite and simplify proposal evaluation, and to assure that each proposal receives the same orderly review, all submitted proposals shall adhere to the proposal format of these Appendices. Each proposal shall contain all the information specified, without exception. The selected Proposer's proposal (including any modifications agreed to by the Port) may become part of the contract documents, in the discretion of the Port. Proposals must address the requirements of this Request for Proposal completely and accurately. Specific tasks necessary in order to accomplish this objective will be detailed in the Scope of Work to be negotiated between the Port and the selected Proposer.

Submittal Checklist: Each complete proposal submittal to the Port must contain the following:

| | | |
|-----|--|--|
| 1. | Cover Letter | |
| 2. | Vendor Company Profile | |
| 3. | Approach and Proposed Schedule | |
| 4. | Awards | |
| 5. | Connectivity | |
| 6. | Pricing Proposal | |
| 7. | Cost Calculation | |
| 8. | Completed Authorized Signer Form | |
| 9. | Proposed Form of Merchant Electronic Check and Payment Card Processing Agreement | |
| 10. | Minimum Qualifications Certification | |
| 11. | Mandatory Technical Requirements Certification | |
| 12. | Security Features Summary | |

8. SELECTION AND EVALUATION PROCESS

8.1 Selection Process

The Port in its sole discretion shall select the proposal which is most advantageous to the Port. In rendering this decision, the following evaluation criteria, which are listed in the order of their relative priority to the Port, will be utilized as a general guideline:

- a. Ability to meet the Port's requirements
- b. Proposer's past experience
- c. Financial viability of Proposer
- d. Pricing

The Port reserves the right to conduct other evaluations and measurements of Proposer responses as may be required in order to render an informed and optimum decision. While the Port may engage in various activities during the initial stages of the evaluation process for the purpose of arriving at a preliminary ranking of proposals, including but not limited to the assignment of numerical scores to various proposals based on the criteria set forth above, such preliminary "scoring" activities, if utilized by the Port, shall not necessarily be dispositive with respect to the final evaluation outcome and the Port reserves its discretion to make a final decision to procure the solution which provides, in the sole discretion of the Port, the best combination of functional and technical features, risk avoidance and price.

All proposal materials submitted by each Proposer shall become the property of the Port.

8.2 Evaluation Process

The evaluation of proposals will be undertaken in three stages.

Stage 1: Proposals will be reviewed for completeness and conformity to all Port requirements. Proposals not substantially in compliance with such requirements will be identified and, at the sole discretion of the Port, may be eliminated from further consideration.

Stage 2: Proposals will be evaluated in detail and preliminarily ranked based on the criteria listed above in this section. Proposals determined not to be responsive or qualified will be identified and, at the sole discretion of the Port, may be eliminated from further consideration. The evaluators may find it necessary to request additional information from the Proposers. All requests and responses shall be in writing. The Port may release a list of selected finalists.

Stage 3: The Port may require that one or more selected Proposers conduct a presentation and product demonstration for representatives of the Port for further evaluation. The Port expects each Proposer to demonstrate the latest generally available versions of the systems and software that comprise the proposed solution. If, however, a Proposer is proposing to install a later (pre-announced) release or an older (previous release) version, this must be clearly communicated and explained in the proposal.

The Port may contact each short-listed Proposer to schedule a date, time and location for the interview and product demonstrations. Based on this additional information, Proposers will be re-ranked. All pertinent information obtained from written proposals, clarifications, interviews, and on-site visits, along with references from past and current clients, will be considered.

The Proposer offering, in the opinion of the Port, the best evaluated proposal will be selected for negotiation of all necessary contract documents. Should such negotiations not be completed successfully within a reasonable time period, at the sole discretion of the Port, the Port may undertake contract negotiations with one or more other Proposers. The Port reserves the right at any time to reject any or all proposals.

Once a mutually satisfactory agreement has been negotiated with such Proposer finalist (or the next most highly ranked Proposer in the event a mutual agreement cannot be negotiated with the initial Proposer finalist), Port staff will prepare a recommendation for award of the necessary agreement to the preferred Proposer for consideration and approval by the Port's Board of Commissioners in accordance with applicable law. Should the Board determine, at its sole discretion, to request further information from staff regarding one or more of the proposals received, or to undertake additional evaluation activities or negotiations with respect to the preferred Proposer or any other respondent to the RFP, such activities will be undertaken and a modified recommendation presented to the Board of Commissioners in accordance with such direction. The Board has the right to reject any or all proposals.

APPENDIX A – VENDOR PROFILE

A.1 Vendor Company Profile

The Proposer should include the address, background, and nature of the organization (individual, partnership, or corporation; private or public; profit or non-profit). Subcontractors, if any, must be identified in a similar manner. In addition, the Proposer must disclose any affiliations or alliances that are in place with software vendors, utilities or other related firms.

The Proposer must provide financial documents including but not limited to the most recent Balance Sheet, Income Statement and Statement of Cash Flows or other documentation acceptable to the Port in its sole discretion, which is sufficient for the Port to assess the Proposer's financial strength and stability.

A.2 Approach and Proposed Schedule

The Proposer should describe the approach they propose to follow in achieving the Port's objectives for this work (as stated in Section 2 Objectives), including a project schedule/timeline that displays the sequencing of tasks and dependencies.

A.3 Awards

Briefly discuss whether your company has received any industry awards or has been ranked by an industry expert.

A.4 Connectivity

Briefly discuss:

- a) Physical location of your service rep
- b) Other customers your company may have in the local area (Olympic Peninsula)
- c) Closest meeting location that your company has for the Port Angeles area
- d) Any user group support organizations that your company may have

APPENDIX B – PRICING, COSTS AND AUTHORIZATION

B.1 PRICING PROPOSAL

The Proposer should submit a detailed, comprehensive, not-to-exceed price estimate for all necessary project implementation costs and any services proposed by the Proposer and should include both time and materials, including travel expenses. The estimate should include the hourly rates and estimated hours for each individual who will provide services.

B.2 COST CALCULATION

In addition, the Proposer will calculate the monthly cost to be charged to the Port for the following two transaction scenarios (note: these numbers are estimates only):

| | <u>Low volume</u> | <u>Higher volume</u> |
|---|-------------------|----------------------|
| Payment transactions per month | 1,000 | 2,000 |
| Average transaction amount (includes any and all taxes) | \$180 | \$180 |
| Of the transactions per month: | | |
| Percent generated via the web payment system | 70% | 70% |
| Percent generated via mobile | 10% | 10% |
| Percent generated via on-behalf-of | 20% | 20% |
| Of the transactions per month: | | |
| VISA credit card payments | 160 | 320 |
| MC credit card payments | 40 | 80 |
| VISA debit card payments | 300 | 600 |
| MC debit card payments | 200 | 400 |
| ACH payments | 300 | 600 |

Each cost should detail how fees are calculated and should include any and all transactional and fixed pricing including processing fees, interchange schedules, and other fees associated with providing the proposed services.

B.3 AUTHORIZED SIGNER

DATE: _____

COMPANY NAME: _____
(Legal Name)

COMPANY ADDRESS: _____

PRINTED NAME: _____

SIGNATURE: _____
(Authorized Agent)

PHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

Note: Please attach your proposed form of Merchant Electronic Check and Payment Card Processing agreement to your proposal.

APPENDIX C – QUALIFICATIONS

The Port requests a one-page or appropriate-length document for each of the following to clearly show compliance with:

- C.1.** Minimum Qualifications (as listed in section 3)
- C.2.** Mandatory Technical Requirements (as listed in section 4)

Additionally, the Port requests a one-page or appropriate-length document that summarizes:

- C.3.** Security features your company employs to ensure the integrity and safety of customer data (as listed in section 5.2)