

Request for Proposals

**MERCHANT BANK CARD
SERVICES**



PARKING
OF BALTIMORE CITY
AUTHORITY

Sandra J. Downs
Chief Financial Officer
Parking Authority of Baltimore City

May 23, 2019

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SUMMARY INFORMATION AND PROPOSAL RETURN COVER PAGE

RFP NUMBER FD-05-2019

ISSUE DATE: May 23, 2019
TITLE: MERCHANT BANK CARD SERVICESISSUING AGENCY: Parking Authority of Baltimore City
200 West Lombard Street, Suite B
Baltimore, MD 21201Sandra J. Downs
Chief Financial Officer
(443) 573-2800
Sandra.downs@baltimorecity.gov

CLOSING DATE:

CONTRACT PERIOD: The contract term will be five (5) years, commencing between January 1, 2020 and July 1, 2020, and continuing for five years. At the option of the Parking Authority, and upon mutual agreement, this contract may be extended for two (2) 1-year periods, or a portion thereof. Total contract period with extensions shall not exceed seven (7) years.

SUBMISSION AGREEMENT: In compliance with this Request for Proposals, and all the conditions imposed herein, the undersigned agrees to furnish Merchant Services in accordance with the attached signed proposal, and/or mutually agreed upon subsequent negotiations.NAME AND ADDRESS
OF FIRM:_____

DATE:

BY:

(Signature in Ink)

TITLE:

TELEPHONE NUMBER: (_____) _____
TELEPHONE NUMBER: (_____) _____

SECTION I - GENERAL INFORMATION

1. BACKGROUND

Parking Authority of Baltimore City (PABC)

The Parking Authority of Baltimore City (“The Authority” or “PABC”) is soliciting written proposals from qualified firms and other entities for processing credit card transactions for all PABC managed facilities, the Residential Permit Parking Program, Valet Regulations and On-Street Parking Programs, including Parking Meters (“PABC Managed Programs”). The Parking Authority currently processes these transactions at multiple locations: the parking garages, the multi-space and single space electronic parking meters, the PABC Office, and online using the following collection procedures: on-site point of sales, electronic funds transfer and via lockbox. PABC also welcomes any other proposals that may assist in streamlining our overall payment processing procedures. More information about the PABC can be found at <https://parking.baltimorecity.gov>.

The Baltimore City Parking Authority is a quasi-public, non-profit corporation, organized under the laws of the State of Maryland. The Parking Authority oversees the management of nearly all City-owned garages and parking lots; it administers the City’s Residential Permit Parking Program and on-street regulations, including parking meters. In that capacity, and to facilitate the Authority’s management of those assets, the Authority has assumed all the duties previously performed by the City’s Purchasing Agent regarding parking operations.

Details

The Parking Authority of Baltimore City has been innovative in implementing technology to better manage the parking assets for the City of Baltimore. Accepting credit card payments has been an integral part of that innovation. Our credit card volume has continued to grow as we add electronic meters and additional programs to our services. The increased volume has caused our credit card fees to increase substantially. Currently, we average around 4 million transactions that generate approximately \$22,665,000 in credit card sales on an annual basis for all operations. The breakdown of transactions is as follows:

a) Off-Street

We currently have fourteen (14) Parking Facilities accepting credit card transactions for monthly contract and transient parking. As of the date of this RFP, we process about 48,600 transactions monthly, resulting in approximately \$918,350 of sales for both monthly and transient customers.

b) Residential Permit Parking Program (RPP)

We currently administer this program for 47 RPP areas with roughly 30,100 combined active permit holders. The current total average monthly revenue collected in credit card transactions as of the date of this RFP is around \$44,650 through the processing of approximately 1,275 transactions. The integration of credit card processing with the RPP software will be a major part of the implementation of any new system.

c) EZ Park Multi-Space Meter Collections

We currently have 876 multi-space electronic meters and 3,654 single-space electronic meters installed in the City of Baltimore. As of the date of this RFP, the total monthly meter collections via credit card transactions are approximately \$917,375 generated from the processing of about 281,500 transactions. Please note that these sales currently average less than \$4.00 per transaction. In order to use a credit card at parking meters, the minimum purchase is \$1.00.

d) Valet Regulations Program

The Valet Regulations Department administers the licensing of valet operators in Baltimore and oversees the permitting of local businesses who offer valet parking. We currently have 31 licensed valet operators and 63 valet loading zones. The total monthly payments via credit card transactions are approximately \$8,500 and are generated from the processing of about 9 transactions.

2. PURPOSE/OBJECTIVES

PABC is seeking proposals from qualified vendors to provide Merchant Services to the Parking Authority of Baltimore City. This contract will replace the existing contracts for Merchant Services upon execution.

The contract term will cover a five-year period with two one-year options. This document intends to provide respondents with the information necessary to assess the ability of their organization to meet the needs of PABC in providing the specified services and the contracted terms by which PABC proposes to govern the relationship between it and the selected vendor.

The objectives of this request are to:

- secure vendor(s) to provide debit and credit card processing services, along with other related merchant services to multiple PABC Managed Programs with varying requirements;
- secure economies of scale pricing;

- ensure timely and reliable authorization of credit/debit transactions;
- secure reporting products that meet the requirements of both the individual PABC Managed Programs and PABC; and,
- establish a single point of contact for coordination of all activities related to this contract, including adding new PABC Managed Programs, problem resolution (settlement, billing, reporting, etc.), new technologies, etc.

3. RFP COORDINATOR

Upon release of this RFP, all responding Vendors' communications must be directed to the RFP Coordinator listed below:

RFP Coordinator: Sandra J. Downs
 Chief Financial Officer
 Parking Authority of Baltimore City
 200 West Lombard Street, Suite B
 Baltimore, MD 21201
 (443) 573-2800
 FAX: (410) 244-1730
 E-Mail: Sandra.downs@baltimorecity.gov

4. RFP SCHEDULE

<u>Event</u>	<u>Date</u>
• Issue Request for Proposal (RFP)	May 23, 2019
• Pre-Proposal Conference	June 20, 2019
• Deadline for Questions	July 24, 2019
• Response to Questions	August 14, 2019
• Final Addendum, if required	August 28, 2019
• Deadline for Proposals	September 25, 2019 4:00 p.m.
• Commence Contract	Between January 1, 2020 and July 1, 2020

5. PRE-BID CONFERENCE

Respondents who wish to submit a proposal are invited to attend a Pre-Proposal Conference scheduled for 2:00 p.m. on June 20, 2019, at the following location:

Parking Authority of Baltimore City
 200 West Lombard Street, Suite B
 Baltimore, MD 21201

Representatives from PABC managed facilities and programs that are currently accepting credit cards will be in attendance. The purpose of the conference is to address questions regarding the RFP. Attendees are requested to submit their questions to the RFP Coordinator in writing, as soon as possible, before the

conference. Respondents are requested to limit the number of attendees to three.

Finance Office staff will attempt to answer all questions at the time of the conference. However, all such answers will be unofficial. Substantive questions and the official responses will be emailed to all attendees by August 14, 2019 and posted to the PABC website at <https://parking.baltimorecity.gov/pabc-rfp>.

6. RFP MODIFICATION

PABC reserves the right to change the RFP Schedule or issue addenda to the RFP at any time. PABC also reserves the right to cancel or reissue the RFP in whole or in part, and for any reason, at the sole discretion of PABC, at any time prior to the execution of the contract.

If it is necessary to revise any part of this RFP prior to the due date for submission of the proposals, addenda will be provided to all individuals and organizations that received the RFP.

All responses to this RFP shall be based on the material contained in this RFP and any amendments which may be made to the RFP.

7. CONSIDERATION OF MINORITY AND WOMEN OWNED BUSINESS(MBE/WBE)

The Parking Authority has received a waiver of required MBE/WBE goals for this solicitation.

8. APPARENT SUCCESSFUL VENDOR

An Evaluation Committee will select the Apparent Successful Vendor who most closely meets the requirements of this RFP and provides the best value, as outlined in Section 15: Services to be Provided, and Section 16: Mandatory Minimum Qualifications, as well as Attachment A: Pricing Schedule, Attachment B: Questionnaire and Attachment C: PABC Managed Program Requirements. The scores for these sections will be weighted based on the evaluation points included in Section 27 of this RFP. Written submittals and oral presentations, if considered necessary, will be utilized in selecting the winning proposal. The Parking Authority, at its sole discretion, may elect to select the top scoring finalists for an oral presentation and final determination of contract award. Commitments made by the Vendor at the oral interview, if any, may be considered binding. The score from the oral presentation can be considered independently to result in the selection of the Apparent Successful Vendor.

The Apparent Successful Vendor will negotiate an Agreement for Merchant Services with the PABC.

The Agreement will be a contract incorporating the scope of service from the Apparent Successful Vendor's proposal and the RFP. If PABC fails to negotiate

a contract with the Apparent Successful Vendor, PABC reserves the right to negotiate a contract with the next most qualified Vendor. The award of a contract pursuant to this RFP is expressly conditional upon the execution of a contract document deemed acceptable by PABC and by the approval of that contract by the PABC Board of Directors and the City of Baltimore Board of Estimates.

9. PERIOD OF PERFORMANCE

The contract term will cover a five-year period, commencing between January 1, 2020 and July 1, 2020 and continuing for five years thereafter. At the option of the Parking Authority, and upon mutual agreement, this contract may be extended for two (2) 1-year periods, or a portion thereof. Total contract period with extensions shall not exceed seven (7) years.

10. RENEGOTIATION OF FEES

Fees must be guaranteed for the initial two-year period but will be subject to renegotiation at the end of the first two years upon terms mutually agreeable to the Parking Authority and the successful vendor.

11. FINAL SELECTION

PABC reserves the right, at its sole discretion, to reject any or all proposals for any reason prior to the execution of a contract with no penalty to PABC. PABC reserves the right to refrain from contracting with any vendor. The issuance of this RFP does not compel PABC to purchase services. The final selection, if any, will be the proposal that, in the opinion of PABC, best meets the requirements set forth in this RFP and is in the best interest of the Parking Authority of Baltimore City.

12. SINGLE RESPONSE

A single response to this RFP may be deemed a failure of competition and, at the sole option of PABC, the RFP may be canceled. Likewise, receipt of only one response may allow PABC to claim it as a sole source acquisition of services.

13. ERRORS IN RESPONSE

PABC will **not** be liable for any errors in proposals from Vendors. Vendors will not be allowed to alter proposal documents after the deadline for submission of the proposals. PABC reserves the right to waive minor irregularities in the responses. PABC reserves the right to make corrections or amendments to the response due to errors identified by PABC or the Vendor. This type of amendment will only be allowed for such errors as typing, transposition, omission, or any other obvious error. Any changes will be date and time stamped and attached to the response. All changes must be coordinated in

writing with, authorized by, and made by the RFP Coordinator. Vendors are liable for all errors or omissions contained in their responses.

SECTION II - SCOPE OF SERVICES

14. SCOPE OF WORK

The selected vendor will be required to support the requirements as outlined in Section 15: Services to be Provided, and Section 16: Mandatory Minimum Qualifications. Also, the selected vendor will be required to support the requirements of the specific PABC Managed Program credit and/or debit card applications currently being used.

In addition, the selected vendor would be expected to support future PABC Managed Program implementation(s) with requirements that fall within the scope of this request for proposal (RFP) document. It is understood that additional PABC Managed Programs would be supported under the same terms and conditions as the existing applications.

PABC Managed Programs are using or exploring various innovative service delivery approaches, many of which involve electronic commerce. PABC expects the selected vendor to provide a leadership role in the development and implementation of evolving electronic commerce technologies.

15. SERVICES TO BE PROVIDED

15.1. Processing Support for Multiple “Brands” and Types of Cards

The selected vendor must provide processing for multiple “brands” and types of cards. The selected vendor must be able to process VISA, MasterCard, Discover, and American Express transactions.

15.2. Transaction Processing and Settlement

The selected vendor must be able to process transactions and accept settlement files from current systems. The method of application varies by PABC Managed Program from standard point of sale equipment, to various types of software using data capture via personal computer, to internet-based applications using third party processors.

The selected vendor shall at a minimum:

- Provide for the authorization and settlement of transactions through the appropriate authorization and settlement networks.
- Provide **gross settlement** using the Automated Clearing House (ACH) to a designated City of Baltimore bank account for all payment and credit records processed. Debits to the City of Baltimore treasury for fees are **not** permitted; therefore, fees are to be billed on a monthly basis to each PABC Managed Program separately.

- Ensure that the ACH record provides enough identifying information to enable PABC to determine which PABC Managed Program is to receive the funds. This will be accomplished by the assignment by Finance Department of a unique Program number for each PABC Managed Program which will follow through on the ACH record.
- Provide research and problem resolution related to transaction and/or settlement discrepancies.

15.3. Reporting

Reporting capabilities must be flexible enough to allow each PABC Managed Program to choose the report that meets their individual need. Each PABC Managed Program may or may not choose the same reports or reporting frequency and the system must allow for that.

Provide, at a minimum, daily and monthly detail and summary reports electronically to each individual PABC Managed Program application to provide the information needed to receipt the payment to the proper accounts. Reports should also be available via mail or fax if electronic reporting is not feasible for the PABC Managed Program. Depending on the PABC Managed Program and/or the application, there may be varying requirements in the amount of detail required. Some PABC Managed Programs will require summary and detail reporting at a higher level than Merchant ID or Terminal ID. For clarity, when several merchant ID numbers roll up to a higher level, we call this the group level.

The following is the minimum reporting requirements for the PABC. Please provide samples of your reporting that show each specific requirement. If multiple reporting options are available, provide samples of each.

15.3.1 Daily Reports

15.3.1.1 Daily Sales by Terminal ID and/or Merchant ID credit and debit

- Totals by card type, by Terminal ID, and/or Merchant ID (sales, returns, net sales and transaction counts)
- Totals by card type, rolling up all Terminals ID and/or Merchant ID numbers to a group level (sales, returns, net sales and transaction counts)
- Total by Terminal ID or Merchant ID (sales, returns, net sales and transaction counts)

15.3.1.2 Daily Transaction Activity by Terminal ID and/or Merchant ID

- Total transaction count by card type, by Terminal ID, and/or Merchant ID
- Total summary transaction count by card type, rolling up all Terminal ID and/or Merchant ID numbers to a group level

- Total transaction count by card type for all Programs
- Total transaction count by Terminal IDs and/or Merchant IDs

15.3.1.3 Daily Settlement Reporting by Terminal ID and/or Merchant ID and/or group level

15.3.2 *Monthly Reports*

15.3.2.1 Monthly Sales by Terminal ID and/or Merchant ID – credit and debit

- Totals by card type, by Terminal ID, and/or Merchant ID (sales, returns, net sales and transaction counts)
- Totals by card type, rolling up all Terminal ID and/or Merchant ID numbers to a group level (sales, returns, net sales and transaction counts)
- Total by Terminal ID and/or Merchant ID (sales, returns, net sales and transaction counts)

15.3.2.2 Year to Date Sales by Terminal ID and/or Merchant ID and/or group level– credit and debit

15.3.2.3 Total by Terminal ID and/or Merchant ID (sales, returns, net sales and transaction counts)

15.3.2.4 Monthly Transaction Activity by Terminal ID and/or Merchant ID

15.3.2.5 Total transaction count by card type, by Terminal ID, and/or Merchant ID

15.3.2.6 Total transaction count by card type, rolling up all Terminal ID and/or Merchant ID numbers to a group level

15.3.2.7 Total transaction count by card type for all Programs and/or Merchant IDs

15.3.2.8 Total transaction count by Terminal ID and/or Merchant ID

15.3.2.9 Year to Date by card type for all Programs

15.3.2.10 Year to Date by Terminal ID and/or Merchant ID

15.3.3 *Other Required Reporting*

PABC will require some specialized reporting in order to best manage the contract. Specialized reports may include the following:

- Weekly Chargeback Report detailing all chargebacks processed, PABC Managed Program the chargeback was for, dollar amount, and reason for the chargeback.
- Daily notification of all chargebacks prior to the account being debited. This report can be received via email or fax.
- Monthly summary report that includes totals for both sales and transactions by card type for each PABC Managed Program. This summary report should also include Year to Date summary information for both sales and transactions by PABC Managed Program.

15.4 Billing and Administration

Provide a monthly invoice to each PABC Managed Program for all transaction costs (processing fees and other fees) associated with the payment and credit records processed. Include enough back up documentation to support all costs invoiced, including breakout by card type and/or transaction type, gross sales, returns, net sales and transaction counts.

Establish merchant numbers and terminal identification numbers for each PABC Managed Program application that will enable the identification of each "Program" processing transactions. Within the hierarchy of numbering systems, the ability to assign a unique number is required.

Provide a sample invoice with backup documentation.

15.5 Training and Consulting

Provide training to PABC Managed Program personnel as required related to payment and credit/debit card processing requirements, such as procedures for handling retrieval requests, charge backs, accessing reports and transaction data, and/or other processes and procedures which may be required.

Work in consultation with PABC and PABC Managed Program personnel in contemplating implementation of credit/debit card applications, and to advise the PABC regarding the most cost efficient alternative and/or innovative solution.

Keep the Finance Department apprised of any and all changes to the operating regulations as provided by the card associations. Because the bankcard associations have traditionally made it difficult for merchants to obtain these regulations, we must rely on our acquiring bank to assist us in complying with the operating regulations. This is especially key in relation to the evolving rules concerning convenience fees that may or may not be charged to customers.

15.6 Equipment and Software

Provide equipment and software necessary for PABC Managed Programs to process credit cards. Provide requirements for future applications for new PABC Managed Programs accepting credit/debit cards.

Provide equipment and software on a lease or rental basis for PABC Managed Programs desiring to implement a pilot project in limited scope to determine feasibility of implementing credit/debit card acceptance PABC Managed Program-wide.

Provide a repair/replacement program for equipment that fails.

15.7 Transition

Provide for the smooth transition of the PABC Managed Program listed in Attachment C: PABC Managed Program Requirements. All costs related to transition must also be disclosed.

15.8 Other/Future Services (Desired Requirement)

The selected vendor would be expected to support future PABC Managed Program implementation(s) with requirements that fall within the scope of this RFP document. It is understood that additional PABC Managed Programs would be supported under the same terms and conditions as the current applications.

During the past decade, the payment processing industry has made significant advances utilizing technology and integrated processing to offer faster, computerized delivery of services. PABC expects the selected vendor to monitor industry trends, implement effective technologies, and to work with PABC as they explore electronic commerce options.

16. MANDATORY MINIMUM VENDOR QUALIFICATIONS

Vendors must meet all the following minimum requirements in order to be considered for the contract award. Please indicate whether you can meet each requirement.

16.1 General Qualifications

- 16.1.1. The vendor must have at least three (3) years' experience processing payment records and credit records transmitted for processing and settlement from major credit/debit card processing networks.
- 16.1.2. The vendor must, at the time of the proposal, or prior to that time if required by law, have all required licenses, bonding, facilities, equipment, and trained personnel necessary to perform the work as required in the request for proposal.
- 16.1.3. The vendor must have a local presence.
- 16.1.4. The vendor must use the designated City of Baltimore Bank for deposit of funds.
- 16.1.5. The vendor must have an authorization and settlement system.
- 16.1.6. The vendor must be able to integrate with all parking system software.
- 16.1.7. The vendor must be able to integrate with Microsoft Dynamics GP.
- 16.1.8. The vendor must be able to offer a web-based services product.
- 16.1.9. The vendor must have central control capabilities.

16.2. Processing and Settlement

- 16.2.1. The vendor must be a full-fledged processor (front-end and back-end).
- 16.2.2. The vendor must have the ability to do flat fee processing.
- 16.2.3. The vendor must have print-on-line technology.
- 16.2.4. The vendor must be able to accept payment and credit records directly from the applications and/or third-party vendors on behalf of the PABC Managed Programs as detailed in Attachment C: PABC Managed Program Requirements.
- 16.2.5. The vendor must provide settlement to the PABC Managed Program such that the proceeds from the payment and credit records are deposited into the City of Baltimore account(s) no later than 48 hours after the payment and credit records are sent (batched) by the PABC Managed Program applications
- 16.2.6. At a minimum, the vendor must address the ability of their system to break down information by PABC Managed Program, to section and to fully disclose when money will be transmitted for deposit to the City of Baltimore bank account(s).
- 16.2.7. The vendor must provide daily gross settlement to PABC and monthly billing/invoicing of fees individually by PABC Managed Program.
- 16.2.8. Support Address Verification Service (AVS) and Security Code (Visa CVV2, MasterCard CVC or Discover CID) data in authorization requests for transactions where either the card is not present, or the magnetic strip is not readable.
- 16.2.9. Support timeout reversal requests.
- 16.2.10. Perform an exact validation on the credit card number and the credit card expiration date.
- 16.2.11. Return an "accept" or "decline" message to the merchant within an industry-acceptable timeframe.
- 16.2.12. Support adjustments (edits) and voids before transactions are settled.

16.3. Payment Card Industry (PCI) Security Standards

16.3.1. The vendor must be compliant with all relevant PCI security standards and must be able to show proof of such certification.

16.3.2. The vendor must provide PABC with expertise and guidance as it works to maintain or achieve PCI compliance among its merchants. The service will include:

- Recommending and evaluating PCI assessors, and providing liaison between PABC and the assessors as needed.
- Assisting PABC in drafting an overall plan to achieve compliance.
- Recommending specific practices that would achieve compliance.
- Participating in the PCI-related meetings and conference calls, as necessary, as PABC's advocate.

16.4. Customer Service

16.4.1. The vendor must provide 24 hour seven days-a-week customer assistance to PABC Managed Program.

16.4.2. The vendor must assign an account representative to PABC who would be responsible for coordinating all activities necessary to service, train, and implement systems with all PABC Managed Programs that may come under this agreement.

16.4.3. The vendor must agree to provide the necessary staffing to meet all the requirements detailed in this RFP. The vendor agrees to make staff available to meet with the PABC Managed Program as frequently as needed to ensure that the Parking Authority's needs are being met.

SECTION III – PROPOSAL PREPARATION AND CONTENT REQUIREMENTS

17. SUBMISSION OF PROPOSAL

- 17.1. Vendors must submit five (5) hard copies of the proposal. One (1) copy must have original signatures and four (4) copies can have photocopied signatures.
- 17.2. Vendors must submit one (1) electronic copy of the proposal on a USB drive or disk, in either Adobe Acrobat (.pdf), or Microsoft Word (.doc) format.
- 17.3. The copy containing original signatures must be unbound and must be marked “Master Copy.” The original copy of the proposal must be accompanied by the “Summary Information and Proposal Return Cover Page” (page 4 of the RFP) which has been completed and signed by the Vendor’s representative who is authorized to bind the vendor contractually.
- 17.4. The proposals must be received by the RFP Coordinator on September 25, 2019 by 4:00 p.m., Eastern Standard Time. The RFP Coordinator will not accept faxed proposals.
- 17.5. Terms and prices included in the response must be guaranteed for 180 days from the date of receipt.
- 17.6. Late proposals will not be accepted, nor will time extensions be granted. It is the sole responsibility of the Vendor to ensure receipt of proposals by the RFP Coordinator by the specified date and time and at the specified location.
- 17.7. All proposals and accompanying documentation become the property of PABC and will not be returned.
- 17.8. Proposals which are substantially incomplete will be disqualified from further consideration.

18. PROPRIETARY RESPONSE MATERIAL

Contactors acknowledge that PABC is subject to Maryland law regarding public access to public records and information. Responses to this RFP and any contract executed in response to this RFP shall be a public record as defined in Maryland State Law. Any specific information that is claimed by a Proposal Submitter or Contractor to be confidential or proprietary must be clearly identified as such. To the extent consistent with Maryland law, PABC shall maintain the confidentiality of all such records marked confidential or proprietary. If a request is made to view any information deemed confidential or proprietary, PABC will promptly notify the Proposal Submitter or Contractor of the request and the date that such records will be released to the requestor, unless the Submitter or Contractor deeming those records proprietary or confidential obtains from a Maryland court a protective order or other injunctive relief from disclosure. If the Submitter or Contractor fails to obtain a court order enjoining disclosure prior to the release date, PABC will release the information to the requestor.

The scope of service included in the RFP response of the successful vendor will be included in the resulting contract. Therefore, as part of a public quasi-city PABC Managed Program contract, the entirety of the vendor’s response will be subject to public disclosure regardless of any claim of confidentiality or previously

applicable statutory exemption. Nevertheless, should the vendor obtain a court order from a court of competent jurisdiction prohibiting disclosure of parts of its Response, PABC will comply with the court order. The burden is upon the vendor to evaluate and anticipate its need to maintain confidentiality and to proceed accordingly.

The PABC's sole responsibility shall be limited to maintaining the above data in a secure area and to notify vendor of any request(s) for disclosure of vendor's data that is marked confidential. Failure to adequately notify PABC that materials or records that are deemed "confidential" as required above, or failure to respond timely after notice of request for public disclosure has been given, shall be deemed a waiver by the vendor of any claim that such materials are exempt from disclosure.

19. CONTRACTUAL REQUIREMENTS

a. Negotiation of Final Agreement

The Vendor(s) selected for negotiations by the PABC Board of Directors shall cooperate with the PABC in good faith to promptly negotiate, execute and deliver the Final Contract document. The PABC shall draft the final Agreement and may require the selected vendor(s) to attend a contract negotiation conference to discuss any and all possible revisions to the technical terms and conditions, pricing and any part of the proposal, as well as any additional provisions that may be added to the final Agreement, as required by City ordinance, resolution or policy by applicable federal or state laws, rules, and regulations or by mutual agreement of the parties.

b. Contract Award

The Final Contract document will be submitted to the Baltimore City Board of Estimates for approval. Approval of the City of Baltimore Board of Estimates is a condition precedent, required for any contract, purchase order or other transaction resulting from this RFP. All work done under the direction of the PABC, supplemental agreements or subsequent contracts will be negotiated with specific rates as a basis of payment. Any such supplemental agreements or subsequent contracts shall also require approval of the Baltimore City Board of Estimates as a condition precedent.

c. Terms

During the evaluation and/or negotiation process, the PABC has the right to require any clarification or change it needs to understand the Vendor's approach to the project and view of the scope of the work. Any changes to the proposal will be made before executing the contract and will become part of the final vendor contract. Vendors shall supply complete specifications and literature for services and/or equipment prior to the award of the contract. Vendors must complete all questionnaires provided

by the PABC and/or the City, including current contracts, reference contact information, and history.

d. Conflict of Interest

In the sole judgment of the PABC, any and all proposals are subject to disqualification based on conflict of interest. The PABC/City may not contract with a vendor if an employee, officer or director of the proposer's firm, or any immediate family member of the preceding, has served as an employee or board member of the PABC. The PABC, at its sole option, may disqualify any proposal based on such a conflict of interest. Please identify any person associated with the firm that has a potential conflict of interest.

To be considered responsive to this RFP, Vendors must include a copy of any standard merchant services agreement that the Vendor proposes to become a part of the final contract, as well as any language the Vendor requires specific to the services provided under this agreement.

In the event of a conflict between the clauses required by PABC and the clauses submitted with the proposal, the clauses required by PABC will govern.

20. CLARITY OF PROPOSAL

Proposals should be prepared simply and economically, providing straightforward, concise descriptions of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

21. ORGANIZATION OF PROPOSAL

Proposals should be organized in the order in which the requirements are presented in Section 23 – Proposal Contents of this RFP. All pages of the proposal should be numbered, and each section in the proposal should reference the section number of the corresponding section of the RFP. The proposal should contain a table of contents which cross references the RFP requirements. Additional information which the Vendor wishes to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material.

22. SINGLE VOLUME

Each copy of the proposal shall be contained in a single volume and bound with a comb binding or similar binding. All documentation submitted with the proposal should be contained in that single volume.

23. PROPOSAL CONTENTS

Vendor's proposal **must** address each of the requirements noted below in the **same** order as listed to be considered responsive. The proposal should be as thorough and detailed as possible so that the Evaluation Committee can properly evaluate your organization's capability to provide the required services and the proposed pricing structure. **Proposals that merely state that the firm will conduct the services in accordance with the respective sections shall be considered non-responsive to this request.**

Proposals should be prepared on 8 1/2 x 11-inch paper; however, 11 x 14-inch paper is permissible for charts, spreadsheets, etc.

The proposal shall include the following sections, separated by Tabs:

TAB 1: General Qualifications:

1. Submit the "Summary Information and Proposal Return Cover Page", located on Page 3 of this RFP, and signed by a representative of your organization who can officially represent the respondent for this acquisition.
2. To be considered responsive, Vendors must, at the time of the proposal, or prior to that time if required by law, be an established business with all required licenses, bonding, facilities, equipment and trained personnel necessary to perform the work as specified in the request for proposal. Include a statement in the response regarding license information, years in business and general ability of Vendor to perform the work requested.

TAB 2: Scope and Questionnaire:

1. Provide a detailed response to the Scope of Services required in Section II and individual PABC Managed Program requirements detailed in Attachment C: PABC Managed Program Requirements. The response should be in the same order as the Scope of Services and Appendices and include product samples.
2. Complete and include the Questionnaire attached hereto as Attachment B: Questionnaire. All responses to the questionnaire shall be subject to verification for accuracy. Proposals containing material deemed to be false or misleading information will be rejected.

TAB 3: Pricing:

Complete and attach the pricing schedule which must list each chargeable item and/or service to be provided by your organization. Detail any additional costs as "Other" services, if any. NOTE: All charges must be detailed here. Any charges

not listed in this section of the Vendor's proposal will not be allowed during the contract unless the scope of the contract is expanded to include additional services not requested herein.

TAB 4: Creative Solutions:

All Vendors are encouraged to be creative and innovative in responding to this RFP. Please discuss alternate approaches to the requested services where feasible, or additional services offered which may not be specifically requested.

Discuss any creative pricing or payment options which you can provide.

TAB 5: Certification:

The Vendor is required to make the following certifications and assurances as a required element of the proposal to which they are attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award and continuation of the contract resulting from this RFP.

The Vendor certifies that it and/or its authorized representative do not have:

- Any affiliations with person(s) recognized by law enforcement officers as being habitual criminals or members of criminal cartels.
- Any convictions or judgments (civil or criminal) for fraud, deceit, or crimes involving moral turpitude.
- A petition under the Bankruptcy Act, or any state insolvency law, filed by or against any of the named entities.
- Any order, judgment, or decree of any federal or state authority barring, suspending, or otherwise limiting the right or license of the Vendor to engage in any business practice or activity.
- A subsidiary or intermediate company, parent company or holding company that was, during the last two (2) years, the subject of any order, judgment or decree of any federal or state authority barring, suspending or otherwise limiting the right of the Vendor or such other party as listed above to engage in any business, practice or activity.

TAB 6: Contract Acceptance:

1. Include a copy of any standard merchant card agreement that the vendor proposes to become a part of the final contract, as well as any language the vendor requires specific to the services provided under this agreement.

TAB 7: Proof of Insurance:

The Contractor shall procure and maintain during the life of this contract/agreement the following required insurance coverage:

- Commercial General Liability Insurance - \$ 1,000,000 per occurrence; \$ 3,000,000 aggregate.
- Commercial Automobile Liability - \$ 1,000,000 per occurrence.
- Errors & Omissions - \$ 25,000,000 with a 3-year extended reporting period.
- Commercial Crime - \$ 25,000,000 including but not limited to Employee, Dishonesty, Depositors Forgery, Theft Inside/Outside of Premises & Credit Card Fraud.
- Worker's Compensation at Maryland's Minimum Statutory Limits.

Each vendor must supply proof of insurance from that vendor's insurance carrier, outlining the extent of liability coverage. This requirement will be reviewed no less than annually to ensure adequate protection of the City of Baltimore/PABC funds.

TAB 8: List of Exceptions:

This section should contain any exceptions to or deviations from the requirements of this RFP. Vendor must clearly state and explain any exceptions. If there are no exceptions, a statement to that effect must be made.

SECTION IV – EVALUATION OF RESPONSES**24. EVALUATION PROCEDURES**

The Vendor must satisfy the mandatory requirements of this RFP to qualify for further consideration. Staff from PABC and Stakeholder groups or agencies will perform a technical and financial evaluation of each Vendor's response. The evaluation process will determine the merits of the Vendors' approach and relative competitive position.

25. BASIS FOR EVALUATION

The General Qualifications, Deliverables, and Pricing responses will be evaluated based on information provided in the proposal.

26. EVALUATION COMMITTEE

All proposals will be reviewed by the Evaluation Committee. The Committee will consist of the Finance Department, PABC Managed Program personnel, and, possibly, stakeholder group or PABC Managed Program members. The Committee will consider how well the Vendor's response meets all requirements

as described. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal.

27. EVALUATION CRITERIA

The following criteria and relative values will be used by the evaluation committee to evaluate each written proposal:

General Qualifications	10 %
Scope and Questionnaire	50 %
Pricing	40 %

The responses will be evaluated strictly in accordance with the requirements set forth in this RFP and any amendments thereto.

SECTION V – CONTRACT SPECIFICATIONS

28. AWARD OF CONTRACT

PABC will recommend award based on the proposal that represents the “BEST VALUE” to the PABC as outlined in this RFP. PABC shall conduct contract negotiations with the Vendor who has met the mandatory requirements and represents the “BEST VALUE”. If PABC and the Apparent Successful Vendor fail to negotiate an agreement deemed acceptable by PABC, PABC reserves the right to negotiate a contract with the Vendor it determines will provide the next best value.

After successful contract negotiations have been completed, an Agreement for Merchant Bank Card Services with the Apparent Successful Vendor which will include all requirements, terms and conditions of this solicitation and the Vendor’s response will be presented to the PABC Board of Directors and the City of Baltimore Board of Estimates for approval – such approval or disapproval is in the sole discretion of that Board.

ATTACHMENT A – PRICING SCHEDULE

1. Instructions and Information

In preparing the fee schedule(s), vendors must consider the requirements in SECTION II, Scope of Services and additional information on transactions, application requirements and reporting as detailed in this RFP.

- 1.1. All fees will be paid monthly in arrears.
- 1.2. Invoices submitted for payment must be presented in enough detail to enable the PABC Managed Program to verify the charges to the fee schedules included in this proposal. Any fee not documented in these schedules will not be allowed during the contract period. Therefore, any fee charged by the successful vendor which is not detailed in the fee schedule will not be paid.
- 1.3. The successful vendor will be required to submit separate invoices for payment to each PABC Managed Program participating in the agreement resulting from this RFP.

2. Transaction Processing

The Parking Authority recognizes that pricing for credit card processing includes Visa/MasterCard interchanges and assessments as well as processor fees. PABC is seeking interchanges plus pricing.

Note: PABC has a current agreement with American Express wherein the rate for their card transactions has been established. Some PABC Managed Programs may wish their American Express transactions to settle at the same time as their Visa and MasterCard transactions. Please indicate if this is possible, and if so, provide pricing for these transactions below under Section 3.3. Because this is not a mandatory requirement, this option will not be considered in the scoring.

2.1. Option 1

Interchange and assessment costs incurred by the vendor will be passed directly to PABC on a monthly basis, AND, in the event, Interchange increases or decreases at any transaction qualification level, the new rate will be passed directly to PABC. In addition, the per transaction fee will be a set amount.

All vendors must provide the most current Interchange rates for Visa and MasterCard. All proposals must be interchange plus pricing.

2.2. Pricing Comparison:

Complete item 3. Pricing schedule for all other charges.

3. Pricing Schedule

Attachment A

	Description	Details	Disc Rate	Item Rate	Fee Amount
	Specify Terms for Monthly Charge, i.e. per PABC Managed Program, per Merchant Identification Number (MID), etc.				
3.1	Monthly Service/Maintenance Charges				
	Internet Gateway Fee				
	Bank Deposit Service Fee				
	PCI Program Fee				
	Statement Fee				
	Postage Handling Fee				
	Network Fee (Specify)				
	Network Fee (Specify)				
	Virtual Terminal (Specify)				
	Other (Specify)				
3.2	Transaction Fees (other than VISA/Mastercard interchange)				
	Processor Transaction Fees				
	Acquirer Fees				
	Settlement Fees				
	Other (Specify)				
	Other (Specify)				
3.3	Authorization Fees				
	Discover/Novus				
	American Express				
3.4	Debit Card Transaction Fees				
	Specify				
3.5	Reporting Fees				
	Specify terms, i.e., prices are per month, per report, etc.				
	Daily Reports				
	Monthly Reports				
	Data File				
	Monthly Reports for PABC Finance				
	Software				
	Other (Specify)				
	Other (Specify)				
3.6	Help Desk				
	Specify Terms				

	Description	Details	Disc Rate	Item	Fee Amount
3.7	Transaction Authorization & Processing Software for personal computer application				
	Specify				
3.8	Hardware				
	Terminals				
	Printers				
	Pin/Pad				
	Terminal/Printer				
	Keyboard Swipe				
	Other (Specify)				
	Other (Specify)				
	Other (Specify)				
3.9	Lease/Rental Equipment for pilot Projects				
	Specify				
3.10	Equipment Maintenance/Repair				
	Specify				
3.11	Volume Discounts				
	Detail discount applied if transaction/dollar volumes reaches a specified level				
3.12	Other Costs				
	Detail any additional costs				

All Charges must be detailed on this Attachment. Any charges not listed in this Pricing Schedule will not be allowed during the contract unless the scope of the contract is expanded to include additional services not requested herein.

This schedule is meant to allow vendors to address all costs of services. Please ensure that all costs associated with the systems described in this RFP are included. Any fee not fully documented in your proposal will not be allowed during the contract.

PABC is seeking responses that recognize the unique nature of government transactions, i.e., less risk of fraud, etc. PABC is seeking responses that recognize volume discounts for all agencies based on total volume for PABC Managed Programs as a whole. Also, PABC is seeking pricing parity between those agencies with low per transaction ticket prices, and those with larger per transaction prices. Please comment on your ability to accomplish this requirement.

ATTACHMENT B –CREDIT/DEBIT CARD SERVICES QUESTIONNAIRE

The following questionnaire must be completed and included with your response to this RFP. This questionnaire has been prepared to obtain responses to questions concerning the vendor's capability to provide all services identified in the Scope of Services in SECTION II of the RFP, plus provide other similar services should PABC identify the need for such services.

Proposals that merely state that the firm will conduct the services in accordance with the respective sections shall be considered non-responsive to this request. Please submit a definitive description of the resources available and other pertinent factors to demonstrate the ability to perform the requested services as you respond to the questionnaire.

Limit your response to each question to one or two pages. Many questions can be answered with a brief response. Type your responses in the same order as the questionnaire, listing the question first followed by your answer.

SECTION I - ORGANIZATIONAL BACKGROUND

1. Organization

1.1. Provide a brief history of your firm as it relates to the proposed services including the following:

- Describe the organization's history and size including year of initiation of credit/debit card processing business.
- Provide copies of two years of your most recent audited financial statements, copies of your most recent annual reports, and a banking reference.
- Describe the organization's hierarchy, from the lower-level staff through management.

1.2. What is the fiduciary classification of the financial institution that would be responsible for settlement of credit/debit transactions to the PABC? (check all that apply)

- Bank - National
 Bank - State
 Other: _____

1.3. Provide information on the extent of your commitment to credit/debit card and other merchant services and the various processing methods. Include the number and experience of employees dedicated to this processing, your approach to product development, and any other information which you feel to be significant.

- 1.4. Discuss the overall business objectives of your firm with respect to credit/debit transaction processing. Comment on any present or planned areas of emphasis over the next five years.
- 1.5. Briefly describe what distinguishes your firm from your competitors.
- 1.6. Discuss your commitment to quality. Include quality controls and measures used to evaluate credit/debit transaction processing and provide any unique approaches which you have.

2. Personnel

- 2.1. Describe your approach to account administration, e.g., account team, client account executives, support by administrative units, etc.
- 2.2. What is the average number of accounts that the company typically assigns to one account manager? What is the total number and dollar value of transactions that one Account Manager will manage?
- 2.3. Provide resumes of key individuals involved with credit/debit card services and account administration who would be assigned to the Parking Authority of Baltimore City.
- 2.4. Please detail the ability of personnel who would be assigned to the Parking Authority of Baltimore City account to provide proactive technical assistance and training in the implementation of credit/debit card applications. Include examples of previous relevant work experience.

3. Clients

- 3.1. Provide at least three references, with telephone numbers and contact persons, whom we may call. Indicate the type of system and processing being utilized by each reference provided.
- 3.2. Provide the number of parking and government accounts for whom you provide merchant card services, and the volume of transactions processed by your organization. How have these volumes changed over the last three years?

4. Internal Controls and Risk Management

- 4.1. Describe the system of controls that assure accuracy of the processing and reporting of credit/debit transaction processing.
- 4.2. Describe the procedures and provisions you have implemented to be employed in the event of disaster or equipment failure at your primary processing site(s).

- 4.3. Describe the various types of insurance coverage and indemnification provided to protect clients utilizing the service(s) proposed, including risk coverage, carriers, insurance levels, limitations, and deductibles.

SECTION II - SERVICES

5. Processing Functions/Networks

- 5.1. Provide a diagram reflecting the highlights of the accepting, authorizing, processing, and settling of credit and debit card transactions beginning with the point of sale to the deposit of funds. The diagram must indicate the functions performed by the vendor and those performed by others including all subcontractors. Include separate diagrams for in-person bank card processing, internet credit card processing, and PIN based debit processing.
- 5.2. What processor(s) do you utilize or support?
- 5.3. Do you have your own proprietary network?
- 5.4. What front end and back end does your network use?
- 5.5. What network(s) will be used for routing credit card transactions?
- 5.6. What services are provided by the network(s)?
- 5.7. What is the reliability and certification of the network you will use?
- 5.8. Do you offer "real-time" access to processing data?
- 5.9. Are different networks used for different types of credit card processing applications? If so, explain. List all credit/debit processing networks your organization utilizes in providing processing and settlement.
- 5.10. Are the funds transmitted through the network guaranteed?
- 5.11. What is the scheduled downtime for the network?
- 5.12. What backup procedures are available in the event of a network failure and how will we be notified?
- 5.13. If PABC transmits data and there is a transmission failure, who is responsible for notification of the failure, how will it be discovered, and when will it be communicated?
- 5.14. List various third-party vendors with whom you have obtained/issued certifications for processing, i.e. Cyber Source, Alliance Data Systems, etc.

- 5.15. List any other services which routinely are associated with payment and credit record processing that you could provide to the Parking Authority of Baltimore City.
- 5.16. Do you offer internet based/e-commerce solutions? If so, please provide an explanation of those solutions.

6. Settlement

- 6.1. Discuss your operational procedures for settling payment and credit records, identifying: what time(s) batches sent to your organization for processing and settlement will be forwarded through the settlement network(s) for final settlement; the actual time after the cutoff for releasing batches when the money will be deposited into the City of Baltimore account(s); any cutoff times that must be met to insure settlement by the times listed.
- 6.2. What financial institution is utilized for settlement purposes?
- 6.3. Describe your organization's approach to settlement problem resolution. Are problems resolved on a same-day basis? Is a 1-800 number provided for settlement problem resolution?

7. Acceptable Transactions

- 7.1. List all cards that can be processed through your system.
- 7.2. List any prohibited transactions, e.g., cash advances, cash refunds, cash back.
- 7.3. Describe the procedures for assessing a convenience fee; note any differences in procedures by various card types, including debit cards.
- 7.4. What security procedures are required for the following:
POS terminals
Transactions on the internet
Transaction receipts
Sales reports
- 7.5. Provide a copy of any terms and conditions for credit card processing that the PABC will be required to follow.

8. Reporting

- 8.1. Describe your organization's electronic reporting capability related to the requirements of this RFP including any specific requirements for access or compatible equipment. When are these reports available (how soon after processing)?

- 8.2. In addition to electronic access to reports, do you also provide access to transaction data files that might be used by agencies to interface the data directly into their internal systems if required? Provide detailed computer requirements and data file specifications for electronic files.
- 8.3. Provide samples of both the standard detail and summary level reports you will provide to the PABC.
- 8.4. Describe the process and timeframes used to notify customers of changes in file structure and specifications.
- 8.5. Provide a sample of the monthly reports you would prepare for PABC detailing the activity (transactions/charges/etc.) broken down by PABC Managed Program plus a summary for all agencies in total. These reports must include all card types. How soon after month-end would these reports be available?

9. Billing and Administration

- 9.1. Describe your organization's ability to provide daily gross settlement and monthly billing for processing fees.
- 9.2. Detail any requirements your organization has related to billing each PABC Managed Program monthly for processing fees associated with payment and credit record processing.
- 9.3. Provide a sample of the invoice and supporting documentation.
- 9.4. The assignment of merchant numbers for each PABC Managed Program application is the key to PABC and the PABC Managed Program being able to identify the source of moneys received at settlement. To what extent is your numbering system flexible such that you would be willing to work with PABC in developing these numbers to assure easy identification and assignment of money to the proper PABC Managed Program?
- 9.5. Describe your ability to separate invoicing to a terminal identification (TID) structure within a merchant identification (MID) structure. Breakdown of billing information within one PABC Managed Program may be required for accounting purposes.
- 9.6. Describe your procedures and requirements for handling chargebacks. Specify the process when signed receipt is available and the process for telephone and/or internet transactions. Includes copies of notices, advices, etc.
- 9.7. State your position on allowing any PABC Managed Program that has an application that fits within the scope of this request to join in the Agreement under the negotiated pricing schedule (Attachment A: Pricing Schedule). PABC's objective in negotiating agreements is to be able to allow any PABC

Managed Program to join in the contract and benefit from lower effective discount rates that might be achieved as a result of the larger volume of business that would be generated. Therefore, as other PABC Managed Programs join in the Agreement and total dollar volumes and transaction volumes increase, all PABC Managed Programs would enjoy a reduction in rates according to a tiered pricing schedule. Please discuss your understanding of what PABC is trying to achieve.

10. Training and Consulting

- 10.1. Describe the training you would provide to PABC Managed Program personnel related to payment and credit card processing requirements, such as procedures for accepting credit/debit cards, security and fraud, completing a sale/refund, handling charge backs, accessing reports and transaction data, and/or any other processes and procedures which your organization may require.
- 10.2. To what extent is your organization willing to work in consultation with PABC and PABC Managed Program personnel to contemplate implementation of credit/debit card applications and to advise the PABC Managed Program regarding the most cost efficient alternative and/or innovative solution?
- 10.3. Does your organization have a help desk or 1-800-line support available for use by PABC Managed Program personnel? Please describe the level of help available through the facility, the hours of operation/availability, and any costs associated with this service.
- 10.4. Describe training delivery plans, i.e., on-site training, etc.

11. Equipment and Software

- 11.1. Describe equipment available for standard point of sale applications, including credit and debit card processing. Provide brochures and specification sheets if possible. Describe purchase and lease/rental options available for such equipment.
- 11.2. Describe software available for use by agencies with existing PC based point of sale systems. Existing proprietary software for credit card authorization and settlement processing may be replaced. All vendors must provide a suggested replacement product. It is desirable that such replacement software would not be proprietary, but rather based on open industry standards. Also describe plans for maintenance and support of software provided. Provide brochures and specification sheets if possible.

12. Transition

- 12.1. Describe your plan for transitioning existing PABC Managed Program credit card applications to your organization.
- 12.2. Provide a plan and timeline specific to each PABC Managed Program's transition. To avoid unnecessary costs, address how PABC Managed Programs could use their existing equipment/systems instead of purchasing new ones. Include specific information on replacement equipment/software required. The vendor must support existing PABC Managed Program equipment or state any modifications/upgrades that would be required for this equipment to work in the new environment.
- 12.3. Provide any and all costs associated with certifying custom designed point of sales systems.

13. Other Services

- 13.1. Describe the efforts your company is making in various forms of electronic commerce, especially internet applications, including but not limited to internet check processing, internet bill presentment and payment, etc.
- 13.2. Provide a summary of your organization's investment and commitment to developing future electronic payment processing technology and how you would offer such technological advancements to the Parking Authority of Baltimore City.

ATTACHMENT C – PABC MANAGED PROGRAM REQUIREMENTS

The Following PABC Managed Programs are currently accepting credit cards for payment:

Program	Payment Activity Type	Software
Arena Garage	(Transient, Monthly)	Scheidt & Bachmann
Baltimore Street Garage	(Transient, Monthly)	Scheidt & Bachmann
Caroline Street Garage	(Transient, Monthly)	Scheidt & Bachmann
Franklin Street Garage	(Transient, Monthly)	Scheidt & Bachmann
Fleet & Eden Garage	(Transient, Monthly)	Scheidt & Bachmann
Guilford Garage	(Transient, Monthly)	Scheidt & Bachmann
Lexington Street Garage	(Transient, Monthly)	Scheidt & Bachmann
Little Italy Garage	(Transient, Monthly)	Scheidt & Bachmann
Marina Garage	(Transient, Monthly)	Scheidt & Bachmann
Market Center Garage	(Transient, Monthly)	Scheidt & Bachmann
Penn Station Garage	(Transient, Monthly)	Scheidt & Bachmann
St. Paul Garage	(Transient, Monthly)	Scheidt & Bachmann
Wall Street Garage	(Monthly)	Scheidt & Bachmann
West Street Garage	(Transient, Monthly)	Scheidt & Bachmann
3700 Fleet Street Garage	(Monthly)	Scheidt & Bachmann
PABC Lots	(Monthly)	Scheidt & Bachmann
Residential Permit Parking Program		IPARQ
Multi-Space Meter Program		Cale
Single-Space Meter Program		IPS
Valet Regulations Program		

ATTACHMENT D –DEPOSIT OF CITY OF BALTIMORE FUNDS

Any payment(s) to the Mayor and City council or any of its Departments, Agencies, Boards or Commissions due under the terms of this agreement or arising incident thereto shall be made to the Director of Finance.

ATTACHMENT E – CURRENT CREDIT CARD VOLUMES**Annual Totals 2017**

Revenue & Expenses

Program	# of Transactions	Settlement Total	Total Fees	Fee % of Revenue
Garage	548,451	\$ 9,043,634.76	\$ 742,517.36	8.21%
Meter	3,085,464	\$ 10,290,791.45	\$ 2,014,773.86	19.58%
RPP	16,494	\$ 570,450.00	\$ 30,795.38	5.40%
Single Space Meter	460,447	\$ 974,290.90	\$ 280,798.58	28.82%
Valet	99	\$ 111,948.00	\$ 5,545.31	4.95%
Grand Total	4,111,455	\$ 20,991,115.11	\$ 3,074,430.49	14.65%

Monthly Averages 2017

Average Monthly Revenue & Expenses

Program	# of Transactions	Settlement Total	Total Fees	Fee % of Revenue
Garage	45,704	\$ 753,636.23	\$ 61,876.45	8.21%
Meter	257,122	\$ 857,565.95	\$ 167,897.82	19.58%
RPP	1,375	\$ 47,537.50	\$ 2,566.28	5.40%
Single Space Meter	38,412	\$ 81,190.91	\$ 23,399.88	28.82%
Valet	8	\$ 9,329.00	\$ 462.11	4.95%
Grand Total	342,621	\$ 1,749,259.59	\$ 256,202.54	14.65%

Annual Totals 2018

Revenue & Expenses

Program	# of Transactions	Settlement Total	Total Fees	Fee % of Revenue
Garage	518,800	\$ 9,272,101.16	\$ 612,784.18	6.61%
Meter	2,881,281	\$ 9,876,112.45	\$ 1,288,713.27	13.05%
RPP	15,345	\$ 534,467.00	\$ 24,342.14	4.55%
Single Space Meter	497,246	\$ 1,130,143.50	\$ 212,605.71	18.81%
Valet	104	\$ 100,725.00	\$ 4,399.70	4.37%
Grand Total	3,912,776	\$ 20,913,549.11	\$ 2,142,845.00	10.25%

Monthly Averages 2018

Average Monthly Revenue & Expenses

Program	# of Transactions	Settlement Total	Total Fees	Fee % of Revenue
Garage	43,233	\$ 772,675.10	\$ 51,065.35	6.61%
Meter	240,107	\$ 823,009.37	\$ 107,392.77	13.05%
RPP	1,279	\$ 44,538.92	\$ 2,028.51	4.55%
Single Space Meter	41,437	\$ 94,178.63	\$ 17,717.14	18.81%
Valet	9	\$ 8,393.75	\$ 366.64	43.37%
Grand Total	326,065	\$ 1,742,795.76	\$ 178,570.42	10.25%