



# REMOTE PAYMENT AGENT REQUEST FOR TENDER



## INTRODUCTION

*In February 2017, Caribbean Utilities Company, Ltd. ("CUC") ceased accepting payments at CUC's Customer Service Centres. Instead, CUC enlisted the services of Remote Payment Agents ("RPAs") to receive and transact customer payments on its behalf. This operational change was made to increase the payment options, extend effective operational hours for customer payments, and increase payment locations available to customers. The change also improved customer services at our Customer Service Centres by focusing on non-transactional matters. CUC currently has a total of eleven (11) Remote Payment Agent ("RPA") locations.*

*CUC is seeking to add potential Agents who will be able to provide our customers with convenient locations for payments, extended hours and excellent customer service under the following terms.*

## PROFESSIONAL SERVICE REQUIREMENTS

### **CUC will provide the RPA with:**

- *Initial on-site training as well as annual off-site training refreshers*
- *Off-site training when required for any operational or software changes*
- *Additional training to the above, if required, may be undertaken at the expense of the RPA*
- *All equipment needed to facilitate daily transactions (computers, card machines, cash box, etc.)*
- *Maintenance of all CUC equipment, both software and hardware*
- *Bank accounts and deposit books for deposits to be made*
- *Electronic copies of all documents pertaining to the RPA and CUC (manuals, balancing reports, etc.)*
- *Receipt paper rolls*
- *Messenger to collect daily balancing reports and other required documents*
- *On-call contact details for CUC after-hours support*

### **RPAs are expected to complete the following tasks daily:**

- *Tender CUC payments*
- *Operate CUC payment system*
- *Provide customers with receipt of payment*
- *Generate reconnection work orders when customers are disconnected or eligible for disconnection*

- Complete and sign off the Void and Review form when necessary
- Balance batches at the end of each day and/or shift
- Compile Balancing Reports and other documents for collection by CUC messenger by the morning of the following business day
- Settle the debit/credit card machine after every payment batch
- Deposit funds to the provided bank account(s) by the following business day
- Refer all non-payment customer inquiries, comments, or concerns regarding CUC matters to CUC representatives
- Communicate any issues to CUC as they occur for timely resolution

## Mandatory Requirements

To be considered as an RPA, CUC requires the following to be in place:

- The business must have adequate staffing to keep up with the customer flow of both regular business duties and those of CUC
- A 10Mbps minimum internet connection
- Armored vehicle services when transferring cash in excess of \$5,000.00
- Robust security and cash handling practices and procedures (segregated cash pans, security camera coverage of transactional area, supervisory-level review and sign-off policies, etc.)
- Space and furniture to house the necessary service equipment
- Insurance coverage:
  - Liability – CI\$1 million minimum
  - Commercial Crime – CI\$1 million minimum
  - Cash-in-Transit and on Premises – the larger of either a) CI\$50,000 minimum or b) Maximum transfer amounts from prior year

## PAYMENT & PENALTIES

- During an initial training/probationary period of two (2) months, CUC will pay the agent CI\$1.00 per successful transaction (voids and reversals are deducted to avoid duplicated payments for unsuccessful transactions).
- Following the completion of the training/probationary period, the payment structure for the RPA will be as follows based upon the transactional error percentage rate (sum of voids and reversals divided by successful transactions) for the month.

Transaction Error Percentage Rate	Payment Rate (per Successful Transaction)
0.00-1.00%	\$1.00
1.01-2.00%	\$0.95
2.01-3.00%	\$0.90
3.01-4.00%	\$0.80
4.01-5.00%	\$0.70
5.01-10.00%	\$0.70*
10.01% or greater	\$0.70**

\*Agents with three (3) consecutive months of an error rate in excess of 5% may be subject to immediate termination of their RPA agreement, at the discretion of CUC.

\*\*Agents with two (2) consecutive months of an error rate in excess of 10% may be subject to immediate termination of their RPA agreement, at the discretion of CUC.

- The first week of each month CUC will communicate the prior monthly Overview to the Agent via email. The Agent will then have five (5) business days to communicate any discrepancies to CUC for review. Thereafter, payment will be deposited into the Agents bank account within thirty (30) days.

## SUBMISSIONS & REVIEW CRITERIA

*In addition to the attached application form, interested parties must provide a cover letter stating how each location being applied for is advantageously-suited to providing payment services for CUC customers.*

*Applications will only be considered if the mandatory requirements are met, or if an applicant has indicated that they are willing to meet the mandatory requirements at their own expense. Proof of having, or being able to obtain, insurance coverage and internet connection speed adequate to minimum requirements, would be beneficial to assessing the application package.*

*CUC will score applications on the ability of the proposed location to appropriately meet the needs of CUC customers and provide a positive, professional experience. Criteria to be assessed includes, but may not be limited to:*

- *the proximity of the proposed location to existing payment locations or to areas of desired coverage,*
- *the hours of operation at a proposed location,*
- *the current foot-traffic rate and ease of access to a proposed location,*
- *existing or projected staffing levels at a proposed location,*
- *the robustness of cash handling and balancing procedures and operations,*
- *the alignment of an applicant's prevailing practices and business with CUC values, and*
- *the applicant's commitment to the Remote Payment Agent partnership as evidenced by the content of the cover letter submitted.*

*During the application review period, CUC may also request to visit an applicant's location to assist in the assessment process.*

*Any applications should be submitted via email with the subject line "Remote Payment Agent Application" to [service@cuc.ky](mailto:service@cuc.ky) or mailed per the address provided on the application form attached to this RFT. **Submissions must be sent by Friday, June 8<sup>th</sup>, 2018.** The review process will be completed by no later than Friday, June 29<sup>th</sup>, 2018 at which point selected successful applicants will be notified and provided a Remote Payment Agent Agreement contract to review and proceed.*