



**CITY OF PLANO
COUNCIL AGENDA ITEM**

CITY SECRETARY'S USE ONLY					
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory					
Council Meeting Date:		4/22/2013			
Department:		Treasury			
Department Head		Myra Conklin			
Agenda Coordinator (include phone #): Dianna Wike x7549					
CAPTION					
RFP No. 2013-2-C for a 1 year contract with 4 City optional renewals for Credit Card Payment Processing Services for multiple departments to U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, in the estimated annual amount of \$617,664, and authorizing the City Manager to execute all necessary documents.					
FINANCIAL SUMMARY					
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP					
FISCAL YEAR:	2012-13 thru 2017-18	Prior Year (CIP Only)	Current Year	Future Years	TOTALS
Budget		0	713,546	2,470,656	3,184,202
Encumbered/Expended Amount		0	0	0	0
This Item		0	-617,664	-2,470,656	-3,088,320
BALANCE		0	95,882	0	95,882
FUND(s): VARIOUS					
<p>COMMENTS: This item approves price quotes. Expenditures will be made from various departments within approved budget appropriations for each year of the contract. The estimated annual amount is \$617,664.</p> <p>STRATEGIC PLAN GOAL: A credit card payment processing system relates to the City's goal of Financially Strong City with Service Excellence.</p>					
SUMMARY OF ITEM					
<p>Staff recommends the proposal of U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, in the estimated annual amount of \$617,664 be accepted as the best value conditioned on timely execution of necessary contract documents for Credit Card Payment Processing Services. These services are required by Customer and Utility Services, Libraries, Animal Services, Building Inspections, Environmental Health, Fire Inspections, Plano Centre, Plano Stages, Police Alarms, Property Standards, Sustainability & Environmental Services, and Texas Pure Products to have the ability to collect credit card payments.</p>					
List of Supporting Documents:			Other Departments, Boards, Commissions or Agencies		
Memorandum					
RFP Recap					



DATE: April 3, 2013

TO: Dianna Wike, Contract Specialist

CC: Diane Palmer, Purchasing Manager

FROM: Myra Conklin, Treasurer

SUBJECT: Award Recommendation and Justification for 2013-2-C

It is the recommendation of the City to award **2013-2-C RFP for Credit Card Payment Processing Services**, to U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, in the estimated amount of \$617,664 per year. This is an estimate because actual amounts are based on the volume of credit card transactions. The contract is 1 year with four optional renewal years.

Description of Services

The scope of services include credit card payment processing services by phone, in person and by internet-based payment processing for Customer and Utility Services, Libraries, Animal Services, Building Inspections, Environmental Health, Fire Inspections, Plano Centre, Plano Stages, Police Alarms, Property Standards, Sustainability & Environmental Services, and Texas Pure Products.

The objective of this Request For Proposal "RFP" is to identify the company that can offer the highest quality services at the best value to the City. More specific objectives of the City are to minimize processing costs and improve operational efficiency.

Evaluation Team

The evaluation team for proposals associated with these services included end users for the services (i.e. the Customer and Utility Services, Technology, Accounting and Treasury departments).

Summary

The Evaluation Team recommends to the Purchasing Division to award the RFP to U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, based on scope of services and quality derived from evaluation and scoring.

The review process for credit card processing services is felt to have been very thorough and comprehensive. Each section of every proposal was reviewed multiple times by the review team in order to ensure fair and complete reviews were carried out. After review, it is felt that U.S Bank with Elavon, Inc., a U.S. Bancorp Company, best fits the needs of the City of Plano for this project based on the following findings:

1. Cost

Of the top three offers provided to the City of Plano for credit card processing services, U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, provided the best solution at a reasonable cost.

2. Processing and Reporting

Of the top three offers provided to the City of Plano for credit card processing services, U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, has the best technology to process the City's transactions and is willing to work towards solutions to various processing issues.

3. Customer Service

When U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, arrived at the interviews, they provided the people that were necessary to answer the City's questions. Of the top three companies, the City determined that U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, would provide the best service in the areas of customer service.

It is believed that, based on this information, that U.S. Bank with Elavon, Inc., a U.S. Bancorp Company, can provide the City of Plano the best quality credit card payment processing services at a reasonable cost. These services are required for the departments to be able to collect credit card payments; therefore, it is recommended that the contract for these services be awarded to U.S. Bank with Elavon, Inc., a U.S. Bancorp Company.

Feel free to contact me if you have any questions at (972) 941-7312.

CITY OF PLANO

RFP RECAP

RFP NO. 2013-2-C RFP FOR CREDIT CARD PAYMENT PROCESSING SERVICES

RFP opening Date/Time: December 10, 2012 at 3:00 PM

Number of Vendors Notified: 683

Vendors Submitting "No Bids": 0

Number of Proposals Submitted: 8

EXPRESS MERCHANT PROCESSING SOLUTIONS	\$589,440
UNION BANK WITH ELAVON, INC. <small>A U.S. BANCORP COMPANY</small>	\$606,180
REGIONS BANKS WITH ELAVON, INC. <small>A U.S. BANCORP COMPANY</small>	\$613,908
U.S. BANK WITH ELAVON, INC. <small>A U.S. BANCORP COMPANY</small>	\$617,664
BANC OF AMERICA MERCHANT SERVICES	\$641,208
JPMORGAN CHASE BANK, N.A.	\$667,044
CITI MERCHANT SERVICES PROVIDED BY FIRST DATA MERCHANT SERVICES	\$738,468

Proposals Received – Not Considered: 1

Recommended Vendor(s):

U.S. BANK WITH ELAVON, INC. A U.S. BANCORP COMPANY \$617,664

Dianna Wike

February 19, 2013

Dianna Wike, Contract Specialist

Date