



Addendum No. 2

City of Coquitlam

RFP No. 25-037

Merchant Services

Issue Date: December 12, 2025

Total Page Count: 4

Proponents shall note the following amendments to the RFP documents:

REPLACE

R1) REPLACE

The following dates have been extended as part of an extension request.
The entirety of "Key Dates" is replaced with the following:

KEY DATES

RFP Issue Date	Monday, December 1, 2025
Deadline for Questions	2:00 PM (local time) Friday, January 9, 2026
Submission Deadline	2:00 PM (local time) Wednesday, January 14, 2026

Please Note: The Procurement Department at City Hall will be closed at 12:00 PM on Wednesday, December 24, 2025 and reopen at 08:00 AM on Friday, January 02, 2026. Inquiries will not be reviewed until January 02, 2026. City Service Operations will remain in full service.

QUESTIONS AND CLARIFICATIONS

- Q1. Would a Proponent be automatically disqualified by answering "no"? As a Proponent we would seek an opportunity to describe our own privacy and information security practices and policies, which form part of our offering and which we believe are sufficient for the type of services and data we handle.
- A1. **No will not automatically disqualify a Proponent. However, Proponents must understand that the successful Proponent will be required to comply with the British Columbia Freedom of Information and Protection of Privacy Act (FIPPA), along with any related contractual and security requirements of the City. If a Proponent's internal privacy or information security practices differ from the City's stated expectations, the Proponent will be responsible for demonstrating, through the evaluation, clarification, and contracting process, how its practices**

meet or exceed the City's obligations under FIPPA. The City will assess this information to determine whether the proposed approach is acceptable and compliant.

Q2. With respect to item #7 and the City's Standard Terms and Conditions for Purchase of Goods and Services – Proponents are given the opportunity to propose alternatives to this document in Section 2 of the RFP. If a Proponent does so, will it be possible to add that the portion of item #7 that relates to the City's Standard Terms and Conditions for Purchase of Goods and Services is subject to mutual negotiation and agreement, if the Proponent sets out alternatives in Question 2?

A2. Proponents may propose alternatives to the City's Standard Terms and Conditions – Purchase of Goods and Services by identifying them in the departures section. Submission of an alternative does not modify Item #7. The City's Standard Terms and Conditions continue to apply unless the City expressly accepts a proposed departure during evaluation or negotiation with the top-ranked Proponent. The City is under no obligation to accept any proposed alternatives.

Q3. Do you require onsite installation or courier? Courier is when the terminals are mailed/sent to the merchant, onsite is where someone comes to install the terminals?

A3. For the initial go-live rollout, onsite installation is preferred. For post go-live support, courier installation can be accommodated with proper assistance from the proponent. Note that during the testing stage of the implementation, we request that test terminals be couriered over so we can validate the test scenarios.

Q4. The RFP has indicated the following locations – if the City can provide a postal code for each location below please:

- City Hall – Financial Services
- Animal Shelter
- Building Department
- Business Licensing
- Engineering
- RCMP
- Robinson Memorial Cemetery
- City Centre Aquatic Centre
- Poirier Sport and Leisure Complex
- Pinetree Community Centre
- Eagle Ridge Pool
- Mundy Park Pool
- Maillardville Community Centre
- Dogwood Pavilion

- Glen Pine Pavilion
- Centennial Activity Centre
- Town Centre Park Community Centre
- Victoria Hall
- Summit Activity Centre
- Smiling Creek Activity Centre

A4. Postal Codes are as follows:

• City Hall – Financial Services	V3B 7N2
• Animal Shelter	V3K 7B6
• Building Department	V3B 7N2
• Business Licensing	V3B 7N2
• Engineering	V3B 7N2
• RCMP	V3B 0B3
• Robinson Memorial Cemetery	V3J 0A6
• City Centre Aquatic Centre	V3B 7T8
• Poirier Sport and Leisure Complex	V3J 6A9
• Pinetree Community Centre	V3B 7Z4
• Eagle Ridge Pool	V3B 7Y5
• Mundy Park Pool	V3J 6N9
• Maillardville Community Centre	V3K 2C3
• Dogwood Pavilion	V3J 7X1
• Glen Pine Pavilion	V3B 0B2
• Centennial Activity Centre	V3J 6A8
• Town Centre Park Community Centre	V3B 4S7
• Victoria Hall	V3B 2V6
• Summit Activity Centre	V3E 3L2
• Smiling Creek Activity Centre	V3E 0G1

Q5. If onsite installation is preferred - do you prefer onsite installation to be done during business hours? Outside business hours? Or both?

A5. During business hours would be preferred, however can be finalized during the implementation schedule.

Q6. Timeline: Could you please confirm the end date of your current contract and the latest date by which the transition should be completed.

A6. End date of Contract is May 7, 2026. Will work with Contractor to schedule implementation and testing in advance of this date.

Q7. For the Financial Component in the document – are we allowed to include additional rows to include the prices of other items we are proposing?

A7. Yes, please feel free to add any other costs/discretionary costs.

Q8. For the special events:

- a. what type of terminal does the City need?
- b. Does the City need a terminal with wi-fi or 4G?
- c. Does the City need a standalone or integrated device?
- d. Does the terminal to have a built-in printer?

A8. The City's vision is for the solution to be reliable, quick, user-friendly, and security compliant. The City will require both Integrated and standalone devices. The City would like options for both Wi-Fi and 4G connected devices. The devices must have a built-in receipt printer.

End of Addendum No. 2

Proponents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Proposal Submission Form.

Upon submitting a Proposal, Proponents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Proposal Submission.

Issued by:

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