

CITY OF FAIRBANKS

REQUEST FOR PROPOSAL

RFP 20-15

DESCRIPTION: The City of Fairbanks is requesting proposals from a Service Provider to provide Merchant Services. The Service Provider will integrate a customer payment option for The City of Fairbanks' garbage and business license billing customers to make payments by credit/debit cards, electronic checks, etc. via Web through linkage between the City of Fairbanks website and Service Provider's website; IVR (Interactive Voice Response), Service Provider's own call center and in person at The City of Fairbanks payment center. The initial contract shall be for one year commencing on December 1, 2020, with an option to extend the term of the contract for four additional years.

PROPOSAL DOCUMENTS: A copy of this RFP can be obtained on the City of Fairbanks website, www.fairbanksalaska.us. It is the Offeror's sole responsibility to check this website for additional information and / or addendums. If you have any questions, contact the Purchasing Agent listed in this document.

PROPOSAL DUE on October 30, 2020 at 4:00 PM

Sealed proposals are due PRIOR to the deadline noted above. Sealed proposals must be delivered to the City of Fairbanks, City Clerk's Office, located at 800 Cushman Street, Fairbanks, Alaska 99701. Late proposals will not be accepted – NO EXCEPTIONS. It is the Offeror's responsibility to confirm the proposal documents are received.

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