



City of San Antonio

ADDENDUM I

SUBJECT: Request for Proposals for Automated Teller Machine (ATM) Services, (RFP 13-099), Scheduled to Close: January 31, 2014; Date of Issue: December 20, 2013

FROM: Denise D. Gallegos, C.P.M., CPPB
Procurement Administrator

DATE: January 17, 2014

THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST FOR PROPOSALS

THE ABOVE MENTIONED REQUEST FOR PROPOSALS IS HEREBY AMENDED AS FOLLOWS:

1. **Add:** Exhibit 5&6, City of San Antonio SBEDA Program Presentation – M/WBE Subcontracting Program and Good Faith Effort Tips for SBEDA Waivers, Exhibits are posted as a separate document.
2. **Add:** Exhibit 7, Pre-Submittal Sign in Sheet dated January 8, 2014 – Exhibit is posted as a separate document
3. **Add:** Exhibit 8, Rev Jan – Dec 2013 – Exhibit is posted as a separate document
4. **Change:** Section 011, RESTRICTIONS ON COMMUNICATION to the following:

Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until **2:00 p.m.**, Local Time, on **Friday, January 10, 2014**. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail or through the portal.

Grace Solis, Procurement Specialist III
City of San Antonio, Finance Department – Purchasing Division
Grace.Solis@sanantonio.gov

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 007, PRE-SUBMITTAL CONFERENCE:

On January 8, 2014, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Automated Teller Machine (ATM) Services Request for Proposal. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

- Question 1: Will the sign in sheet be released?
Response: The pre-submittal conference sign in sheet, dated January 8, 2014, is posted as a separate document.
- Question 2: What is the current surcharge amount?
Response: \$2.00 / foreign transaction
- Question 3: Are the surcharges waived for customers using the ATM's that belong to the current financial institution?
Response: Yes
- Question 4: Who is the current ATM provider?
Response: Generations Federal Credit Union

- Question 5: Does the Respondent have to provide 24-hour coverage to all the ATM's listed in the RFP?
Response: Yes, the Respondent must provide 24-hour coverage to all the ATM's
- Question 6: Are all the ATM's identified in the RFP?
Response: Yes, the current locations are identified in the RFP.
- Question 7: Are there specifics to security for the machines?
Response: It is the responsibility of the awarded party to secure all assets as they relate to Automated Teller Services. The various locations have varying levels of facility security.
- Question 8: Since the proposals are due on January 31, 2014; when would the new contract term begin?
Response: Depends on the length of time to award and receive City Council Approval. We expect the term to begin no later than April 1, 2014.
- Question 9: The Airport ATM location is not listed in this RFP, are they not included?
Response: No, that is a separate contract managed by the Aviation Department.
- Question 10: With regards to branding, are toppers allowed? If so, are there any height limitations?
Response: Please submit your proposal with pictures of the suggested branding or toppers.
- Question 11: On Page 3 of the RFP, can you clarify what "additional services upon staff request to be provided at certain downtown locations during special events, such as Fiesta and the NCAA Basketball Tournament" means?
Response: May be, but not limited to, a mobile unit due to foot traffic and street closures.
- Question 12: Regarding the Utilization Plan, does just the Prime Contractor have to be registered in SAePS or just the subcontractors?
Response: All should be registered in SAePS.
- Question 13: Are ALL locations in this proposal for outside ATMs or are some inside? I see on page 3 it says "There are fifteen (15) locations that have been identified for ATMs." Were there ever ATMs at any of these locations and if so is there any transaction data and/or foot traffic data?
Response: ATM's may be inside or outside, depending on the location. The 15 locations currently have ATM's installed. We do have transaction counts available for each. Total Transactions in Jan – Dec 2013 = 136.5k.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS ON COMMUNICATION:

- Question 14: Are there ATMs currently installed at the locations listed in the RFP?
Response: Yes, but they will be removed by the current contractor once an award is made.
- Question 15: Do you have current transaction numbers that support the \$200.00 minimum per ATM machine?
Response: Average monthly transaction count per ATM machine is currently 250 to 350 foreign transactions, depending on seasonality.
- Question 16: Would you be willing to waive the monthly minimum and accept per-surcharge-transaction percentage payment?
Response: Respondent can submit an alternate response for consideration.
- Question 17: It was stated that the current machines do 200-250 foreign transactions per month per ATM. Can you provide the break out of the transactions that include the following?
a. Surcharge WDs (Non Generations Customers)
b. Surcharge Free WDs (Generations or others that do not pay a surcharge)
c. Non-Monetary Transactions
d. Dispense totals per ATM
e. Yearly transaction totals for the previous years, or summary of transaction trends
Response: Please see Exhibit 8.
- Question 18: During the preconference meeting it was stated that the current surcharge was believed to be \$3, can you please confirm?
Response: See response to Question #2.
- Question 19: Do any locations require special badging or access procedures in order to be serviced by the maintenance providers?
Response: Yes, the various locations have varying levels of security at the facility. May require sign in.

- Question 20: If wall modifications are needed for the new wall inset units, who will be responsible for the cost?
 Response: The Respondent is responsible for the costs to install the unit and for the cost to return the wall to its previous condition if the unit is removed.
- Question 21: Does the city anticipate any ATM moves during the contract period?
 a. If so, who will be responsible for the cost of the moves or temp de-installs?
 Response: Respondent is responsible for the cost.
- Question 22: Will the winning proposer be allowed to add toppers to the free standing units?
 a. If so are there any restrictions to the size or type that can be added?
 Response: Respondent should submit such requests in writing to the City for approval.
- Question 23: With the exception of the wall inset units, are any of the free standing units ATMs not located inside of a building such as on a side walk where weatherized units will be required?
 Response: The only outdoor machines are the wall inset units. Respondent is welcome to visit the current locations to see where the current machines are placed.
- Question 24: Will the winning proposer be allowed to install directional signage within the facility where the ATM is located, with the city's approval?
 Response: Respondent should submit such requests in writing to the City for approval.
- Question 25: In regards to the compensation schedule on attachment B, is the city paid the Proposed Minimum Monthly ATM fee (A) in addition to 40% of the transaction rates (B), or is it one or the other?
 Response: The City should be paid the minimum fee or their portion of the transaction rates, whichever is more.
- Question 26: How do the current machines communicate to the processor, dial-up, wireless, other?
 Response: The current machines communicate wirelessly.



Denise D. Gallegos, C.P.M., CPPB
 Procurement Administrator
 Finance Department – Purchasing Division

Date _____
 Company Name _____
 Address _____
 City/State/Zip Code _____

Signature