

Addendums #2 and #3*

ATM Services RFP for West Virginia Parkways Authority

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

Following are the answers to questions submitted in response to the above referenced RFP as of October 17, 2014. All of the questions have been listed verbatim, as received by the West Virginia Parkways Authority.

** Addendum #3 pertains to questions 21 and 24.*

1. **The RFP states: the ATMs need to perform cash withdrawals, cash advances, balance inquiries, account transfers, etc. For those ATM customers affiliated with a member financial institution, the customer must be able to execute a surcharge free transparent transaction identical to one transacted at the customer's underlying financial institution.**

A. In order to support this, you would have to brand with every financial institution out there, is there a specific FI you are referring to? Does a specific financial institution provide ATM services today?

RESPONSE:

There is no specific financial institution (FI) that we are referring to in the RFP. Presently, United Bank, Inc. provides the Parkways Authority with ATM services. The surcharge free provision refers to circumstances where a customer of the bank that operates the ATM uses one of the ATM terminals that are the subject of this RFP. Under those circumstances, the bank that operates the ATMs must treat the ATM as its own for the purposes of its customer's transactions, accordingly, no fees not otherwise assessed its customers for the use of that bank's leased or owned ATM terminals may be levied for use of the terminals located on Parkways properties. All proposers are required to make certain that the terms of its proposals comport with the requirements of all applicable federal, state and local laws, rules and regulations applicable to automatic teller machine ownership and operation in the State of West Virginia.

- 2. Regarding the need for security cameras in the ATMs, can the security cameras in the ATM be hooked up to an already existing security system of the WVPA? Or is it expected that the ATM provider will supply monitoring and surveillance? Can you please elaborate on what is necessary to fulfill this requirement?**

RESPONSE:

No, the security cameras in the ATM cannot be hooked up to any existing security system within the Parkways Authority. It is expected that the ATM's will contain functioning cameras to provide for review of activity as needed.

- 3. Is there going to be signage that states an ATM is on premise on the road sign/Exit sign to each location?**

RESPONSE:

Yes, the Parkways Authority provides a sign located beneath the motherboards indicating an ATM is located at each location to which the signs pertain.

- 4. When will the answers be posted on the Authority's website? The proposals are due October 21, 2014 and would need to be mailed by October 19 or 20 for timely delivery.**

RESPONSE:

The due date for the proposals has been changed to Friday, October 31, 2014. That Addendum No. 1 has already been posted on the Parkways Authority website. It is anticipated that the answers to the questions will be posted on the Authority's website by close of business (4:00 pm EDT) on Tuesday, October 21, 2014.

- 5. On Page 3 of the RFP it states, "WVPA requires all proposers to submit an RFP that proposes ATM services described at all six ATM locations as one package." On Page 4 of the RFP it states, "WVPA may make one award or multiple awards resulting from this procurement." These two statements would seem to conflict. If multiple awards are possible, will it be based upon best revenue options by location? Several locations would probably not financially support ATM operations if not included in a package as has been previously required/accepted by the Authority.**

RESPONSE:

While the Parkways Authority recognizes that ATM providers have different business models and that the Authority must be able to evaluate the strengths and merits of each proposal received as set forth in the RFP, it also understands that ATM providers have the best opportunity for profits and perhaps revenue generation by packaging all six locations into their contract. As part of its normal procurement policy, Parkways ordinarily reserves the right to make more than one award of services solicited by RFP or bid.

- 6. What is the current surcharge rate/convenience for on Foreign (Non-Customer) Transactions?**

RESPONSE:

\$2.50

- 7. Is the Surcharge Rate to be set by the Authority (although not currently listed without addendum); to be set by mutual agreement between Authority and chosen provider or determined by provider?**

RESPONSE:

The Parkways Authority approves the surcharge fee. Once the Authority chooses the ATM provider and their proposed revenue schedule, any changes in surcharge fees from that schedule must be approved by the Parkways Authority.

- 8. Who is the current ATM provider?**

RESPONSE:

United Bank, Inc.

- 9. To clarify: Are all of the transaction totals listed on Exhibit "A" withdrawal transaction totals or do the totals include balance inquiries, transfers, invalid transactions or any other transactions that are not withdrawals?**

RESPONSE:

They are all withdrawal transaction totals.

10. What type of communication do the current ATMs use?

RESPONSE:

Telephone (dial-up) lines.

11. Page 8, General Responsibilities: -Responsibilities of the Proposer / Contractor, - Security says: "All ATMs must be securely installed with functioning cameras". Will WVPA consider proposals that include ATMs that do not have cameras?

RESPONSE:

No, the Authority believes that cameras are an important component for the ATM service, including the security of the ATM customers and the premises immediately surrounding the ATM's.

12. What type of cameras are installed on the current ATMs?

RESPONSE:

There are no cameras on the current ATM's, but cameras are required for the ATM's to be provided in order to comply with this RFP.

13. When does the Authority expect to award the winning proposal?

RESPONSE:

It is anticipated that this contract will be awarded after the Parkways Authority Board Meeting to be held on December 4, 2014.

- 14. When does the Authority estimate the winning proposer to install the ATMs at each location?**

RESPONSE:

It is anticipated that the new ATM's will be installed and operational by April 1, 2015.

- 15. Exhibit "A" of the RFP includes "ATM Transaction & Surcharge Revenue" for the 12 months ended November 30, 2013. Is there any updated transaction and surcharge revenue information for 2014, even if only for 6 or 9 months?**

RESPONSE:

See attached document titled, "West Virginia Parkways Authority, ATM Transaction & Surcharge Revenue, 12 Months Through August 31, 2014."

- 16. Page 3 of the RFP states, "Existing dedicated electrical power lines and data lines for current ATMs may be utilized by the contractor provided it is at no cost to the Authority." Is the electrical sub-metered at each facility currently? If not sub-metered currently, is the Authority requesting a new requirement or would the electricity be provided in the same manner as the current Agreement?**

RESPONSE:

No, the electric power provided at each facility is not sub-metered. The electricity will be provided in the same manner as the current agreement. If, for example, a change in the electric service from the current 110 volt circuits is required, any cost to alter the current service will be the responsibility of the ATM provider with prior Parkways Authority approval.

- 17. Have there been any service issues that could have affected the ATM volume information provided?**

RESPONSE:

To the best of Parkways knowledge, no.

- 18. Is there current construction or remodeling plans at any of the locations that would require temporary removal of any of the ATMs during the base term of the contemplated Agreement? If so, which locations and how long would the units be removed?**

RESPONSE:

No such construction or plans at this time.

- 19. What is the exact or estimated start date of the contract? Page 3 states a fixed period of time through 4-30-2019.**

RESPONSE:

It is anticipated that the start date of the contract is April 1, 2015.

- 20. Please give an example of non-proprietor bank contractor.**

RESPONSE:

The paragraph entitled "Prior Experience" on page 8 of the RFP is directed at a number of types of entities that are involved in providing ATM services. These would include but not be limited to banks that operate ATM terminals on premises but not off premises as well as non-bank entities that supply ATMs to banks for off premise operation.

- 21. On Page 15 under Technical Evaluation Factors – asking for Customer Fee Schedule. Are we allowed to quote this percentage in the Technical Proposal? Another area of the RFP states clearly that money should be discussed only in the Revenue Proposal. What is the difference between the Customer Fee Schedule on page 15 and the Revenue Schedule on page 6?**

RESPONSE:

On Page 15 of the Request for Proposals for ATM Services, the sub-section "Customer Fee Schedule: Contractor shall describe in the proposed fee schedule for ATM usage and what, if any, percentage will be shared with WVPA. The fee schedule for ATM usage must be considered by WVPA as reasonable based on industry criteria." This sub-section was

erroneously placed under the Technical Area of the RFP and should be moved to the next page (Page 16) under “Revenue Area”. PLEASE NOTE: This response should be considered an addendum (Addendum #3) to the Request for Proposals for ATM Services previously issued by the West Virginia Parkways Authority. The customer fee schedule is the schedule of fees charged to the customers for use of the ATM terminals. The revenue schedule is the schedule providing for the sharing of all revenue required between the Vendor and the Parkways Authority.

22. The Exhibit A – Transaction information includes 12 months of activity through November 30, 2013. Is there any activity for 2014?

RESPONSE:

See attached document titled, “West Virginia Parkways Authority, ATM Transaction & Surcharge Revenue, 12 Months Through August 31, 2014.”

23. Will the West Virginia Parkways Authority provide a Word version of the subject Request for Proposals, ATM services?

RESPONSE:

No, the Parkways is not prepared to provide a Word version of the subject Request for Proposals for ATM services.

24. Page 5, Proposal Requirements, Indicates the Technical Proposal shall not contain any revenue/pricing information. Page 15, Technical Area seems to indicate that among the technical evaluation factors will be an analysis of the Customer Fee Schedule. Should the Technical section contain any information regarding Customer Fees?

RESPONSE:

See response to question 21 above. Therefore, as indicated above, on Page 15 of the Request for Proposals for ATM Services, the sub-section which provides “Customer Fee Schedule: Contractor shall describe in the proposed fee schedule for ATM usage and what, if any, percentage will be shared with WVPA. The fee schedule for ATM usage must be considered by WVPA as reasonable based on industry criteria” was erroneously placed under the Technical Area of the RFP and should be moved to the next page (Page 16) under “Revenue Area”.

PLEASE NOTE: This response should be considered an addendum (Addendum #3) to the Request for Proposals for ATM Services previously issued by the West Virginia Parkways Authority.

West Virginia Parkways Authority

ATM Transaction & Surcharge Revenue

12 Months Through August 31, 2014

Month	Contractor Non-Customer Transactions						Contractor Customer Transactions						Parkways Revenue
	Tamarack	Princeton	Beckley	Morton	Bluestone	Tamarack	Princeton	Beckley	Morton	Bluestone	Bluestone		
September	153	70	1,653	724	790	19	7	56	26	20	20	5,558.44	
October	122	45	1,800	770	822	13	4	69	33	18	18	5,839.68	
November	123	55	1,778	819	729	8	8	37	26	7	7	5,672.20	
December	119	65	1,838	923	805	11	3	54	31	9	9	6,095.64	
January	77	26	1,423	607	561	10	4	52	36	9	9	4,431.90	
February	83	43	1,292	626	562	15	3	40	34	11	11	4,280.22	
March	99	58	1,884	746	692	17	8	59	33	12	12	5,700.64	
April	146	78	1,793	801	825	15	11	46	24	14	14	5,929.74	
May	175	82	2,230	951	877	15	8	50	36	10	10	7,005.72	
June	158	120	2,289	1,100	909	17	4	56	27	11	11	7,411.78	
July	151	116	2,631	1,176	1,047	17	8	54	30	17	17	8,290.26	
August	148	127	2,312	1,070	1,013	17	8	51	29	14	14	7,566.62	
												<u>73,782.84</u>	

Contract - Contractor pays 63% (currently \$1.58) of surcharge on all approved contractor non-customer withdrawals.

During any month in which the aggregate number of contractor customer transactions exceeds 2% of the aggregate number of contractor non-customer transactions at all locations, contractor agrees to pay 63% for each approved contractor customer transaction.