

## **BID CALL NOTIFICATION**

**Subject:** Request for Proposal #HCP-09-03

**Issued: September 14, 2009**

The City of Burlington on behalf of the HCPG is looking for a company that would offer a solution to allow credit card payments, but would charge the cost of the transaction back to the User and not the agencies. The Municipality would then receive 100% of the tax payment funds with no service charge deducted. This service would allow payment by major credit cards on line through the web or by automated Interactive Voice Response (IVR) telephone on a 24/7 basis, 365 days per year.

**CLOSING DATE and TIME:** September 28, 2009 at 2:00 p.m.

**COST:** \$25.00 (including G.S.T.)

### **INSTRUCTION FOR OBTAINING DOCUMENT:**

This document is available in electronic form.

#### **Obtain Document via email:**

To receive the document via email a payment by credit card is encouraged. Please download the Bid Document Request Form located at [www.burlington.ca](http://www.burlington.ca) / [Online Documents/ Purchasing Bid Requests/ Bid Document Request Form \(PDF\)](#) on the Purchasing website and fax the completed form to Purchasing at 905-335-7663. Once the payment has been processed, the document will be emailed to the address provided on the Credit Card Payment Form.

#### **Pick Up Document:**

The RFP documents are available for pick up at 390 Brant Street, 3<sup>rd</sup> Floor, Sims Square\*, Finance Department-Purchasing Reception Counter, Burlington, Ontario. Please bring a completed Bid Document Request Form with you. See Methods of Payment below.

\* Located one block south of City Hall on the S.W. corner of Brant and Elgin Street

#### **Obtain Document via Courier:**

If you are unable to receive the document via email or pick up the document, please contact Purchasing and arrange for a courier company to pick up the document. The cost of the courier will be the responsibility of the vendor.

### **METHODS OF PAYMENT:**

Payment by credit card is encouraged for documents available electronically. If picking up the document in person, the City will accept cash, cheque, Interac, MasterCard, Visa and American Express. Cheques are to be made payable to The Corporation of the City of Burlington. Documents will not be released until payment is received. The City of Burlington is not responsible for delivery delays via courier or mail.

### **ADDENDUMS:**

Addendums will be posted on [www.burlington.ca](http://www.burlington.ca) / [Online Documents/ Purchasing Bid Requests/ Addendums](#).

N.B. It is the responsibility of the vendor to check the City Web Site for any possible addendums.

### **DISCLOSING BID TAKERS:**

Purchasing Services practice is not to disclose the list of bid takers. There may be some exceptions, e.g. when the bid call is related to construction. However, the City reserves the right to disclose or not to disclose this information.