

Appendix C: Moneris contract background

As a result of a competitive Request for Proposal (RFP) 3401-16-3008, the Government Management Committee (now General Government Committee), at its meeting on November 14, 2016, adopted the recommendation to negotiate and enter into an agreement with Moneris Solutions Corporation (Moneris) for all requirements associated with card processing services including rental of devices and access to online gateway portals. The City entered into a five-year contract starting February 1, 2017 to January 31, 2022 with Moneris for the provision of credit and debit card processing services for the City. Authority was delegated to the Treasurer (now Controller) to exercise the option to renew for five additional separate terms of one-year each, from February 1, 2022 to January 31, 2027. The first renewal option was approved by the Controller, effective February 1, 2022, given the City's satisfaction with Moneris' services. The total estimated contract award for the ten years is \$29,647,193, net of all taxes and charges (\$30,168,984 net of HST recoveries).

The City's contract with Moneris is an umbrella agreement that covers all of the City's divisions taking payments directly from customers (residents and businesses) through in person, telephone or online platforms. Although the Accounting Services Division manages the Moneris relationship and monitors the contract terms and value, it is the City's divisions who are directly utilizing Moneris' services based on their specific operational needs. Therefore for divisions to directly continue accepting credit and debit cards for payment, the City must have a card processing service contract in place.

The Moneris agreement also provides the opportunity for City agencies and corporations to benefit from the City's competitive bid pricing. Each of the City's consolidated entities taking payment directly from customers has entered into an agreement with Moneris that takes advantage of City pricing. As a result, having a card payment contract in place ensures that these consolidated entities continue to have access to this opportunity. This was most recently exercised by the Toronto Parking Authority in 2020 where the City's rates were leveraged for cost savings to that organization.