



**Business & Financial Services Department**  
Telephone: 604-276-4097  
Fax: 604-276-4162

June 22, 2010  
File: 02-0775-50-3910/Vol 01

Dear Sir/ Madame,

**Re: Addendum #3 3910P Request for Proposal Payment Processing Services**

The following change is hereby made a part of the Quote Documents as fully and wholly as if the same were fully set for the therein:

A. Please add the following under Section 9 Proposal Submissions F. Reporting Capabilities:

9. Online access on a secured website that requires user login and password to view detailed transaction history of all records and reports of no less than one year.

10. Ability for an administrator from the City:

- a. to create, delete and/or modify user accounts
- b. to assign access rights to restrict users to access online reports or functions based on pre-defined security settings.

11. Availability of these basic reporting functions:

- c. Availability of online detailed transaction report that contains data fields including but not limited to: merchant name, merchant ID, transaction amount, transaction date, transaction time, card type, card number, expiry date, authorization code, batch #, batch close/settlement date, batch close/settlement status, terminal ID, and entry mode etc. In addition, the City should be able to perform queries on one or more of the above data fields in generating the required transaction search.
- d. Availability of batch summary report that contains data fields including but not limited to: Batch number, merchant name, merchant ID, close date, terminal ID, sales count, sales amount, return count, return amount, error count, error amount, batch amount. In addition, the City should be able to drill down on specific batch into the individual transactions.

12. Transaction details and reports are to be available online for viewing on a real time basis. If real time update is not available, please describe when transactions and reports will be available for viewing online.

13. At a minimum, detailed monthly statements should be available for viewing on no later than the second business day following the end of the previous month. The City should be able to run monthly statements for each merchant ID and be able to generate consolidated monthly statements for selected or all merchant ID's.

14. The City should be able to run analysis reports for records of no less than one year based on specific fields. Such analysis reports should include but not limited to:

- a. Card type analysis to view dollar amounts and item counts by card type for each merchant , with corresponding percentages and average item amounts.
- b. Merchant fees analysis to view dollar amounts and counts by merchant fee type for each merchant.
- c. Chargeback analysis to view merchants with the highest level and frequency of chargebacks for a specific date range.

15. In addition to chargeback notification in the mail or in the fax, there should be online access to all chargeback requests with linkage to the original transaction source. The system should also provide status of all chargeback requests (initiated, received, pending, completed, denied, accepted etc.) and the deadline of which chargeback requests must be responded by.

16. The ability to for an administrator to process credit card refunds (with authorization of a senior administrator as defined in the each user's security setting) on a standalone basis through the online platform without having to use a POS terminal or application.

17. Availability of a report that can tie settlement batches in said report to settlement values in our bank accounts and the ability to drill down on specific batches in the report into the individual transactions.

B. Please add the following under Section 9 Proposal Submissions I. Technical Specifications.

#### 1. TENDER RETAIL DETAILS

Software: Tender Retail Merchant Connect Multi (MCM) version 3.3.9

Contact: [www.tender-retail.com](http://www.tender-retail.com)

Applications currently using Tender Retail's MCM:

- Class version 6.04 and 7.0 by The Active Network
- Future applications which have integrated card payments will use Tender Retail

Technical environment:

The Tender Retail module is installed in two separate VMWare virtual servers, both running Windows 2003 R2 server, standard version

One server handles all community-centre-related course/activity transactions and is configured with 2Gb memory and 14Gb storage with dynamic resource allocation. There are 33 separate community centre pin-pads that send card payments to this server.

The second server handles online payments for parking tickets and recycling material purchases. It is configured with 1Gb memory and 16Gb storage with dynamic resource allocation. This server has one payment terminal for all online transactions.

Functional requirement:

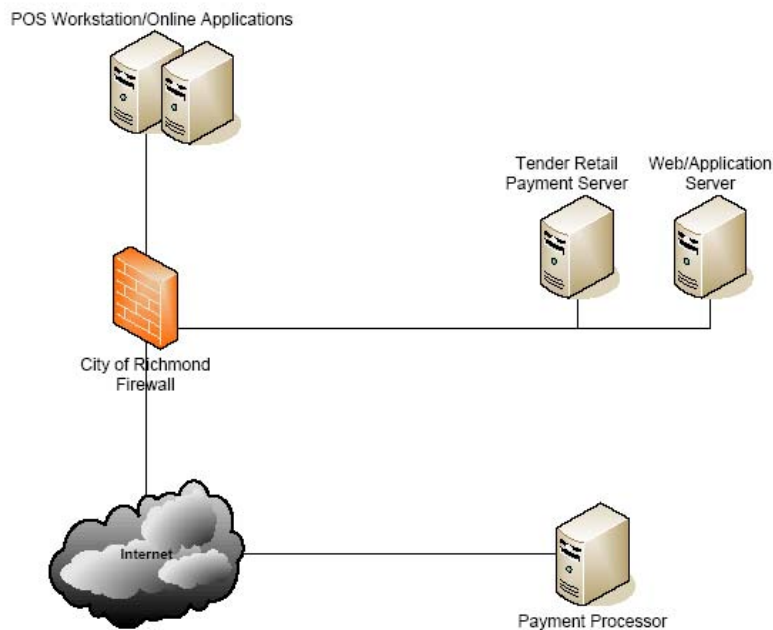
Proponent should indicate their compatibility and certification status with Tender Retail and how they interface with Tender Retail. In turn, the City will be responsible for ensuring that any current or future system or application deployed at the City will be compatible with Tender Retail for any integrated card-related payments (credit or debit cards).

Exception:

Stand-alone pin pads will not need to use Tender Retail. There are currently 10 stand-alone terminals operating at the City. Proponent should indicate their specific infrastructure and network requirements for sending card payments through these stand-ones.

## 2. TECHNICAL DIAGRAM

City of Richmond Payment Processing Overview



## 3. INTERNET CAPACITY and ISP

The City uses a 30-Mbps high speed internet pipe provided by TELUS.

## 4. FOIPPA and PIPA

FOIPPA

As a municipality, the City of Richmond is governed by the Freedom of Information and Protection of Privacy Act of BC. Proponents must demonstrate how their system collaborates with the City in complying with the Act.

A copy of the Act is available at:

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Additional details and FAQs are also available at:

<http://oipc.bc.ca/pdfs/public/GuideToFOIPPAJune2004.pdf>, specifically, Section VI (Collection, Use & Disclosure of Personal Information)

## PIPA

Proponent should also provide details of how they conform to the Personal Information Privacy Act of BC.

A copy of the Act is available at:

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/00\\_03063\\_01](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_03063_01)

Additional resources and information are also available at:

[http://oipc.bc.ca/sector\\_private/resources/index.htm](http://oipc.bc.ca/sector_private/resources/index.htm)

## 5. PCI STANDARDS

Proponents should provide details of how they support the City in meeting the requirements of the Payment Card Industry (PCI) Data Security Standard (DSS) and related Card Association Compliance Programs at the level that commensurate to the number of transactions that they will handle for the City.

## 6. TECHNOLOGY DEFINITION

General Overview (609524)

The basic infrastructure of the City comprises the following:

- Ethernet - Over various media, including fibre and UTP
- TCP/IP - Version 4 only. Other network protocols such as IPX/SPX or NetBEUI are not supported
- Directory Services - MS Active Directory is the only supported directory service
- RADIUS services will be available from Active Directory (internal access) or RSA (external access)
- E-mail - externally, SMTP only supported; internally, MAPI and SMTP are supported. MS-Exchange 2003 is the current platform, Exchange 2007 is currently being implemented.
- HTML Services - Only the following platforms are supported:
  - Microsoft IIS 5.0 or 6.0 HTTP servers
  - Microsoft Internet Explorer 6.0, 7.0, 8.0 browsers (all 3 mandatory for all new applications)
- Databases - The following SQL platforms are supported:
  - Oracle - version 9.2.0
  - Oracle - version 10.2.0

- Oracle - version 11.1.0
- SQL Server version 2000
- SQL Server version 2005
- SQL Server version 2008
- NOTE that no MS-Access applications will be installed where more than one user might require concurrent access to the application. All databases should use either SQL Server or Oracle.
- Geographic Information System - The following ESRI products are supported:
  - ArcGIS - version 9.3.1
  - ArcView - version 9.3.1
  - ArcInfo - version 9.3.1
  - ArcSDE - version 9.3.1
  - ArcIMS - version 9.0, 9.3.1
- Client Computer Hardware - Only HP USDT workstations are introduced to the network
- Client Computer Operating Systems - The following Operating Systems are supported
  - Windows 2000 (no new systems or applications will be deployed with Windows NT)
  - Windows XP
  - Windows Vista (mandatory for all new applications)
- Client Computer Office Applications
  - MS Office version 2000 is supported
  - MS Office 2007 (mandatory for all new applications)
  - MS Office is integrated to Hummingbird DM via the ODMA API. This integration is mandatory for all client systems.
  - All applications installed must be *Certified for Windows Vista*
  - All applications must run on Windows Vista **without** requiring the end-user to hold administrative credentials on the computer.
  - VMWare virtual systems. All Intel client applications must be supported in a Virtual Machine environment.
- Server Computer Hardware - Only the following systems are supported:
  - Dell PowerEdge
  - Hewlett-Packard Series 9000 PA-RISC (HPUX) (database server only)
  - Hewlett-Packard Itanium (HPUX) (database server only)
  - Sun SPARC (database servers only)
  - Sun x86
  - VMWare virtual systems. All Intel server applications must be supported in a Virtual Machine environment, with the exception of servers that have specialised physical add-in cards.
- Server Computer Operating Systems - The following Operating Systems are supported
  - Windows 2008 R2
  - Windows 2008
  - Windows 2003 R2
  - Windows 2003
  - Windows 2000
  - Hewlett-Packard HPUX - version 11.0, 11.11, 11.23 (no new systems will be deployed with HPUX)
  - Sun Solaris - version 7,8 (no new systems or applications will be deployed with Solaris 7 or 8)
  - Sun Solaris - version 10

- Suse Enterprise Linux - version 9 (no new systems will be deployed with Suse Linux)
- Oracle Enterprise Linux - version 4 and 5 (database servers)
- Security:
  - All access to the City's network is through a firewall.
  - Only the most commonly used ports (80, 8080) will be kept open on the firewall for general outbound access
  - Incoming access is permitted to a DMZ server only
  - All Windows servers are rebooted weekly (early Tuesday morning) for the application of security patches
  - All Unix and Linux servers are rebooted weekly (early Monday morning)
  - Remote access to the City's network is only acceptable through City-specified VPN client (NetScreen-Remote) using RSA authentication tokens and IPSec encryption, **to the City's terminal server only**. Access to specific servers is accomplished using DSView (KVM over IP) to the terminal server session.
  - Modem access to the City's network will not be permitted
- Applications
  - No server applications are to be started from the console, server applications must run as services which run automatically at system boot time
  - Applications must support Canadian or ISO date formats (DD-MM-YYYY or YYYY-MM-DD)
  - Windows applications must support Microsoft Terminal Server deployment
  - Applications requiring hardware authorization devices ("dongles") will not be accepted in any circumstance. FlexLM is an accepted tool for license management.

C. The close date has been extended to **Thursday, July 15, 2010.**

Yours truly,



S Dosanjh  
*Buyer II - Contracting Specialist*  
*City of Richmond*