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**TO:** CHAIR AND MEMBERS  
FINANCIAL MANAGEMENT COMMITTEE **DATE:** 2021 December 01

**FROM:** DEPUTY CHIEF ADMINISTRATIVE  
OFFICER & CHIEF FINANCIAL OFFICER **FILE:** 6400-20

**SUBJECT: MONERIS SOLUTIONS - CREDIT CARD MERCHANT SERVICES**

**PURPOSE:** To obtain Council approval to renew the City's merchant services agreement with Moneris Solutions for a five year period.

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**RECOMMENDATION:**

1. **THAT** the Financial Management Committee recommend Council approve the renewal of the City of Burnaby merchant services agreement with Moneris Solutions for a five year period from 2022 January 01 to 2026 December 31.

**REPORT****1.0 INTRODUCTION**

The City has offered credit and debit card payment options to Burnaby residents and patrons since 1993 through Moneris Solutions, a merchant services acquirer wholly owned by the Royal Bank of Canada and the Bank of Montreal.

The City requires a credit card acquirer for access to the credit and debit card services platforms such as Visa, MasterCard, American Express and Interac. Moneris provides the City with PinPad rentals, payment processing and clearing, online payment services, payment technology solutions and electronic and online reporting services for reconciliation processes. The City's existing contract with Moneris Solutions expires 2021 December 31.

**2.0 POLICY SECTION****Goal**

- A Connected Community
  - Partnership –  
Work collaboratively with businesses, educational institutions, associations, other communities and governments
- A Thriving Organization
  - Financial viability –  
Maintain a financially sustainable City for the provision, renewal and enhancement of City services, facilities and assets
  - Communication –  
Practice open and transparent communication among staff, Council and the community

To: Financial Management Committee  
From: Deputy Chief Administrative Officer & Chief Financial Officer  
Re: Moneris Solutions - Credit Card Merchant Services  
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- Reliable services, technology and information –  
Protect the integrity and security of City information, services and assets
- Technology and innovation –  
Support technology development and innovation to empower staff and to  
advance community objectives

### **3.0 BACKGROUND**

The City has seen exponential growth in the use of credit and debit card payments at Parks and Recreation facilities, Food Services locations and for various other payables at City Hall such as permits, building and planning applications, business licences, dog licences, and tax and utility payments; with the larger percentage of the increases being online payments. With the growth in payment and transaction volumes, the City has seen a rise in total merchant fees paid annually in step with increased volumes over the last decade.

An RFP was conducted in 2016 July for acquirer services for the purpose of identifying the best fees and rates in the marketplace for an organization of the City's size and to identify a partner to support the City in the provision of card services in an efficient and effective manner. Moneris solutions was awarded the contract and for the last five years, the services provided by Moneris have been exemplary and they reduced our fees in 2020 to assist us with COVID related volume reductions as many of our facilities were closed. In addition, Moneris will continue to provide the City with a cost recovery model to support the City's credit card merchant fee recovery bylaw that will allow the City to continue expanding online services without incurring additional payment processing costs. Total charges to date for 2021 are \$585,900.

The proposed agreement from Moneris is for another five year period from 2022 January 01 to 2026 December 31.

### **4.0 RECOMMENDATION**

Staff recommend proceeding with the Moneris Solutions contract renewal for a five year period, subject to legal review of the amending agreement, for the period 2022 January 01 to 2026 December 31.



Noreen Kassam, CPA, CGA  
DEPUTY CHIEF ADMINISTRATIVE OFFICER  
& CHIEF FINANCIAL OFFICER

NK:ds/md

Copied to: Chief Administrative Officer