REQUEST FOR PROPOSALS FOR

ATM Services at Turnpike Service Plazas

ISSUING OFFICE

Pennsylvania Turnpike Commission
Finance & Administration Department

RFP NUMBER

05-110-3236

DATE OF ISSUANCE

August 25, 2005
REQUEST FOR PROPOSALS FOR
RFP 05-110-3236 – ATM Services at Turnpike Service Plazas

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PART I

GENERAL INFORMATION FOR CONTRACTORS

I-1. Purpose. This request for proposals (RFP) provides interested contractors with sufficient information to enable them to prepare and submit proposals for consideration by the Pennsylvania Turnpike Commission (Commission) to satisfy a need to provide ATM services at the Turnpike Service Plazas to our traveling customers.

I-2. Issuing Office. This RFP is issued for the Commission by the Finance & Administration Department. The Issuing Office is the sole point of contact in the Commission for this RFP. The Project Manager and Contact for this project is:

Nikolaus Grieshaber  
Director of Treasury Management  
Finance & Administration Department  
P.O. Box 67676  
Harrisburg, PA 17106

Phone: 717-939-9551, extension 2421  
Email: ngriesha@paturnpike.com

I-3. Scope. This RFP contains instructions governing the proposals to be submitted and the material to be included therein; a description of the service to be provided; requirements which must be met to be eligible for consideration; general evaluation criteria; and other requirements to be met by each proposal.

I-4. Problem Statement. The Commission would like to explore the possibility of providing a new business process that will allow a single ATM to be branded by multiple financial institutions, thus eliminating the service fees. This multi-vendor ATM solution should provide a software platform that would be able to deliver the same operations features that each customer is familiar with through a single ATM point of presence. A detailed work statement is provided in Part IV.

I-5. Type of Contract. It is proposed that if a contract is entered into as a result of this RFP, the contractor will enter into a revenue sharing agreement with the Commission. The Commission may in its sole discretion undertake negotiations with contractors whose proposals as to price and other factors show them to be qualified, responsible, and capable of performing the work.

I-6. Rejection of Proposals. The Commission reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing contractors.

I-7. Subcontracting. Any use of subcontractors by a contractor must be identified in the quote. During the contract period use of any subcontractors by the selected contractor, that were not previously identified in the quote, must be approved in writing by the Commission prior to any work being done.

A firm that responds to this solicitation as a prime may not be included as a designated sub consultant to another firm that responds to the same solicitation. Multiple responses under any of the foregoing situations may cause the rejection of all responses of the firm or firms involved. This does not preclude a firm from being set forth as a designated sub consultant to more than one prime consultant responding to the project advertisement.
1-8. **Incurring Costs.** The Commission is not liable for any costs incurred by contractors prior to issuance of a contract.

1-9. **Questions and Answers.** Written questions should be submitted to the Issuing Office at the mailing or email address indicated above to be received no later than **12:00 Noon, September 22, 2005.** All questions and written answers will be issued as an addendum to and become part of this RFP.

1-10. **Addenda to the RFP.** If it becomes necessary to revise any part of this RFP before the proposal response date, addenda will be posted to the web site under the original RFP document.

The Commission may revise a published advertisement. If the Commission revises a published advertisement less than ten days before the RFP due date, the due date will be extended to maintain the minimum ten-day advertisement duration if the revision alters the project scope or selection criteria. Firms are responsible to monitor advertisements/addenda to assure the submitted proposal complies with any changes in the published advertisement.

1-11. **Response.** To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission’s **Contract Administration Department,** attention **George Hatalowich,** on or before **12:00 Noon, October 13, 2005.** The Pennsylvania Turnpike Commission is located at 700 South Eisenhower Boulevard, Middletown, PA 17057. Please note that **U.S. Mail delivery does not guarantee delivery to this address by the above-listed time for submission.** Proposers mailing proposals should allow sufficient delivery time to ensure timely receipt of their proposals. If the Commission office location to which proposals are to be delivered is closed on the proposal response date due to inclement weather, natural disaster, or any other cause, the deadline for submission shall be automatically extended until the next Commission business day on which the office is open. Unless the proposers are otherwise notified by the Commission, the time for submission of proposals shall remain the same.

1-12. **Proposals.** To be considered, contractors should submit a complete response to this RFP, using the format provided in PART II. Each proposal should be submitted in **six copies** to the Contract Administration Department. No other distribution of proposals will be made by the contractor. Each proposal page should be numbered for ease of reference. Proposals must be signed by an official authorized to bind the contractor to its provisions and include the contractor’s Federal Identification Number. For this RFP, the proposal must remain valid for at least 90 days. Moreover, the contents of the proposal of the selected contractor will become contractual obligations if a contract is entered into.

Each and every contractor submitting a proposal specifically waives any right to withdraw or modify it, except as hereinafter provided. Proposals may be withdrawn by written or telefax notice received at the Commission’s address for proposal delivery prior to the exact hour and date specified for proposal receipt. However, if the contractor chooses to attempt to provide such written notice by telefax transmission, the Commission shall not be responsible or liable for errors in telefax transmission. A proposal may also be withdrawn in person by a contractor or its authorized representative, provided its identity is made known and it signs a receipt for the proposal, but only if the withdrawal is made prior to the exact hour and date set for proposal receipt. A proposal may only be modified by the submission of a new sealed proposal or submission of a sealed modification which complies with the requirements of this RFP.
I-13. **Economy of Preparation.** Proposals should be prepared simply and economically, providing a straightforward, concise description of the contractor’s ability to meet the requirements of the RFP.

I-14. **Discussions for Clarification.** Contractors who submit proposals may be required to make an oral or written clarification of their proposals to the Commission to ensure thorough mutual understanding and contractor responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification.

I-15. **Best and Final Offers.** To obtain best and final offers from contractors whose proposals are determined by the Commission, in its sole discretion, to be reasonably susceptible of being selected for award, the Commission may (a) enter into discussions; (b) schedule oral presentations; and (c) request revised proposals.

I-16. **Prime Contractor Responsibilities.** The selected contractor will be required to assume responsibility for all services offered in its proposal whether or not it produces them. Further, the Commission will consider the selected contractor to be the sole point of contact with regard to contractual matters.

I-17. **Proposal Contents.** Proposals will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (i) under the provisions of any Commonwealth or United States statute or regulation; or (ii) by rule or order of any court of competent jurisdiction. If a contract is executed, however, the successful proposal submitted in response to this RFP shall be subject to disclosure. All material submitted with the proposal becomes the property of the Pennsylvania Turnpike Commission and may be returned only at the Commission’s option. Proposals submitted to the Commission may be reviewed and evaluated by any person other than competing contractors at the discretion of the Commission. The Commission has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

I-18. **Debriefing Conferences.** Contractors whose proposals are not selected will be notified of the name of the selected contractor and will be given the opportunity to be debriefed, at the Contractor’s request. The Issuing Office will schedule the time and location of the debriefing. The contractor will not be compared with other contractors, other than the position of its proposal in relation to all other proposals for each criterion for selection.

I-19. **News Releases.** News releases pertaining to this project will not be made without prior Commission approval, and then only in coordination with the Issuing Office.

I-20. **Commission Participation.** Unless specifically noted in this section, contractors must provide all services to complete the identified work.

I-21. **Revenue Sharing.** The proposal should provide a detailed analysis of how ATM and advertisement revenue will be shared between the contractor and the Commission.
I-22. **Term of Contract.** The term of the contract will commence on the Effective Date (as defined below) and will end five years thereafter with options to renew for two additional one-year periods. The Commission shall fix the Effective Date after the contract has been fully executed by the Contractor and by the Commission and all approvals required by Commission contracting procedures have been obtained. The term may be extended by the COMMISSION in the form of a letter signed by the Chief Executive Officer, which will become part of this agreement.

I-23. **Contractor’s Representations and Authorizations.** Each contractor by submitting its proposal understands, represents, and acknowledges that:

a. All information provided by, and representations made by, the contractor in the proposal are material and important and will be relied upon by the Issuing Office in awarding the contract(s). Any misstatement shall be treated as fraudulent concealment from the Issuing Office of the true facts relating to the submission of this proposal. A misrepresentation shall be punishable under 18 Pa. C.S. 4904.

b. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other contractor or potential contractor.

c. Neither the price(s) nor the amount of the proposal, and neither the approximate price(s) nor the approximate amount of this proposal, have been disclosed to any other firm or person who is a contractor or potential contractor, and they will not be disclosed on or before the proposal submission deadline specified in the cover letter to this RFP.

d. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

e. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.

f. To the best knowledge of the person signing the proposal for the contractor, the contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the contractor in its proposal.

g. To the best of the knowledge of the person signing the proposal for the contractor and except as otherwise disclosed by the contractor in its proposal, the contractor has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the contractor that is owed to the Commonwealth.
h. The contractor is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the contractor cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.

i. The contractor has not, under separate contract with the Issuing Office, made any recommendations to the Issuing Office concerning the need for the services described in the proposal or the specifications for the services described in the proposal.

j. Each contractor, by submitting its proposal, authorizes all Commonwealth agencies to release to the Commission information related to liabilities to the Commonwealth including, but not limited to, taxes, unemployment compensation, and workers’ compensation liabilities.
PART II

INFORMATION REQUIRED FROM CONTRACTORS

Contractor proposals must be submitted in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. Each proposal shall consist of one sealed submittal. The submittal should include a technical response to sections II-1 through II-9 hereof.

The Commission reserves the right to request additional information which, in the Commission’s opinion, is necessary to assure that the contractor’s competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the contract.

The Commission may make such investigations as deemed necessary to determine the ability of the contractor to perform the work, and the contractor shall furnish to the Commission all such information and data for this purpose as requested by the Commission. The Commission reserves the right to reject any proposal if the evidence submitted by, or investigation of, such contractor fails to satisfy the Commission that such contractor is properly qualified to carry out the obligations of the agreement and to complete the work specified.

II-1. Statement of the Problem. State in succinct terms your understanding of the service required by this RFP.

II-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

II-3. Work Plan. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in Part IV of this RFP as your reference point.

II-4. Prior Experience. Include detailed description of experience in the installation and maintenance of ATMs, including technology background and capability to deliver this innovative solution. Also, include experience with participating financial institutions in the network. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to should be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

II-5. Personnel. Include the number, and names where practicable, of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the work. Include through a resume or similar document education and experience with an open multi-vendor ATM solution. Indicate the responsibilities each will have in this project and how long each has been with your company. Identify subcontractors you intend to use and the services they will perform.

II-6. Training. If appropriate, indicate recommended training of Commission personnel.
II-7. **Objections and Additions to Standard Contract Terms and Conditions.** Contractor will identify which, if any, of the terms and conditions contained in Appendix A it objects to and what additional terms and conditions contractor requires. Contractor’s failure to object or to request additions will result in its waiving its right to do so later, but the Commission may consider late objections and additional requests if it is in the best interest of the Commission to do so.

II-8. **M/W/DBE/SERB Participation.** Prime Contractors are encouraged to utilize SERB vendor participation in their proposed solution. The Commission, however, will not be applying any additional advantage to contractors, who submit proposals, who are either qualified SERB vendors or who utilize a SERB vendor as a subcontractor for this RFP.

II-9. **Revenue Sharing.** Provide a detailed analysis of how ATM and advertisement revenue will be shared between the contractor and the Commission.
PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal should be (a) timely received from a contractor; and (b) properly signed by the contractor.

III-2. Proposals will be reviewed and evaluated by a committee of qualified personnel selected by the Commission. This committee will recommend for selection the proposal that most closely meets the requirements of the RFP and satisfies Commission needs. Award will only be made to a contractor determined to be responsible in accordance with Commonwealth Management Directive 215.9, Contractor Responsibility Program.

III-3. The following areas of consideration will be used in making the selection:

   a. Understanding the Problem. This refers to the contractor’s understanding of the Commission needs that generated the RFP, of the Commission’s objectives in asking for the services, and of the nature and scope of the work involved.

   b. Contractor Qualifications. This refers to the ability of the contractor to meet the terms of the RFP, especially the time constraint and the quality, relevancy, and recency of projects completed by the contractor. This also includes the contractor’s financial ability to undertake a project of this size.

   c. Personnel Qualifications. This refers to the competence of professional personnel who would be assigned to the job by the contractor. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience on services similar to that described in the RFP. Particular emphasis is placed on the qualifications of the project manager.

   d. Soundness of Approach. Emphasis here is on the sequence and relationships of major steps, and methods for managing the service. Of equal importance is whether the approach is completely responsive to all requirements contained in the RFP and if it appears to meet Commission objectives.

   e. Revenue Sharing. While this area may be weighted heavily, it will not normally be the deciding factor in the selection process. The Commission will select the firm with the proposal that best meets its needs, at the sole discretion of the Commission.
PART IV

WORK STATEMENT

IV-1. Objectives.

A multi-vendor ATM solution that may provide a software platform, which is able to deliver the same operational features that each customer is familiar with from their respective individual financial institution.


The contractor will implement and maintain an ATM network at designated locations throughout the Pennsylvania Turnpike Commission system. The ATM network will offer generic transactions to cardholders from non-network affiliated financial institutions including cash withdrawals, balance inquiries, and account transfers. For those ATM customers affiliated with a member financial institution, the customer will execute a surcharge free transparent transaction identical to the customer’s underlying financial institution.

In addition to offering a variety of financial services to in-network and out-of-network customers, the ATM will also offer branding opportunities for advertisement and other local promotional material.

IV-3. Requirements.

The Commission has separately issued a Request for Proposal for its Service Plaza Development Project. It is anticipated that the new Service Plaza lease agreements will become effective January 1, 2006, with redevelopment activities initially commencing at a few locations, until all Service Plazas have been redeveloped. Since ATMs are currently located at each of the present Service Plazas, the contractor will be required to phase-in the ATM network and coordinate activities not only with the Commission but also with the Service Plaza manager. The selected contractor may begin the installation immediately upon award of a contract and selectively remove and reinstall to accommodate service plaza construction as necessary.

IV-4. Tasks.

a. Provide basic ATM transactions to all users.
b. Deliver targeted user experiences (UE) based upon bankcard issuer information.
c. Present participant bank customers transactions without charge, with participant bank branding and messaging.
d. Present to non-participant bank customers an “Off Us”-type transaction, delivering basic ATM functionality with selected generic branding and messaging.
e. Contractor’s solution should have such video content, advertising and messaging capability on a second screen, as required to meet the Commission needs.

f. The ATM will be brand-wrapped in Commission approved branding.

g. Branded receipt printout users of the ATM will receive a branded receipt, reflecting either participant bank brand or generic brand (for customers of non-participant banks).

IV-5. Reports and Project Control.

a. Task Plan. A work plan for each task that identifies the work elements of each task, the resources assigned to the task, and the time allotted to each element and the deliverable items to be produced.

b. Status Report. A periodic progress report covering activities, problems, and recommendations; the report should be keyed to the work plan developed by the contractor in its proposal, as amended or approved by the Commission.

c. Problem Identification Report. An “as required” report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include contractor recommendations with supporting rationale.
APPENDIX A

AGREEMENT

This AGREEMENT is made this ________ day of __________________, 2005, between the Pennsylvania Turnpike Commission (“COMMISSION”), an instrumentality of the Commonwealth of Pennsylvania, with principal offices at Middletown, Pennsylvania (mailing address: P. O. Box 67676, Harrisburg, PA 17106-7676; physical address: 700 Eisenhower Blvd, Middletown, PA 17057),

AND

_____________ (“CONTRACTOR”), [insert the legal status of CONTRACTOR such as a Pennsylvania (or foreign) corporation (or partnership, LLC, LLP, etc.)], with its principal office at [insert address]

WITNESSETH:

WHEREAS, the COMMISSION desires to . . . [describe the specific PTC purposes, goals, assumptions, underlying facts, or contractor's representations that are the basis of the bargain, etc.]

WHEREAS, by Act No. 211 of the General Assembly of the Commonwealth of Pennsylvania, approved May 21, 1937, and its amendments, the COMMISSION is authorized and empowered to enter into a contract with CONTRACTOR;

WHEREAS, the COMMISSION desires to retain the services of CONTRACTOR upon the following terms; and

NOW, THEREFORE, in consideration of these mutual covenants, and intending to be legally bound, the parties agree as follows:

Definitions

[This section is for terms that have a special meaning for this agreement or that are used in a way different from everyday or common usage.]

Contractor’s Scope of Work

[There should be a document that specifies what we expect from the Contractor (such as deliverables; schedules and deadlines; representations or warranties; conditions or covenants; location of the work; use of specific persons; standards of performance; insurance requirements). This document must be made part of the Agreement (either as an exhibit which is attached or by referring to it in the Agreement without attaching it)].

The CONTRACTOR will perform the work described in [identify the document/RFP#] dated [date], titled [title] and the CONTRACTOR’S proposal dated [date]. This document is [SELECT ONE: attached as Exhibit _ and made a part of this Agreement OR made part of this Agreement by reference].
Commission’s Responsibilities

The COMMISSION shall furnish the CONTRACTOR access to key personnel, relevant documents, and adequate workspace for completing the work.

Compensation

For the work, services, and material as defined in this Agreement, the CONTRACTOR shall be paid ______________and __/100 DOLLARS ($____________). [Specify whether the compensation method is hourly, cost reimbursement, lump sum, etc.]

Duration of Agreement [and Renewal]

The term of this Agreement is [term]. The term may be extended for [number] additional years by a writing signed by both parties.

Termination

Either party may terminate this agreement at any time upon thirty- (30) calendar days written notice. If this notice is given, the CONTRACTOR shall be paid only for the services already rendered upon the date of the notice and for the services rendered to the date of termination, subject to all provisions of this agreement. The notice will be effective on the date of receipt. The right to cancel may be exercised as to the entire project, or as to any particular phase or phases, part or parts, and upon one or upon several occasions, but any termination may not be revoked except upon written consent of the parties through a supplemental agreement to this agreement.

Assignment and Delegation

The CONTRACTOR may not transfer, assign, or delegate any terms of this contract, in whole or in part, without prior written permission from the COMMISSION. The CONTRACTOR shall not engage the services of any person or persons now employed by the Commission except with the COMMISSION's approval.

Governing Law

This agreement will be interpreted according to the laws of the Commonwealth of Pennsylvania.

Observance of Laws

The CONTRACTOR agrees to observe all relevant federal, state, and local laws and to obtain in its name all necessary permits and licenses.
Work for Hire

Except for hardware, third party licensed software, and software previously developed by CONTRACTOR, all Deliverables, including but not limited to source code, software, specifications, plans, designs and engineering, drawings, data, information or other written, recorded, photographic, or visual materials, trademarks, service marks, copyrights or other Deliverables produced by CONTRACTOR or any supplier in the performance of the contract shall be deemed "Work Product". All Work Product shall be considered services for hire. Accordingly, except as set forth earlier in this paragraph, all Work Product shall be the exclusive property of the COMMISSION. The CONTRACTOR agrees to notify the COMMISSION in writing before using any of CONTRACTOR’s previously developed software for services provided under this Agreement.

The CONTRACTOR and the COMMISSION will honor all applicable preexisting licenses, copyrights, trademarks, service marks, and patents. If as part of an expense item under this Agreement, the CONTRACTOR purchases the right to any license, the agreements for the use or ownership of such license will be placed in the name of the COMMISSION along with all other rights and obligations. In addition, the CONTRACTOR will mark all Turnpike content or previously unprotected work product designated by the COMMISSION with a notice as follows: "Pennsylvania Turnpike Commission, (Year)".

Audit/Retention of Records

CONTRACTOR and its subcontractors shall maintain books and records related to performance of this contract or subcontract and necessary to support amounts charged to the COMMISSION in accordance with applicable law, terms and conditions of this contract, and generally accepted accounting practice. CONTRACTOR shall maintain these books and records for a minimum of three (3) years after the completion of the contract, final payment, or completion of any contract, audit or litigation, whichever is later. All books and records shall be available for review or audit by the COMMISSION, its representatives, and other governmental entities with monitoring authority upon reasonable notice and during normal business hours. CONTRACTOR agrees to cooperate fully with any such review or audit. If any audit indicates overpayment to CONTRACTOR, or subcontractor, the COMMISSION shall adjust future or final payments otherwise due. If no payments are due and owing to CONTRACTOR, or if the overpayment exceeds the amount otherwise due, CONTRACTOR shall immediately refund all amounts which may be due to the COMMISSION. Failure to maintain the books and records required by this Section shall establish a presumption in favor of the COMMISSION for the recovery of any funds paid by the COMMISSION under the contract for which adequate books and records are not available to support the purported disbursement.

Dispute Resolution

All questions or disputes regarding any matter involving this contract or its breach shall be referred to the Board of Claims as provided in 72 P.S. § 4651. If the Board of Claims either refuses or lacks jurisdiction, these questions or disputes shall proceed as provided in 42 C.S.A. § 7301 et seq. (Statutory Arbitration). The panel of arbitrators will consist of a representative of each of the parties and a third party chosen by the representatives, or if the representatives are unable to choose, by the American Arbitration Association.
Indemnification

The CONTRACTOR shall be responsible for all damage to life and property due to negligence or other tortious acts, errors, and omissions arising from or related to the work of this Agreement. The CONTRACTOR shall indemnify and hold harmless the COMMISSION, the COMMISSION’s officers, and the COMMISSION's employees from any claim or liability of any type or nature arising from or related to the work of the CONTRACTOR or that of the CONTRACTOR's employees or subcontractors or the presence of these persons or individuals on the COMMISSION's premises.

Contractor Provisions

The Contractor Integrity and Contractor Responsibility Provisions are attached as an exhibit and made a part of this agreement.

Entire Agreement

This Agreement, together with any writings either attached as exhibits or incorporated by reference, constitutes the entire understanding between the parties and there are no other oral or extrinsic understandings of any kind between the parties.

Modification

This agreement may be modified only by a writing signed by both parties.
IN WITNESS WHEREOF, the Pennsylvania Turnpike Commission and [Contractor’s Name] have executed this Agreement by their duly authorized officers and affixed their respective official and corporate seals on the date written above.

ATTEST: 

PENNSYLVANIA TURNPIKE COMMISSION

________________________
Ann Louise Edmunds
Assistant Secretary-Treasurer

________________________
Mitchell Rubin
Chairman

APPROVED AS TO FORM AND LEGALITY:

________________________
Albert C. Peters II
Assistant Chief Counsel

ATTEST: 

[CONTRACTOR’S NAME]

Signature______________________

Signature______________________

Name__________________________

Name__________________________

Title__________________________

Title__________________________

Federal Tax ID. No. ________________

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Addendum No. 1
RFP #05-110-3236
ATM Services at Turnpike Service Plazas

Following are the answers to questions submitted in response to the above referenced RFP. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

Section 1.4 Problem Statement

“A single ATM to be branded by multiple financial institutions, thus eliminating service fees.”

1. Is it the contractor’s responsibility to make the arrangements with the various financial institutions (card issuers) to provide surcharge-free access, or will the Turnpike provide and/or facilitate this?

   Response: It will be the responsibility of the chosen vendor to offer any and all financial institutions (card issuers) the opportunity to participate in their network.

2. Can the contractor offer to any financial institution’s cardholders who want to participate an arrangement to provide surcharge-free access to their customers; i.e. each current surcharge transaction now done on a Turnpike ATM will be replaced with a new pricing structure where the institution would pay the contractor directly in exchange for surcharge-free access?

   Response: As a participant, the financial institution will agree to reimburse the chosen vendor for each surcharge-free transaction that is delivered to one of their card holders. It is further anticipated that there will be a “revenue-sharing” agreement between the Contractor and the Pennsylvania Turnpike Commission (“Commission”) for both surcharge-free and non surcharge-free cardholders.

Additional Questions

1. Advertising
   a. Will the winning bidder be assured of sign placement on their motherboards?
      Response: To be determined.
   b. If yes to the above, please describe the number and size of the signs and the placement position on the motherboard.
      Response: To-be-determined.
c. Will the winning bid be decided based on an ATM offer only?
   Response: Refer to the RFP Part III, Criteria for Selection.

d. Will the Commission allow the scope of the bid to include additional items such as:
   i. A payment for advertising rights on one or all of the following:
      1. Advertising on toll booths or toll lanes
      2. Advertising on the toll tickets
      3. Advertising on the exterior or interior of the rest stops
      4. Advertising on the Turnpike maps and web site.

   Response: The RFP addresses what advertising is permitted in the Work Statement (Section IV-4, Tasks). No further advertising is contemplated at this time.

2. ATM Surrounds / Cabinets
   a. Will there be any standards as to the size or shape of the ATM surrounds or cabinets?
      Response: To-be-determined.
   b. Will there be any restrictions on toppers or signs at the ATM locations?
      Response: To-be-determined

3. Exclusivity
   a. Will the winning bidder be the exclusive ATM provider of ATMs at each service plaza (on the entire property, including the gas station)?
      Response: It is anticipated that the Contractor will be the sole ATM provider at all Commission Service Plazas.
   b. Will all the service plazas be exclusive to the winning bidder? (Currently two plazas have a different provider).
      Response: Yes. As the current leases expire, the awarded Contractor will then become the sole ATM provider.
   c. Will exclusivity extend to any new service plazas contemplated by the Turnpike in new development plans using private developers?
      Response: The Commission anticipates exclusivity will extend to any new service plazas constructed as a result of the Service Plaza Development Project.

4. Alternative Payment Systems
   a. To what extent, if any, will the Turnpike Commission limit or exclude payment at the food vendors and in the gift shop by credit or debit cards?
   b. Will the Commission allow cash back if a debit card is used to pay for products sold?
   c. If yes to the above, will there be a cash back limit imposed by the Commission?
Response: All of these questions relate to the Service Plaza Development Project currently in negotiations. The Commission is not currently in a position to answer these questions until after the Service Plaza Contractor(s) has been identified and negotiations are concluded.

5. ATM Locations
   a. Who will decide on the location of the ATM within the service plaza?
   b. May the winning bidder make their bid contingent upon reaching agreement on locations that are satisfactory to the bidder, or will the locations be predetermined by the Turnpike Commission?
   c. May the winning bidder install multiple ATMs at selected rest stops?
      This Response addresses all questions related to ATM locations: The Contractor will initially replace existing ATMs at current locations at all Service Plazas. Once specific Service Plaza sites have been redeveloped, the Commission will evaluate ATM placement at each site separately, with coordination with the Contractor. The contract award will not be made contingent upon reaching any future agreement.

6. Partial Bids
   a. May a bidder bid on selected Turnpike rest stops for ATMs?
      Response: There will be no partial bids.
   b. If yes to the above, may the bidder form groups of locations, or will the Turnpike Commission designate the groups of locations?
      Response: Not applicable.

7. Contract Document
   a. PNC’s counsel has reviewed this agreement and requested a change to the “Assignment and Delegation” clause. PNC requests the right to assign this agreement to a PNC affiliate. Will the Commission agree to this change?
      Response: Assignment to a PNC affiliate would be permitted with prior written Commission permission.