

REQUEST FOR PROPOSALS “RFP” PS20210331

PROVISION OF CLOUD-BASED ONLINE TICKETING SERVICES FOR VANCOUVER PARK BOARD

QUESTIONS AND ANSWERS NO. 2

ISSUED ON OCTOBER 7, 2021

Q1	Does the City have a preference for the payment gateway provider?
A1	Yes: Moneris.
Q2	How many handheld scanners are required at each facility/attraction?
A2	Each facility/attraction will require 3 to 4 scanners. Furthermore, each facility/attraction will require 1 to 2 backup scanners. Proponent should note: i) as the events/attractions are seasonal, the Park Board is able to redistribute scanners internally; and ii) at peak usage throughout the entire network of facilities/attractions, a total of up to 20 scanners will be required, inclusive of backup scanners.
Q3	Will the City be the Merchant of Record (and thus pay the acquirer payment processing fees directly to the acquirer, separately from the proponent’s service)?
A3	It is anticipated that the vast majority of transactions will occur via the proponent’s merchant accounts. Depending on the specific online solution, there is a possibility that a small percentage (less than 10%) of transactions could occur via the City merchant account.