

REQUEST FOR PROPOSALS FOR
ATM Services at Turnpike Service Plazas
and PTC Central Administration Building

ISSUING OFFICE

Pennsylvania Turnpike Commission
Finance & Administration Department
and
Concessions Management Department

RFP NUMBER

RFP 11-64500-3244

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July 14, 2011

REQUEST FOR PROPOSALS FOR

ATM Services at Turnpike Service Plazas and PTC Central Administration Building

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PART I

GENERAL INFORMATION FOR PROPOSERS

I-1. Purpose. This request for proposals (RFP) provides interested Proposers with sufficient information to enable them to prepare and submit proposals for consideration by the Pennsylvania Turnpike Commission (Commission) to satisfy a need for ATM Services at Turnpike Service Plazas and the Commission's Central Administration Building.

I-2. Issuing Office. This RFP is issued for the Commission by the Finance & Administration Department and Concessions Management Department.

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 has ATMs available to our traveling customers at the Service Plazas along the Turnpike and to the Commission employees at the Central Administration Building. The current contract expires in November 2011. The Pennsylvania Turnpike Commission is seeking a qualified ATM contractor to provide ATM services. A detailed work statement is provided in Part IV of this RFP.

I-5. Type of Contract. It is proposed that if a contract is entered into as a result of this RFP, it will be a Revenue Sharing agreement with the Commission. The Commission may in its sole discretion undertake negotiations with Proposers whose proposals as to revenue 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 Proposers.

I-7. Subcontracting. Any use of subcontractors by a Proposer must be identified in the proposal. During the contract period use of any subcontractors by the selected Proposer, which were not previously identified in the proposal, must be approved in advance in writing by the Commission.

A firm that responds to this solicitation as a prime may not be included as a designated subcontractor 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 subcontractor to more than one prime contractor responding to the project advertisement.

I-8. Incurring Costs. The Commission is not liable for any costs the Proposer incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of contract.

I-9. Questions and Answers. Written questions may be submitted to clarify any points in the RFP which may not have been clearly understood. Written questions should be submitted by email to RFP-Q@paturndpike.com with **RFP 11-64500-3244** in the Subject Line to be received no later than **Monday, July 25, 2011 at 2:00 P.M.** All questions and written answers will be posted to the website as an addendum to and become part of this RFP.

I-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 Commission's website under the original RFP document. It is the responsibility of the Proposer to periodically check the website for any new information or addenda to the RFP.

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 ensure the submitted proposal complies with any changes in the published advertisement.

I-11. Response. To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission's Contracts Administration Department, Attention: Wanda Metzger, on or before **Thursday, August 11, 2011 at 12:00 P.M.** The Pennsylvania Turnpike Commission is located at 700 South Eisenhower Boulevard, Middletown, PA 17057 (Street address). Our mailing Address is P. O. Box 67676, Harrisburg, PA 17106.

Please note that use of U.S. Mail, FedEx, UPS, etc... 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.

I-12. Proposals. To be considered, Proposers should submit a complete response to this RFP, using the format provided in PART II. Each proposal should be submitted in seven (7) hard copies and one complete and exact copy of the technical and revenue proposal on CD-ROM in Microsoft Office or Microsoft Office-compatible format to the Contracts Administration Department. No other distribution of proposals will be made by the Proposer. Each proposal page should be numbered for ease of reference. **Proposals must be signed by an official authorized to bind the Proposer to its provisions and include the Proposer's Federal Identification Number.** For this RFP, the proposal must remain valid for at least 120 days. Moreover, the contents of the proposal of the selected Proposer will become contractual obligations if a contract is entered into.

Each and every Proposer 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 Proposer 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 Proposer 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 Proposer’s ability to meet the requirements of the RFP.

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

I-15. Best and Final Offers. The Issuing Office reserves the right to conduct discussions with Proposers for the purpose of obtaining “best and final offers.” To obtain best and final offers from Proposers, the Issuing Office may do one or more of the following: a) enter into pre-selection negotiations; b) schedule oral presentations; and c) request revised proposals. The Issuing Office will limit any discussions to responsible Proposers whose proposals the Issuing Office has determined to be reasonably susceptible of being selected for award.

I-16. Prime Proposer Responsibilities. The selected Proposer 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 Proposer 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. 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 Proposers 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.

In accordance with the Pennsylvania Right-to-Know Law (RTKL), 65 P.S. § 67.707 (Production of Certain Records), Proposers shall identify any and all portions of their Proposal that contains confidential proprietary information or is protected by a trade secret. Proposals shall include a written statement signed by a representative of the company/firm identifying the specific portion(s) of the Proposal that contains the trade secret or confidential proprietary information.

Proposers should note that “trade secrets” and “confidential proprietary information” are exempt from access under Section 708(b)(11) of the RTKL. Section 102 defines both “trade secrets” and “confidential proprietary information” as follows:

Confidential proprietary information: Commercial or financial information received by an agency: (1) which is privileged or confidential; **and** (2) the disclosure of which would cause substantial harm to the competitive position of the person that submitted the information.

Trade secret: Information, including a formula, drawing, pattern, compilation, including a customer list, program, device, method, technique or process that: (1) derives independent economic value, actual or potential, from not being generally known to and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use; **and** (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The term includes data processing software by an agency under a licensing agreement prohibiting disclosure.

65 P.S. §67.102 (emphasis added).

The Office of Open Records has determined that a third party must establish a trade secret based upon factors established by the appellate courts, which include the following:

- the extent to which the information is known outside of his business;
- the extent to which the information is known by employees and others in the business;
- the extent of measures taken to guard the secrecy of the information;
- the value of the information to his business and to competitors;
- the amount of effort or money expended in developing the information; and
- the ease of difficulty with which the information could be properly acquired or duplicated by others.

See Crum v. Bridgestone/Firestone North Amer. Tire., 907 A.2d 578, 585 (Pa. Super. 2006).

The Office of Open Records also notes that with regard to “confidential proprietary information the standard is equally high and may only be established when the party asserting protection shows that the information at issue is either ‘commercial’ or ‘financial’ and is privileged or confidential, and the disclosure **would** cause substantial competitive harm.” (emphasis in original).

For more information regarding the RTKL, visit the Office of Open Records’ website at www.openrecords.state.pa.us.

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

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, Proposers must provide all services to complete the identified work.

I-21. Revenue Sharing. The revenue sharing shall be placed in a separately sealed envelope within the sealed proposal and kept separate from the technical submittal. **Failure to meet this requirement may result in disqualification of the proposal.**

I-22. Term of Contract. The term of the contract will commence on the Effective Date (as defined below) and will end after three (3) years with two (2) one-year extensions possible. 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.

I-23. Proposer's Representations and Authorizations. Each Proposer by submitting its proposal understands, represents, and acknowledges that:

- a. All information provided by, and representations made by, the Proposer in the proposal are material and important and will be relied upon by the Issuing Office in awarding the contract(s). Any misstatement, omission or misrepresentation 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 Proposer or potential Proposer.
- 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 Proposer or potential Proposer, 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 Proposer, the Proposer, 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 Proposer in its proposal.
- g. To the best of the knowledge of the person signing the proposal for the Proposer and except as otherwise disclosed by the Proposer in its proposal, the Proposer 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 Proposer that is owed to the Commonwealth.
- h. The Proposer is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the Proposer cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
- i. The Proposer 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 Proposer, 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.

I-24. Insurance

A. General. Before the execution of a Contract, Provider must provide the Commission with certificates of insurance evidencing the coverage required acceptable to the Commission, as described below. Have all policies endorsed to contain the following clause: "Thirty (30) days written notice of any cancellation, non-renewal, limit or coverage reduction is to be sent to the Commission by Certified Mail." The preceding is subject to existing Commonwealth of Pennsylvania statutory cancellation provisions relating to non-payment of premium and misrepresentation by the insured. Maintain the insurance described herein for the entire duration of the Contract. All insurance policies must be written by an Insurance Company licensed and/or authorized to do business in Pennsylvania and acceptable to the Commission having an A.M. Best's rating of no less than A-, with a financial size category of IX, or better. Have all insurance policies and certificates signed by a resident Pennsylvania Agent of the issuing Company. However, in the case of an eligible surplus lines insurer, have all policies and certificates also signed by a party duly authorized to bind, on behalf of the eligible surplus lines insurer, the certified coverage's.

B. Worker's Compensation and Employer's Liability Insurance. Worker's Compensation Insurance policy as required by Pennsylvania law with statutory limits of not less than \$100,000 bodily injury each accident, \$500,000 bodily injury by disease, and \$100,000 bodily injury by disease each employee.

C. General Liability Insurance. Includes: Products/Completed Operations; Blanket Contractual Liability - All Written & Oral Contracts; premises and operations liability; explosion, collapse and underground; personal injury; independent contractors; broad form property damage; severability of interests provisions; personal injury and advertising liability; premises medical payments; host liquor liability; fire damage legal liability - real property; incidental malpractice (including employees); nonowned watercraft; and automatic coverage for newly acquired entities. The minimum required limits for the Commercial General Liability policy will be as follows:

\$1,000,000 Each Occurrence \$1,000,000 Advertising and Personal Injury Limit

\$2,000,000 General Aggregate per Location/Per Site

\$1,000,000 Products and Completed Operations Aggregate

\$5,000 Medical Payments

D. Automobile Liability Insurance - covering all owned, hired, leased and non-owned vehicles with a minimum limit of liability of \$1,000,000 per occurrence.

E. Additional Insured -All Commercial General Liability and Automobile Liability insurance provided hereunder shall name the Pennsylvania Turnpike **COMMISSION**, the Commonwealth of Pennsylvania and Pennsylvania Department of Transportation as an additional insured party.

PART II

INFORMATION REQUIRED FROM PROPOSERS

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 two (2) separately sealed submittals. The submittals are as follows:

- (i) Technical Submittal, in response to Part II-1 through II-9.
- (ii) Revenue Submittal, in response to Part II-10.

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

The Commission may make such investigations as deemed necessary to determine the ability of the Proposer to perform the work, and the Proposer shall furnish to the Issuing Office 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 Proposer fails to satisfy the Commission that such Proposer 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 problem presented or 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. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of personhours allocated to each task.

II-4. Prior Experience. Include experience in delivering and operating ATMs at non-bank locations, your experience in delivering advertisements, and your experience with entering into a revenue sharing agreement. Also include any special techniques or experience considered necessary to accomplish the job. 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. For non-proprietor bank contractors, identify the number of banks in your network, names of the banks, and experience running the network.

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 in ATM Services. Also

include any special techniques or experience the proposer considers necessary to the accomplishment of the job. 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. Include the personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

II-7. DBE/MBE/WBE Participation. The Commission is committed to the inclusion of disadvantaged, minority, and woman firms in contracting opportunities. Responding firms shall clearly identify DBE/MBE/WBE firms, expected to participate in this contract, in their Proposal. Proposed DBE/MBE/WBE firms must be certified by the Pennsylvania Department of General Services (www.dgs.state.pa.us) or the Pennsylvania Unified Certification Program (www.paucp.com) at the time of the submission of the proposal. While D/M/WBE participation is not a requirement for this RFP, inclusion of D/M/WBEs will be a factor in the evaluation determination. If further information is desired concerning DBE/MBE/WBE participation, direct inquiries to the Pennsylvania Turnpike Commission's Contract Administration Department by calling (717) 939-9551 Ext. 4241.

II-8. Business References.

In order to have your proposal considered, please supply three (3) business references consisting of current or previous customers with your reply. Please include name, address, telephone number, and a contact person.

II-9. Disaster Recovery Plan.

As part of any contract award, the vendor shall be required to maintain a Disaster Recovery Plan designed to minimize any disruption to the services being performed. The disaster recovery plan, contingency and backup procedures shall be made available for review by the Commission. Given the worse-case scenario, the vendor should be completely functional within 24 hours of a major disaster. The vendor must fully cooperate during any and all disaster testing operations initiated by the Commission.

II-10. Revenue Sharing. The information requested in this section shall constitute your detailed analysis of how ATM and other sources of revenue (for example, advertisement revenue) will be shared between the contractor and the Commission. **The Revenue Sharing shall be placed in a separate sealed envelope within the sealed proposal, separate from the technical submittal.**

Proposers should **not** include any assumptions in their revenue sharing. If the proposer includes assumptions in its revenue submittal, the Issuing Office may reject the proposal. Proposers should direct in writing to the Issuing Office pursuant to Part I-9 of this RFP any questions about whether a component is included or applies. All Proposers will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

Any costs not provided in the proposal will be assumed as no charge to the Commission.

The selected Proposer shall only perform work on this contract after the Effective Date is affixed and the fully-executed contract sent to the selected Proposer. The Commission shall issue a

written Notice to Proceed to the selected Proposer authorizing the work to begin on a date which is on or after the Effective Date. The selected Proposer shall not start the performance of any work prior to the date set forth in the Notice of Proceed and the Commission shall not be liable to pay the selected Proposer for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No Commission employee has the authority to verbally direct the commencement of any work under this Contract.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal should be (a) timely received from a Proposer; (b) properly signed by the Proposer; and (c) formatted such that all revenue data is kept separate from and not included in the Technical Submittal.

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 Proposer determined to be responsive and responsible in accordance with Commonwealth Management Directive 215.9, Contractor Responsibility Program.

III-3. The following criteria will be used, in order of relative importance from the highest to the lowest, in evaluating each proposal:

a. Understanding the Problem. This refers to the Proposer's understanding of the Commission needs that generated the RFP, of the Commission's objectives in asking for the services or undertaking the study, and of the nature and scope of the work involved.

b. Proposer Qualifications. This refers to the ability of the Proposer to meet the terms of the RFP, especially the time constraint and the quality, relevancy, and recency of studies and projects completed by the Proposer. This also includes the Proposer'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 Proposer. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience on studies/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 techniques for collecting and analyzing data, sequence and relationships of major steps, and methods for managing the service/project. Of equal importance is whether the technical approach is completely responsive to all written specifications and 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 reserves the right to select a proposal based upon all the factors listed above, and will not necessarily choose the firm offering the most revenue to the Commission. The Commission will select the firm with the proposal that best meets its needs, at the sole discretion of the Commission.

f. DBE/MBE/WBE Participation. This refers to the inclusion of D/M/WBE firms, as described in Part II-7, and the extent to which they are expected to participate in this contract. Participation will be measured in terms of total dollars committed or percentage of total contract amount to certified D/M/WBE firms.

PART IV

WORK STATEMENT

IV-1. Objectives.

Enter into a revenue sharing agreement with a vendor who will own, install, maintain, operate, and service ATMs at the Service Plazas along the PA Turnpike as well as the Commission's Central Administration Building.

IV-2. Nature and Scope of the Project.

The vendor will implement and maintain an ATM network at designated locations throughout the Pennsylvania Turnpike system. The ATM network will offer basic banking transactions to cardholders from network and non-network affiliated financial institutions including cash withdrawals, cash advances, balances inquiries, account transfers, etc. 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.

The ATM at the Commission's Central Administration Building should also have the ability to dispense U.S. Postage Stamps for first class mail.

IV-3. Requirements.

The Commission has an ongoing Service Plaza Development Project. The existing Service Plazas are being closed for reconstruction and reopened. The vendor will need to remove ATMs at Service Plazas being closed for reconstruction and redeploy them once the project is completed and the Service Plazas are reopened. The Service Plaza Development Plan is outlined in Appendix B.

ATMs are currently located at each of the Service Plazas and Central Administration Building. The vendor will be required to phase-in the ATM network and coordinate activities not only with the Commission but also with the Service Plaza Manager.

ATM signage is included on Service Plaza Motherboards (signage along the Turnpike usually within 2 miles before the Service Plaza to alert travelers to services provided). The vendor would be required to provide such ATM signage to the Commission at the vendor's expense.

The vendor will enter into a revenue sharing agreement with the Commission.

IV-4. Tasks.

- Provide basic ATM transactions to all cardholders.
- ATM at the PTC Central Administration Building to be fee-free to all cardholders.
- ATM at the PTC Central Administration Building to disburse U.S. Postage Stamps for first class mail.
- Deliver targeted User Experiences (UE) based upon bankcard issuer information.
- ATM network bank customers' transactions without charge.
- ATM non-network bank customers' basic ATM functionality with any required fee disclosure.

- ATM brand-wrapping requires Commission approved branding.
- Looped video advertisements will require Commission approval prior to release.
- ATMs must offer the cardholder a receipt.

As indicated in Part II of the RFP, the Proposer is given the opportunity to recommend modifications to the task segmentation in the proposal.

IV-5. Reports and Project Control.

All contracts require formal control to ensure the vendor meets the Commission's needs. Control is usually exercised through the requirement for oral and written reports and other documentation such as plans, proposals, or recommendations that must be approved before the contractor proceeds further with the work.

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

b. Status Report. A monthly progress report covering activities, problems, and recommendations, along with the revenue payment; the report should be keyed to the work plan developed by the Proposer in its proposal, as amended or approved by the Commission. Required monthly reports should include, but are not limited to:

- Revenue Sharing summary report
- Revenue Sharing detail report by ATM
- Summary of Terminal Transactions by ATM
- ATM Downtime detail report by ATM
- Revenue payment

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.

d. Final Report. Submission of draft copies of the final report to permit the Commission to satisfy itself as to the report's completeness and factual accuracy. A format should be provided for the final report. The format should specify the content of the final report in detail comparable to the following:

- (1) Abstract or summarize the result of the study or service in terminology that will be meaningful to management and others generally familiar with the subject areas.
- (2) Describe data collection and analytical and other techniques used during the study.
- (3) Summarize findings, conclusions, and recommendations developed in each task.
- (4) Include all supporting documentation; e.g., flow charts, forms, questionnaires, etc.
- (5) Recommend a time-phased work plan for implementing the recommendations.

APPENDIX A

Plaza	MP	Address	City/Town	State	Zip	# of ATMs at Location
Oakmont Plum	49.3 EB	2000 Eastern Avenue	Verona	PA	15147	1
New Stanton	77.6 WB	724 New Stanton Plaza Road	Hunker	PA	15639	1
North Somerset	112.3 WB	179 North Plaza Access Road	Somerset	PA	15501	1
South Somerset	112.3 EB	327 Industrial Park Road	Somerset	PA	15501	2
North Midway	147.3 WB	Exit 146 Westbound, Milepost 147.3	Bedford	PA	15522	1
South Midway	147.3 EB	Exit 146 Eastbound, Milepost 147.3	Bedford	PA	15522	1
Sideling Hill	172.3 EB/WB	3744 North Hess Road	Waterfall	PA	16689	2
Blue Mountain	202.5 WB	Between Exits 226 & 201 WB Milepost 202.5	Newburg	PA	17240	1
Plainfield	219.1 EB	Between Exits 226 & 201 EB Milepost 219.1	Plainfield	PA	17081	1
Highspire	249.7 EB	Between Exits 247 & 266 EB Milepost 249.7 Rt. 441 & Fruehauf Lane	Middletown	PA	17057	1
Turnpike Central Administration Building		700 South Eisenhower Boulevard	Middletown	PA	17057	1
Lawn	258.8 WB	Between Exits 247 & 266 WB Milepost 258.8	Lawn	PA	17041	1
Bowmansville	289.9 EB	1350 Reading Road	Bowmansville	PA	17507	1
Peter J. Camiel	304.8 WB	Between Exits 298 & 312 WB Milepost 304.8	Elverson	PA	19520	2
Valley Forge	324.6 EB	1495 Valley Forge Road	Wayne	PA	19087	1
King of Prussia	328.4 WB	381 West DeKalb Pike	King of Prussia	PA	19406	1
Allentown	55.9 NB/SB	5052 Cetronia Road	Allentown	PA	18106	2
Hickory Run	86.1 NB/SB	256 Danner Road	Jim Thorpe	PA	18229	1
					Total	22

Service Plaza Construction Schedule

Completed

Phase	Plaza	Closed	Opened
I	Oakmont	September 2006	May 2007
II	Allentown	September 2007	May 2008
	Sideling Hill		
	North Somerset		
III	New Stanton	September 2008	May 2009
IV	King of Prussia	February 2009	May 2010
	Hickory Run	February 2009	November 2010
V	Bowmansville	September 2010	May 2011
	Lawn		

Remaining Schedule

Phase	Plaza	Closing	Re-Opening
VI	South Somerset	September 2011	May 2012
	Plainfield		
	Blue Mountain		
VII	North Midway	September 2012	May 2013
	South Midway		
	Peter J. Camiel		
VIII	Highspire	September 2013	May 2014
	Valley Forge		

Addendum No. 1

RFP # 11-64500-3244

ATM Services at Turnpike Service Plazas
and PTC Central Administration Building

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

The response date referenced in Part 1-11 of the RFP has been extended and revised as follows:

REVISION

Page 2, I-11. To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission's Contracts Administration Department, Attention: Wanda Metzger, on or before ~~Thursday, August 11, 2011 at 12:00 P.M.~~ **Thursday, August 25, 2011 at 12:00 P.M.**

All other terms, conditions and requirements of the original RFP posted July 14, 2011 remain unchanged unless modified by this or any other Addenda.

Addendum No. 2

RFP # 11-64500-3244

ATM Services at Turnpike Service Plazas and PTC Central Administration Building

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

Following are the answers to questions submitted in response to the above referenced RFP as of July 25, 2011. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

1. Will the Commission share historical ATM transaction data?

[See Appendix to the Addendum.](#)

2. Will the Commission provide average monthly visitor counts for each plaza?

[This information is not available.](#)

3. Does the Commission have a list of retail vendors in each plaza?

[Proposers may visit the Commission's website for vendors and concepts at each plaza:](#)

<http://www.paturndpike.com/geninfo/srvclplaza/serviceplazas.aspx>

4. Will the ATM operator have exclusive rights to operate ATMs within the plazas?

[Yes, with exception of paid advertising.](#)

5. Are the ATM locations within each plaza predetermined by the Commission?

[The locations must be mutually acceptable to the Commission and HMSHost Family Restaurants LLC \(HMSHost\).](#)

6. Will the ATM locations have power and data available already available or will the provider be responsible for running electric or data lines to the ATM locations?

Electrical power (110) is currently available. Data lines are available at most locations. Any alterations to power or data lines will be the responsibility of the ATM provider with prior Commission approval of work to be completed.

7. Will the ATM have a dedicated power source?

No. Standard wall outlet service is provided.

8. Are there any requirements or restrictions regarding the use of dial-up, frame or wireless communications at any of the plazas?

No.

9. Are there any restrictions on anchoring the ATMs to the floor?

Yes based on structural conditions.

10. How will the possible extension periods be determined?

By mutual agreement of the parties.

11. Are there any surcharge fee restrictions?

Not by the Commission other than the ATM at the Central Administration Building is surcharge free.

12. Other than the Motherboards, are there any other signage or marketing opportunities?

Any additional marketing agreement would have to be mutually agreed to by the ATM provider and the Commission.

13. Can stamps be sold through a separate device at the PTC building?

No. There is limited space at this ATM location.

14. Does the advertising screens need to be on the ATMs?

It is desired, but not required. Please detail your configuration in your proposal.

15. How many video monitors can be placed at a plaza?

One video monitor per ATM.

16. Is there a Video Monitor size requirement?

No, other than proportioned to the ATM unit and space requirements. Please detail your configuration in your proposal.

17. Can bank branding be offered after contract is awarded?

This question is unclear. The Commission refers proposers to Sections II-1 and IV-4 of the RFP.

18. Can Wi-Fi/Bluetooth advertising be offered?

Advertisements would have to be mutually agreed to by the ATM provider and the Commission.

19. What are the current surcharge withdrawal transactions?

\$2.50

20. Under Section **IV-2, Nature and Scope of Project**, states that “The ATM Network will offer basic banking transactions to cardholders from network and non-network affiliated financial institutions including cash withdrawals, cash advances, balance inquiries, account transfers, etc. 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.” Question: Does this mean that the ATMs deployed must have the capability to deliver at different user experiences throughout the transaction screens, based upon affiliate status of the cardholder? i.e., the non affiliated cardholder receives a generic (unbranded) ATM transaction and the affiliated cardholder receives a surcharge free ATM transaction wherein the screen displays throughout the transaction replicate the look and feel of the cardholders financial institution?

Yes.

21. Under Section **IV-4, Tasks**, states that the ATM shall “deliver a targeted User Experience (UE) based upon bankcard issuer information. Question: Does this imply that the ATM must have the capability to recognize different financial institution participants based upon the Bank Identification Number imbedded in the magnetic stripe on the ATM card and deliver multiple different UEs based upon the underlying financial institution that issued the card?

The Commission recognizes that ATM providers have different business models and will evaluate the strengths and merits of each proposal received as set forth in the RFP.

22. Is the ability to deliver advertising a requirement of the RFP?

The Commission believes this is an important component of the revenue contract, however, the Commission recognizes that ATM providers have different business models and will evaluate the strengths and merits of each proposal received as set forth in the RFP.

23. Appendix A shows 4 service plazas that have two (2) ATMs in each service plaza. Does the RFP require the respondent to deploy two (2) ATMs in each of those 4 service plazas?

No, but based on volume, proposers should consider additional ATMs at high volume locations.

24. Are you accepting proposals from financial institutions only, or are you accepting proposals from non-banking entities, such as an Independent ATM Deployer (IAD)?

Proposals from both banks and non-banks will be accepted.

25. Can you provide a Transaction Volume per ATM?

See Appendix to the Addendum.

26. Are all ATMs located on the interior of the service plaza?

Yes.

27. Please provide the dimension of location where the ATM Machines will be located.

The area designated should accommodate a typical sized, free standing ATM cash dispenser. However the Commission recommends each proposer perform a site visit. Notice of any site visit must be given to the Commission's Contracting Officer five (5) days in advance of any such visit. See Section I-11 of the RFP.

28. Is Signage mentioning the service provider permitted along the Turnpike?

Signage is restricted to the available space on the motherboards. Generally one (1) ATM logo sign is available for each single access plaza and two (2) for each dual access plaza not to exceed a total of 20 logo signs.

29. Can you provide a Sample Contract from the PA Turnpike?

The Commission will work with the successful bidder(s) to negotiate an acceptable agreement.

30. Are servicing costs (Utilities etc) associated with Remote ATM covered by the provider or the Turnpike?

Utility costs (standard electric, heating, cooling, lighting, etc) are covered by the Commission through the service plaza operator. Any and all other costs (i.e. data communications, maintenance, repairs, cash/stamp replenishment, etc) are borne by the ATM provider.

31. Are power and data lines in place?

All re-constructed service plazas have power and data connections in place. The older Service Plazas may or may not have suitable data lines. In that event, the ATM provider may install required service at ATM providers' expense.

32. Would you please provide current ATM transaction information by ATM, by month, for the past 12 months to include total transactions; total withdrawal transactions; balance inquires and transfer transactions.

See Appendix to the Addendum.

33. What is the surcharge fee amount for the current ATM provider(s)? Is the Turnpike Administration Building ATM currently surcharge free and dispensing stamps?

The current surcharge fee is \$2.50. Yes, the ATM at the Commission's Central Administration Building is surcharge free and dispenses US postage stamps. See Sections IV-2 and IV-4 of the RFP.

34. Is the current ATM service being provided by one or multiple ATM providers? If more than one how many?

The Commission's ATM Services contract is currently with one ATM provider.

35. There are four locations requesting 2 ATMs at each location, would you please explain the need for 2 ATMs at these locations, i.e. usage, location etc.? Are there 2 ATMs at these locations today?

Volume. Yes.

36. Are there significant differences between Plazas such as square footage, number of vendors/merchants, foot traffic?

Proposers may visit the Commission's website for plaza information:

<http://www.paturnpike.com/geninfo/srvcplaza/serviceplazas.aspx>

37. Please provide clarity about the ATM signage, Plaza Motherboards, Turnpike and any other locations. Can you provide photos and details on how the signage is executed and installed?



Sample
Turnpike
Motherboard

ATM vendor is to provide no more than 20 - 3'x5' signs for motherboards. Commission will install the signs at no cost to ATM provider when delivered to Commission facilities across the turnpike system as directed. The only ATM signage in the plazas will be on the ATM itself.

38. What are the security arrangements at the Plazas and Turnpike Administration Building?

Service Plazas: The plaza operators are responsible to install and maintain 24-hour surveillance cameras throughout the food portion of the building and outside the building at each plaza.

Administration Building: Pennsylvania State Police are on premises.

39. What are the hours of operation for the Plazas and Turnpike Administration Building?

Service Plazas: 24/7/365 operations (including all holidays)

Administration Building: Monday – Friday 7:30 AM – 5:00 PM (closed on weekends and holidays)

40. Does the Commission have information on the number of transactions/ transaction volume for the ATMs currently deployed, and will this information be made available as part of the RFP?

See Appendix to the Addendum.

41. With the RFP referring to “Revenue Share” will the Commission have any say in the surcharge fee charged by the proposer? Or will the Commission set what the surcharge fee will be?

The Commission approves the surcharge fee.

42. If the Commission sets the surcharge amount, what amount should we assume for this RFP?

The Commission approves the surcharge fee.

43. With the current vendor, certain participating banks have contracted with the vendor so their customers are not charged a surcharge fee at the ATM, will the new operator be required to offer the same type of program to those banks?

The Commission recognizes that ATM providers have different business models and will evaluate the strengths and merits of each proposal received as set forth in the RFP.

44. Exclusivity - will the winner have exclusivity for the entire service complex? In other words, the Sunoco mini-markets will not be able to install ATMs or any other concession on the immediate property around each service plaza.

Under the Lease Agreement, the plaza operators have no right to install any automatic teller machine for the dispensing of cash or banking services (ATM) at the plazas. The Commission has the exclusive right to install ATMs at the plazas.

45. Would you be able to provide a year of transaction volumes for each of the ATM sites? If a year is not available, as many months as possible would be fine.

See Appendix to the Addendum.

All other terms, conditions and requirements of the original RFP dated July 14, 2011 remain unchanged unless modified by this Addendum.