CONSENT ITEM

RE: Credit Card Processing Services

DEPARTMENT: Administration

PROGRAM: Finance

RECOMMENDATION: Staff recommends that the Board accept the low bid from Reliant Pay.

EXPLANATION: Credit card processing services are a financial service required for the City to be able to accept credit card payments from residents and businesses. These payments are for recreation fees, memberships at The Pointe, permits, license fees, etc. Annually these fees cost the City in excess of $60,000. The majority of these fees are interchange fees set by MasterCard, Visa and Discover and do not change regardless of which vendor is providing the processing services. Monthly costs to the City fluctuate depending upon number of transactions, dollar amount of transactions and what type of card is presented.

An RFP for credit card processing services was advertised on the Ballwin website and subsequently sent to 22 vendors. Five responsive proposals were received. The low bidder, Reliant Pay, is located in neighboring Manchester and will provide the City with on-site support to help ensure the City maintains a secure environment to safeguard cardholder data. New hardware is required to enable the acceptance of credit cards embedded with an EMV chip. It is anticipated that four new terminals will be purchased in 2015. Funds were budgeted for this expenditure. Locations in the City that process recreation transactions will not receive hardware upgrades until 2016. These transactions are processed through RecTrac software, and their EMV compatible hardware solution will not be available until next spring.

Amounts below reflect processing fees and hardware but do not include interchange fees.

CardConnect	Pace Payment Systems	Reliant Pay	Central Bank	Sync Payments
$10,941	$10,271	$8,748	$10,244	$10,046

SUBMITTED BY: Denise Keller

DATE: September 1, 2015