

Tuesday December 7th, 2010

City Clerk
City of Key West
525 Angela Street
Key West, FL 33040
Re: RFP#002-11 Merchant Services

Dear Department of Revenue,

Premier Payment Systems is determined to change the electronic payments industry by developing open, honest and ethical relationships with our merchants. We have been delivering value in Merchant services that all businesses deserve, and are committed to bettering the business community at large through our devotion to providing education to Merchants with a sense of pride and company fortitude. Since 2003, Premier Payment Systems has strived to provide the most cost-effective transaction processing to our Merchants. We offer unsurpassed personalized customer service and account maintenance. Our attention to detail and commitment to implementing a solution specifically designed for the City of Key West will result in secure, structured and cost-effective credit card processing.

Enclosed, you will find our completed Proposal along with the additional information requested. Premier Payment Systems would be privileged to be selected to continue through the selection process for the City of Key West, as we are confident that our services will provide the City of Key West with the upmost level support for your Credit Card processing needs. From transparency in reporting, to clarity in pricing and fees, and unparalleled customer service, we believe that Premier truly embodies what a Merchant Service Provider should be and are happy to extend these qualities to you. Thank you for your consideration.

Sincerely,



Angela Sementa
Vice President

Enclosure

Proposal for:

The City of Key West
Merchant Services

Prepared by:



Premier Payment Systems
Merchant Card Services

2625 Butterfield Rd
Suite 104s
Oakbrook, IL 60523
Phone: 800.573.6268
Fax: 800.498.9318

December 8, 2010

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Attachment 1 – Overview

Introduction This proposal provides an outline in respect to the potential agreement for Merchant Services between Premier Payment Systems and the City of Key West, whereas services and proposed pricing are described herein.

Premier’s Mission Statement Premier is determined to change the electronic payments industry by developing open, honest, ethical relationships with our merchants and agents; delivering value in merchant services that all businesses deserve. Premier is committed to bettering the business community at large through our devotion to providing education to merchants and agents with a sense of pride and company fortitude.

Company Overview Premier Payment Systems will be serving the City of Key West through our office location: 2625 Butterfield Rd, Suite 104s, Oakbrook, IL 60523. We also have agents located in the Key West area who will serve as a liaison between Premier and the City.

Since 2003, Premier Payment Systems has strived to provide the most cost-effective transaction processing to their Merchants. We provide unsurpassed personalized customer service and account maintenance. Our attention to detail and commitment to implementing a solution specifically designed for the City of Key West will result in secure, structured and cost-effective credit card processing.

Premier is a privately-held, woman-owned Merchant Services Provider. Premier is a Merchant Services Provider as defined by the Card Associations. The Card Associations consist of Visa, MasterCard and Discover.

Any provider of Merchant Account Services must be Sponsored by a Card Associations Member Bank. Premier Payment Systems’ Sponsor Bank is Wells Fargo. Meaning, we have received our licensing to offer Merchant Account Services through Wells Fargo. The official way to state this is “Premier Payment Systems is a Registered ISO of Wells Fargo Bank.” Any entity offering Merchant Services is required to obtain appropriate Sponsorship/Registration through a

Member Bank.

In addition to being properly Registered, each Merchant Services Provider must utilize an Authorization Network for actual transaction approval responses. While just a few processors own their own networks, many simply private-label one of the major networks that handle over 80% of all Merchant transactions nationwide. This is because these established, robust networks provide Merchants with the absolute most security, support and up-time. Many small networks experience more security breaches and more down-time. Premier outlines our Authorization Network partnerships in detail in the Credit/Debit Card Processing section.

Premier was ranked #1 Financial Services by Inc Magazine in 2008. Our diverse merchant portfolio consists of thousands of businesses, some processing as little as \$60,000 annually in credit card charges while others process in excess of \$100 million annually. Premier's client-base includes internet, retail, wholesale, mail order, phone orders and home-based businesses.

Our vision has enabled us to form partnerships and alliances with the most well respected financial institutions in the world including::

Member Organizations:

- Chicagoland Chamber of Commerce - Executive Level Member
- Lombard Chamber of Commerce - Gold Level Member
- Electronic Transactions Association (ETA)
- Mid Market Committee - Chicagoland Chamber of Commerce

Premier Sponsored Organization:

- Almost Home Kids Charity

Partners of:

- America's BankCard Alliance (ABA, LLC)
- Clear Processing, LLC
- Buypass Authorization Network (A First Data entity)
- Concord/EFS Authorization Network (A First Data entity)
- CTS Holdings, LLC (A First Data owned Depository Bank)
- Vital (TSYS) Authorization Network (TSYS Acquiring Solutions)
- Network Merchants Inc. Payment Gateway (NMI)
- EZ Check Processing Solutions and Gift & Loyalty Card Programs
- TASQ Technologies
- Certify PCI - providing PCI Compliance to Level 2, 3 and 4 Merchants

**Premier Company
Highlights**

We realize that selecting a new processor isn't a decision that any business takes lightly. Businesses want to select an organization to handle their credit card processing and provide merchant account services that they know they can rely on. We are more than happy to provide you with the information you need to feel comfortable selecting Premier Payment Systems as your Merchant Services Provider.

Premier Payment Systems is an Accredited Member of the Better Business Bureau and boasts a rating of 'A'. As previously stated, we are proud to have a Complaint Free record with the BBB, which is something unheard of for most organizations in our Industry. Customer satisfaction is the number one priority at Premier. In addition to our complaint free record with the BBB, Premier has a 98% customer retention rate. We feel that it is important to mention that we **do not charge cancellations or early termination fees**. We have extended this same opportunity to The City of Key West.

As previously mentioned, we were featured in Inc Magazine's 500 fastest growing companies, published in their September 2008 issue. You can view the article online by going to <http://www.inc.com/magazine/20080901/spotlight-drew-sementa-premier-payment-systems.html>. Premier was listed as #26 on the entire list. Our successes can only be attributed to our ability to continually keep our customers satisfied with our services by staying committed to our old-fashioned business values; provide *real* solutions with *real* people and *real* results.

We can assure that our success isn't near-sighted. We are in this industry to make a difference and to provide merchants with transparency, education, and the chance to partner with a Merchant Services Provider that for once is on your side.

Personnel

Premier has over 200 employees, some full-time some independent contractors. The following employees would be key to your account:

Employee	Title
Angela Sementa	Executive Vice President- Premier Payment Systems Senior Relationship Manager in ISO Support- Premier Payment Systems
Thomas Lomax	Client Relations Supervisor
Eric Su	Rates Specialist
Tom Veith	Chargeback Department
Ashley Cothron	Client Relations

Each Authorization Network provides extended support. Premier requests all merchants to call their assigned Client Relations contact who will call the Authorization Network with the Merchant to resolve any transactional related issues.

Premier Payment Systems is headquartered in Oakbrook, a part of the Western Suburbs of Chicago, IL. Our executive staff has over 50 years combined experience in the bank card industry with an equally extensive background in risk management, leadership and sales management.

Ashley Cothron, Account Manager: Any calls regarding questions about your fees, Merchant Agreement, proposal or just general questions will be directed to Ashley.

Tom Lomax, Client Relations Supervisor: Any calls relating to specific transactions processing, equipment trouble-shooting or general questions will be relayed to Tom.

Angela Ross Sementa, Vice President: Any situation regarding action above the authority of your Client Relations Supervisor will be directed to Angela Ross for resolution.

Premier has less than 1% staff turnover. Our executive staff has been the same for nearly 5 years. Our Client Relations Supervisor has been with the company for almost 3 years. We understand that our employees are the key element in our company's ability to provide quality merchant services.

Attachment 2 – Process

Credit/Debit Card Processing

There are several important pieces to the puzzle when it comes to providing Merchant Account Services. First and foremost, Merchant Service Providers must be able to underwrite a Merchant Account and issue a Merchant Identification Number (a MID). In order to issue a MID, a Merchant Service Provider must go through a licensing process. Through the licensing process, the Merchant Service Provider is issued a Bank Identification Number (BIN). A Merchant Service Provider contracts with Merchants for services and establishes rates and fees for services provided. In addition to underwriting and issuing Merchant Identification Numbers for applicable Merchants, Merchant Services Providers provide access to secure Authorization and Settlement Networks. Authorization and Settlement Networks are connected directly with the Card Associations and Issuing Banks and provide transaction authorizations, Interchange Clearing, and transfer funds due to and due from. Essentially, the Merchant Identification Number provides the Merchant Account approval, rates, fees and processing limits; the Authorization Networks provide the Merchant the ability to accept the Electronic Payment Data and receive Authorizations; and the Settlement Network transfers funds due to and due from Issuing Bank, Card Associations, and Merchant Deposit Account.

For Authorization services, Premier Payment Systems has aligned with Buypass, Concord EFS, and TSYS (Vital). These Authorization networks are the most secure, robust networks available to Merchants. For Settlement services, Premier Payment Systems has partnered with CTS Holdings, an FDIC insured depository bank. All Merchant Service Providers utilize Authorization Networks and Depository Banks to offer Authorization and Settlement services to their Merchants. As a matter of fact, the most well-known Banks use the exact same Authorization networks for Authorization services that Premier Payment Systems does! The benefit to Premier's Merchants is that they get access to these Authorization networks for much less than through other Banks or Merchant Services Providers.

Per our merchants' convenience, we provide an automatic batch which is required to process transactions. A 'batch' is defined as the accumulation of transactions from a point-of sale terminal gathered, reconciled, and transmitted for clearing and settlement. Also, the transmission or processing of a group of payment orders as a set at discrete intervals of time. Visa, MasterCard and Discover are deposited within 48 hours after the time of the batch. American Express is deposited within 5-14 days.

We understand that mistakes happen occasionally during the transaction process; after all we are only human! Therefore when merchants encounter minor transaction errors, Premier provides easy solutions to the matter. In order to reverse an incorrect authorization, a merchant would perform a void on their terminal using the reference number from the transaction. This can only be performed the same day as transaction, furthermore if the authorization is settled the merchant will have to issue a refund. Depending on the Authorization network and the type of terminal, there is a duplicate checking method, if there is not we recommend the merchant ensure the batch is correct before settling. The PPS Gateway includes a timed checking method that is automatically set-up by Premier to decline any duplicate transaction (more information located in the PPS Gateway Payment Processing section). This is referenced as a "same amount same card" transaction within 30mins of each other. As errors do occur, if at any time a merchant has a question on the transaction process, our friendly staff is always happy to assist them with their needs!

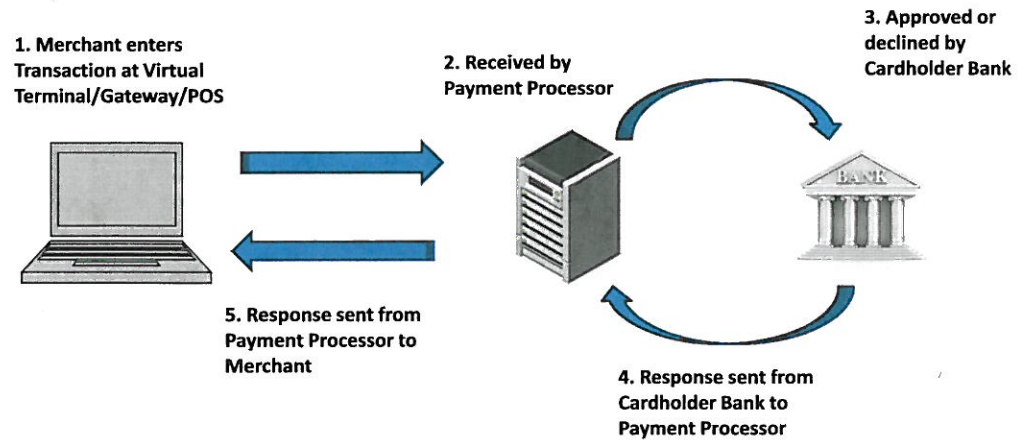
Additionally, there are zero limitations on the number of transactions contained in a batch, as well as the number of files transmitted in a day. Charge-backs and other debit adjustments are netted from daily proceeds; we offer free online reporting system to see any adjustments that are made. Premier's processing allows for non-pin debit which is a lower price than credit. We also offer pin based debit systems on a number of different hardware solutions.

In the world of transaction processing, chargebacks are commonly overlooked and assumed to be part of the cost of accepting credit cards. In reality, chargebacks are not so much a cost of doing business as a cost to businesses. Premier will notify you within 24 hours of the chargeback or retrieval request being initiated, giving you ample time to respond. Additionally, we are familiar with the chargeback and retrieval codes and know the documentation that Visa and MasterCard require to find the chargeback in the Merchant's favor. We will notify you of the chargeback code, tell you exactly what documents we need, and will represent the chargeback to Visa and MasterCard on your behalf. We win 90% of our Merchants chargebacks.

We understand the importance to ensure backup on all transactions, therefore all Authorization Networks partnered with Premier Payment Systems capture the card data when submitted for authorization. The information is then stored with the Authorization Network which is available eternally to the merchant. Also, the Gateway provides similar backup capabilities allowing the merchant to access the information anytime by contacting Premier. In addition, if the Gateway account is no longer active, the merchant has the ability to access information up to seven years post cancellation.

The authorization networks we provide our merchant's with access to boast over 99.98% up-time each year.

Below illustrates the transaction process, which the City of Key West can expect to receive funds in its depository bank within the previously stated time frame:



PPS Gateway Payment Processing

In addition, merchants can connect the PPS Payment Gateway directly to a website for online payment processing. Merchants can also use the Virtual Terminal to key-enter phone orders, mail orders or fax orders. The Payment Gateway meets the highest levels of PCI Compliance, providing you ease of mind knowing your customer's data is always protected.

Accountants and Corporate officers will have access to real time batch reports and transaction detail. Accounts can be structured by location, region, division, and much more! Imagine your dream set up, what you envision to make your entire process easy and seamless. This is exactly what we will provide for you!

Merchants receive a primary administrator account which they can expand on depending on their specific business needs. From the Administrator account, multiple users can be added to the PPS Payment Gateway/Virtual Terminal, and each user is given unique permissions based on the Administrator's discretion for each particular user. Permissions include ability to process Sale transactions, Refund capabilities, access to transaction reports, as well as the ability to set up additional administrators.

The PPS Payment Gateway also includes integrated, real-time reporting. Administrators can run reports by date, batch settlement, payment type (credit card or electronic check), user account (which user processed transactions) and by card type (Visa, MC, AMEX, Discover). Administrators can also have batch settlement reports sent to an email address daily.

In addition, the PPS Payment Gateway includes an easy-to-use and easy-to-maintain recurring billing feature. Merchants can establish recurring billing for a single cardholder or create billing plans that enable the merchant to manage an unlimited

number of card holders per plan for checking accounts or credit card. With the recurring billing feature, Merchants can add any customer to recurring that has more than one future payment. The gateway will automatically bill the customer according to the information entered by the merchant. Merchants can charge from one to unlimited number of days, for a set amount to a credit card or check, every so many days or on the same date each month. For example, a merchant could set up a customer on recurring to be billed on their credit card for \$1,000 every 30 days. Another example would be a customer set up to bill on the 15th of the month for the next 6 months for \$500.

Many companies use the recurring billing feature as an easy tool to set up payment plans for past due accounts. Setting up automatic billing is a cost effective method for many companies and allows companies to settle past due amounts without using and paying collection companies. Merchants receive email notifications each time a recurring billing is submitted by the Payment Gateway letting the Merchant know if the payment was approved or declined.

Set up is a very quick and simple process. An appropriate identifier is selected for the Main or Master Login, i.e. Cook County Admin. Under the Main Account, each individual location is set up with a unique descriptor, i.e. Cook County Illinois. Once each location has been set up, user names are added to the appropriate location for each user that will need access to the Payment Gateway, i.e. John Doe. All Admin level associates are also provided their own unique User Logins, which will provide Admin levels access to view all locations as a whole; or narrow down to individual locations. Admin levels can also process Transactions and Refunds by using their login to access any locations account within the Payment Gateway.

There are many more options available within the PPS Payment Gateway that can be viewed with a Gateway Specialist. If you would like to view the PPS Payment Gateway, you may request a demo of the PPS Payment Gateway with a Premier Representative. The walk-through focuses primarily on functionality and security. After receiving a walk-through of the PPS Payment Gateway, you will be provided with your own test account at no charge. You can use this test account to examine the PPS Payment Gateway first-hand.

**Information
Reporting**

Reports can be set up at the merchant's personal discretion to be downloaded immediately or emailed daily, weekly or monthly. Merchants can choose to download their reports online or send the reports to an email address or a fax number as an Excel or CSV Document. Information regarding processed transactions is available on a 24 hour delay. Meaning any transaction processed Monday will be available for viewing or

reconciliation on Tuesday. Reporting data is available so long as the merchant remains active.

Premier offers online reporting to our merchants in order to provide access to all data pertaining to settled transactions. Our online reporting system will provide access to next day reports showing settled transactions. Reports can be generated to show Gross Company Totals or can be narrowed down to Location Totals.

Additional reports that are available within our online reporting system include but are not limited to: Bank Deposit Detail; Credit Transactions by Location/Date; Credit Transaction Summary by Location; Refund Transactions by Location/Date; and Credit Transaction Detail. Statements can also be generated and saved, printed or emailed on a daily, weekly or monthly basis. Reconciliation of funds received and deposited can be done for all locations in a matter of minutes, on a daily basis! Once you've had a chance to familiarize yourself with the online reporting, you will without a doubt find the reports that are most useful to you and your business.

Equipment Options Premier will reprogram or swap any existing unit at no cost to you. We offer a lease to own program for all of our equipment, in which the terms are established per instance. If a merchant chooses to lease their equipment, the cost does not exceed the cost of the equipment however there is a small lease charge. Purchasing new equipment to process with Premier is not required; however in the event that you need to purchase new equipment, we will provide you the information per occurrence. Furthermore, Premier is fully compatible with Sungard (HTE) Software and can integrate with the current CALE machines the City of Key West utilizes.

Attachment 3 – Customer Service

Customer Service Premier takes pride in client satisfaction and we feel it shows in our outstanding reputation. We are proud of our zero complaint history with the Better Business Bureau and will ensure through continued client dedication that we will maintain our spotless record. Premier is known for:

- CLEAR, EASY TO READ STATEMENTS!
- Quick turn-around time on applications
- 24-Hour customer service
- Well-trained, excellent customer service representatives
- Fast deposits on approved transactions into your account
- Flexible programs for your growing business needs
- Our commitment to honesty and integrity!
- Providing the most secure, up-to-date transactions hardware and software available

Thomas Lomax and Ashley Cothron will work together to provide The City of Key West with the utmost level of support directly through our Oakbrook office via phone, e-mail and U.S. Postal Service. Premier will provide a single point of contact for all account related questions or concerns. We provide top-level technical support as well as general account maintenance and 24/7/365 availability for any processing issue that may arise.

You will also have access to our sophisticated and aggressive program of assistance in disputing and recovering chargebacks and responding to retrieval requests. In many circumstances, chargebacks are easily disputed and winnable for the merchant. Our hours of operation are Monday-Friday 8:30am to 5:00 pm CT. You can contact the aforementioned staff members at 630.932.1661 or toll free 800.573.6268. In the case that a terminal does experience technical difficulties during after hours (i.e. after close on weekdays or during the weekend) the City of Key West may contact 800.238.7675.

Attachment 4 – Merchant Statement

Merchant Statement

Merchants are provided access to all pertinent industry regulations that affect their transactions. Additionally, as your assigned Account Manager gets to your account, your assigned manager can often provide suggestions for improvement on your processing activities.

If at any time merchants experience differences between internal deposits records and the Merchant Account Statement, we encourage merchants to contact Premier, both Thomas and Ashley are fully trained in the matter, as well as our friendly staff and will provide merchants with detailed information to settle the difference.

Additional Information

In addition to savings, Premier offers much more that will add value to the services you receive. Premier's pricing structure is the most transparent available to merchants. To provide as much clarity and understanding as possible, Premier passes through the exact charges as assessed by Visa, MasterCard and Discover. These fees appear on your statement as pass through costs, and are separated from the discount. This means you can compare the Interchange charges that appear on your Premier statement to the Interchange Rates listed on each Associations website respectively. *(Interchange Rates are the "Buy Rates" established by Visa, MasterCard and Discover for card acceptance and is the same for all merchant service providers).*

For our services, we assess a flat amount over these buy rates. With this transparent pricing structure there are no downgrades, surcharges or tiers of pricing. You are able to see each fee in its individual form and always ensure that you are being assessed the proper fees and rates on your processed transactions

All orders can be completed by contacting your Representative at Premier Payment Systems. You may also visit our website, www.ppsbankcard.com, to order supplies conveniently online. We strive to meet our Merchants' need by continuing to provide costs are especially reasonable and competitive.

Premier's discount rate is guaranteed for a minimum of 36 months, as stated in the Merchant Agreement. Part of the reason that Premier chooses to offer merchants transparent interchange plus pricing is to allow Merchants to see the direct card brand costs that are otherwise blended into complex "tiers" of pricing.

Every April and October, Visa, MasterCard and Discover adjust their Interchange Buy Rates. If any of these rates are lowered or increased, you will be passed through the exact cost and therefore will either receive a reduction or increase in what fees are assessed accordingly. It is important to understand that all Merchant Services Providers have the exact same Interchange Costs. A merchant can only negotiate what is over these Interchange Costs and also negotiate how transparently all related costs will be presented to the merchant.

Merchants are notified of any pricing increases between 30 and 60 days prior to the increase. Notification is dependent on Premier's notification from the Card Associations. Any adjustments to Interchange Costs can be viewed directly on Visa, MasterCard or Discover's websites at anytime.

Premier offers the PCI DSS Compliance Program, which is now required by merchants to file their compliance status with their processor. We keep this information on file for access by the Card Associations, Visa, MasterCard, Discover and JCB. PCI Compliance includes taking a Self Assessment Questionnaire, Vulnerability Scans when applicable and an Attestation signature. Merchants who cannot prove PCI Compliance are subject to fines and or penalties by their processor and/or Visa and/or MasterCard.

In addition, Premier offers PCI Insurance at a lost cost per year and will pay up to \$50,000.00 in breach related fines assessed by the Card Associations. If a merchant is already in PCI Compliance, we are happy to integrate that into our systems, details are per instance.

Method of Payment

Premier Payment Systems offers Merchants the option to choose their method of payment depending on their preferences. We have two methods of Payment options, Gross Payment and Daily Payment.

If the Merchant chooses the Gross Payment schedule, Premier will fund the merchant the Gross amount of the sales each month. Essentially, there are no fees taken out of the Merchants account until the 5th of each month. Included in the Gross Payment is the Statement Fee along with Association Fees. This method of Payment is taken out of the Merchant's batch on the 5th. If there is no batch present there is a debit on the account. Additionally, in the case that the batch does not cover the Gross Amount, there is a debit from the Merchant's account

Alternatively, Merchants may choose the Daily Payment method, in which fees are taken out daily. Additional Statement Fees and Association Fees are also debited from the batch on the 5th of each month.

Attachment 5 – Exception of Scope

There are no exceptions or concerns taken to IV. SCOPE OF SERVICES

Attachment 6 – Implementation Timeline

Implementation

After receiving a completed application, processing a new Merchant Account typically takes 2- 3 business days for approval. Implementation depends on number of locations. Premier can ship up to 20 programmed terminals per day to varying locations. We can reprogram up to 30 terminals per day, remotely. Moreover, Premier can implement up to 20 gateway accounts per day. We also offer full support for PCI Compliance, detailed in the Additional Information Section.

Conclusion

Premier Payment Systems is offering a complete solution to The City of Key West for every aspect of their Merchant account. From transparency in reporting, to clearness in pricing and fees, and unparalleled customer service, we believe that Premier truly embodies what a Merchant Service Provider should be. We see ourselves not solely as your Merchant Services Provider, but as a partner who is committed to making your payment processing seamless and cost-effective, allowing you to refocus energies on other aspects of the business.

We are confident and proud of the outstanding reputation that we bring to The City of Key West. Premier uses a proven hands-on approach with our Merchants. We will educate, train and assist you in utilizing our services from day one. The City of Key West will have access to the most robust processing platforms and software on the market.

From the substantial cost savings, to the unequalled level of personalized service, to the innovative ways Premier continuously strives to deliver the highest-quality support, you can see that a partnership between The City of Key West and Premier will result in a significant improvement of your profitability. We look forward to the opportunity to help The City of Key West achieve these results.

The philosophy behind our success is simple; we want to establish a long-term partnership with our clients. We do not charge cancellation fees for one very important reason. We believe our customers should maintain their partnership with us because they are satisfied with the services we offer and not because of a cancellation fee. We encourage our Merchant partners to communicate with us and will do everything we can to ensure that our Merchants are confident they choose the right company to partner with.

**APPENDIX 2
REFERENCES**

Please list four management-level contacts from government or large credit card accounts.

Reference 1

Name of Account: Chicagoland Chamber of Commerce

Phone number 312.494.6769 Name of contact Jill Synoga

Title Sr. Accountant Email: jsynoga@chicagolandchamber.org

Installation Date 04/19/2006 Duration of project 05/02/2006-present

Scope of work completed approval, underwriting and set-up
for online and merchant account services

**APPENDIX 2
REFERENCES**

Reference 2

Name of Account Lombard Chamber of Commerce

Phone number 630.627.5040 Name of contact Yvonne Invergo

Title Executive Director Email: yvonne@lombardchamber.com

Installation Date 04/11/2008 Duration of project 04/22/2008-present

Scope of work completed approval, underwriting and set-up for
online merchant services and wireless
processing.

**APPENDIX 2
REFERENCES**

Reference 3

Name of Account Chicagoland Entrepreneurial Center

Phone number 314.494.6734 Name of contact Scott Issen

Title managing Director Email: scott@chicagolandec.org

Installation Date 06/07/2007 Duration of project 06/27/2007-present

Scope of work completed electronic processing, registration services
and merchant account services

**APPENDIX 2
REFERENCES**

Reference 4

Name of Account American media operations, Inc.

Phone number 561.998.7391 Name of contact Sky Hackett

Title Accounts Receivable
Manager Email: shackett@amilink.com

Installation Date 11/14/2008 Duration of project 12/02/2008-present

Scope of work completed online and retail merchant services.

**APPENDIX 3
COSTS**

One-Time Fees:

Fee Description	One Time Costs
Software	N/A- assessed by current Software Provider, NO Premier Cost
Software Upgrades	N/A- charged by software Provider
Merchant Application Fee	\$0
Setup Fee by Processor	\$0
Internal Control and Procedures Review	\$0
Initial Training – onsite	\$0
Additional Training – telephone or written training	\$0
Other:	

Product Fees: (See Appendix 3 for type of Equipment.)

Product	Model	Rental per Month	Purchase per Devise
Terminal (Attach type)	N/A *		N/A
Printer (Attach type)	N/A *		N/A
PIN Pad (Attach type)	N/A *		N/A
Check Reader-Imager	N/A *		N/A
Imprinter	N/A *		N/A
Electronic Check Svs. Fee	See Attached		
On-line Reporting (Monthly Fee/User ID)	\$0		
Wireless Equipment:	varies based on needs	\$60/mo.	
Supplies	varies based on order	varies based on order	
Other:			

* N/A because PPS is compatible with all existing systems
If interested in upgrading, information can be provided.

Electronic Check Services

Electronic Check Transfer with Guarantee

Discount	1.59%
Transaction Fee	\$0.30
Statement Fee	\$8.00
Monthly Minimum	\$20.00

Remote Deposit Capture

Discount	0.00%
Transaction Fee	\$0.30
Monthly Service Fee	\$25.00
Set Up Fee	\$50

ECT Program Highlights

- ❖ Funds are Guaranteed
- ❖ Requires an Imager (RDM 6000 Series)
- ❖ Return checks to customers
- ❖ Do NOT take checks to bank
- ❖ Fast deposits on funds
- ❖ Submit ECT Merchant Agreement

Remote Deposit Capture Highlights

- ❖ Requires Imager (RDM 7000 Series)
- ❖ Do NOT take checks to bank
- ❖ Fast deposits on funds
- ❖ Decrease bad checks
- ❖ Add Collection program and allow EZCheck to collect bad checks

Paper Check Guarantee

Discount	1.59%
Transaction Fee	\$0.25
Statement Fee	\$8.00
Monthly Minimum	\$20.00

Verification Only

Discount	0.00%
Transaction Fee	\$0.25
Statement Fee	\$8.00
Monthly Minimum	\$20.00

Paper Check Guarantee Highlights

- ❖ EZCheck performs collections on returned checks!
- ❖ Merchants receive their funds on approved checks
- ❖ Use a Reader or Key Enter
- ❖ Checks must be taken to Bank
- ❖ Submit Check Guarantee Agreement

Verification Only Highlights

- ❖ No Equipment needed
- ❖ No Discount
- ❖ Decrease bad checks with access to nationwide check writing database
- ❖ Funds are not Guaranteed
- ❖ Add Collection program and allow EZCheck to collect bad checks

**APPENDIX 3
COSTS**

Monthly Fees: Required per Merchant Account

Fee Description (fees paid to Merchant)	Per Item Cost	Monthly Cost
Account Fee	\$0	\$0
Technical Support	\$0	\$0
Monthly Statement		\$8.50/mo.
Security Coverage	\$0	\$0
Minimum Transaction Volume	N/A	N/A
Transaction/Network Access	N/A	N/A
Other:		
PCI Compliance	\$85/year	

List All Additional Fees Required to Process Payment Made On-Line through the City website

Fee Description (fees paid to Merchant)	Per Item Cost	Monthly Cost
Charge Backs	\$20/cb.	
Other:		
Retrieval Fee	\$7.50/retrieval	

Settlement:

Provide applicable period for deposits to City's bank accounts, i.e., 24 hours, 36 hours, 48 hours, 72 hours:

48 hours

**APPENDIX 3
COSTS
CITY OF KEY WEST CREDIT CARD TRANSACTIONS
By MERCHANT STATEMENT
VOLUMES BASED ON JUNE 2010**

The City would like you to include only your cost and any per transaction fee over and above the interchange/pass through fee in the City column. The City would expect any cost in the City Customer column (convenience fee) be an all inclusive cost including all interchange fees.

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Revenue Department / Utility Payments / One swipe terminal			
Visa			
Sales # Transactions	370	\$0.06/TRXN	\$5/TRXN *
Sales \$ Amount	\$60,063.89	0.06%	
MasterCard			
Sales # Transactions	202	\$0.06/TRXN	\$5/TRXN
Sales \$ Amount	\$40,604.88	0.06%	
American Express			
Sales # Transactions	119	\$0.09/TRXN	\$5/TRXN
Sales \$ Amount	\$29,758.35	N/A -	
Discover Card		Charged by Amex	
Sales # Transactions	8	\$0.06/TRXN	\$5/TRXN
Sales \$ Amount	\$1,412.80	0.06%	

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Parking Department / Ticket Payments / One swipe terminal			
Visa			
Sales # Transactions	307	\$0.06/TRXN	\$2.50/TRXN
Sales \$ Amount	\$11,625.50	0.06%	
MasterCard			
Sales # Transactions	108	\$0.06/TRXN	\$2.50/TRXN
Sales \$ Amount	\$5,756.25	0.06%	
American Express			
Sales # Transactions	38	\$0.09/TRXN	\$2.50/TRXN
Sales \$ Amount	\$2,282.10	N/A -	
Discover Card		Charged by AMEX	
Sales # Transactions	12	\$0.06/TRXN	\$2.50/TRXN
Sales \$ Amount	\$3,445.00	0.06%	

* all recommended convenience fees are purely estimates due to the nature of interchange charges. Interchange charges vary and the amount per transaction varies.

**APPENDIX 3
COSTS
CITY OF KEY WEST CREDIT CARD TRANSACTIONS
By MERCHANT STATEMENT
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Building Department / Permit Payments / One swipe terminal			
Visa			
Sales # Transactions	75	\$0.06/trnx	\$5/trnx
Sales \$ Amount	\$8,621.94	0.06%	
MasterCard			
Sales # Transactions	25	\$0.06/trnx	\$5/trnx
Sales \$ Amount	\$11,352.73	0.06%	
American Express			
Sales # Transactions	38	\$0.09/trnx	\$5/trnx
Sales \$ Amount	\$7,926.45	N/A - charged by AMEX	
Discover Card			
Sales # Transactions			
Sales \$ Amount			

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Transfer Station / Dumping Payments / One swipe terminal			
Visa			
Sales # Transactions	34	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$1,230.92	0.06%	
MasterCard			
Sales # Transactions	9	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$318.01	0.06%	
American Express			
Sales # Transactions	6	\$0.09/trnx	\$2.50/trnx
Sales \$ Amount	\$369.29	N/A - charged by AMEX	
Discover Card			
Sales # Transactions			
Sales \$ Amount			

**APPENDIX 3
COSTS
CITY OF KEY WEST CREDIT CARD TRANSACTIONS
By MERCHANT STATEMENT
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Key West Bight Marina / Fuel Rents Supplies/ Two swipe terminal			
Visa			
Sales # Transactions	267	\$0.06/trnx	\$8-15/trnx
Sales \$ Amount	\$123,249.99	0.06%	
MasterCard			
Sales # Transactions	91	\$0.06/trnx	\$8-15/trnx
Sales \$ Amount	\$21,959.17	0.06%	
American Express			
Sales # Transactions	110	\$0.09/trnx	\$8-15/trnx
Sales \$ Amount	\$129,954.73	N/A - charged by AMEX	
Discover Card			
Sales # Transactions			
Sales \$ Amount			

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Key West Bight Marina Parking / Parking Payments / Three Unattended swipe station			
Visa			
Sales # Transactions	3513	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$24,816.50	0.06%	
MasterCard			
Sales # Transactions	1462	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$10,293.25	0.06%	
American Express			
Sales # Transactions			
Sales \$ Amount			
Discover Card			
Sales # Transactions	67	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$489.50	0.06%	

**APPENDIX 3
COSTS
CITY OF KEY WEST CREDIT CARD TRANSACTIONS
By MERCHANT STATEMENT
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Park-N-Ride/ Parking Payments / One Unattended pay stations**			
Visa			
Sales # Transactions		\$ 0.06 /trnx	
Sales \$ Amount		0.06%	
MasterCard			
Sales # Transactions		\$ 0.06 /trnx	
Sales \$ Amount		0.06%	
American Express			
Sales # Transactions		\$ 0.09 /trnx	
Sales \$ Amount		N/A - charged by AMEX	
Discover Card			
Sales # Transactions		\$ 0.06 /trnx	
Sales \$ Amount		0.06%	

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Garrison Bight Marina/ Rental Ramp Parking Payments / One swipe terminal			
Visa			
Sales # Transactions	179	\$ 0.06 /trnx	\$ 8 /trnx
Sales \$ Amount	\$38,751.56	0.06%	
MasterCard			
Sales # Transactions	62	\$ 0.06 /trnx	\$ 8 /trnx
Sales \$ Amount	\$15,974.97	0.06%	
American Express			
Sales # Transactions	35	\$ 0.09 /trnx	\$ 8 /trnx
Sales \$ Amount	\$11,302.70	N/A - charged by AMEX	
Discover Card			
Sales # Transactions	6	\$ 0.06 /trnx	\$ 8 /trnx
Sales \$ Amount	\$961.95	0.06%	

** - Sales included in 24 pay station on following page. Account to be set separated for accounting purposes upon purchase of new machines (see Appendix 4). Total sales for June from this account, included in total of 24 on next page was \$8,162.

**APPENDIX 3
COSTS
CITY OF KEY WEST CREDIT CARD TRANSACTIONS
By MERCHANT STATEMENT
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
Parking / Parking Payments / 24 unattended pay stations *			
Visa			
Sales # Transactions	17,470	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$116,734.75	0.06%	
MasterCard			
Sales # Transactions	7,152	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$48,735.15	0.06%	
American Express			
Sales # Transactions			
Sales \$ Amount			
Discover Card			
Sales # Transactions	243	\$0.06/trnx	\$2.50/trnx
Sales \$ Amount	\$2,127.25	0.06%	

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
ONLINE / Parking Ticket Payments and Utility Payments / City Website			
Visa			
Sales # Transactions	?		
Sales \$ Amount	?		
MasterCard			
Sales # Transactions	?		
Sales \$ Amount	?		
American Express			
Sales # Transactions	?		
Sales \$ Amount	?		
Discover Card			
Sales # Transactions	?		
Sales \$ Amount	?		



SERVICES PROGRAMS PRESS PUBLICATIONS DEPARTMENTS CONTACT

CORPORATION FILE DETAIL REPORT

Entity Name	PREMIER PAYMENT SYSTEMS, INC.	File Number	67109554
Status	ACTIVE		
Entity Type	CORPORATION	Type of Corp	DOMESTIC BCA
Incorporation Date (Domestic)	03/15/2010	State	ILLINOIS
Agent Name	RALPH F. TELLEFSEN, III	Agent Change Date	03/15/2010
Agent Street Address	172 BERKLEY AVE	President Name & Address	
Agent City	ELMHURST	Secretary Name & Address	
Agent Zip	60126	Duration Date	PERPETUAL
Annual Report Filing Date	00/00/0000	For Year	

[Return to the Search Screen](#)

Purchase Certificate of Good Standing

(One Certificate per Transaction)

[BACK TO CYBERDRIVEILLINOIS.COM HOME PAGE](#)

ANTI-KICKBACK AFFIDAVIT

STATE OF FLORIDA

SS

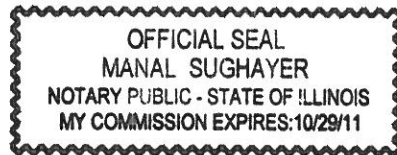
COUNTY OF MONROE

I, the undersigned, hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employee of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

BY: *Angela Almeida*
Vice President

sworn and prescribed before me this 7th day of December, 2010

Manal Sughayer
NOTARY PUBLIC, State of Florida



My commission expires: 10-29-2011

SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY
PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS,

1. This sworn statement is submitted to City of Key West
by Angela Sementa, Vice President
(Print individual's name and title)
for Premier Payment Systems
(print name of entity submitting sworn statement)

whose business address is 2625 Butterfield Rd Ste 104S Oakbrook, IL 60523
and (if applicable) its Federal Employer Identification Number (FEIN) is 27-219 7340
(If the entity has no FEIN, include the Social security Number of the individual signing
this sworn statement: N/A)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "conviction" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment of information after July 01, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:
1. A predecessor or successor of a person convicted of a public entity crime;
- or

2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. the term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment of income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement (indicate which statement applies).

~~A~~ Neither the entity submitting this sworn statement, or any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 01, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 01, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the final order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH ONE (1) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR THE CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

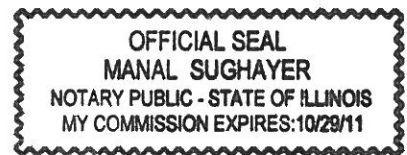
Angela Semedo
(SIGNATURE)

12/7/2010
(DATE)

STATE OF Illinois
COUNTY OF DuPage

PERSONALLY APPEARED BEFORE ME, the undersigned authority Angela Semedo who, after first being sworn by me, (name of individual) affixed his/her signature in the space provided above of this 7th day of December, 2010

Manal Sughayer
NOTARY PUBLIC



My commission expires: 10-29-2011

ADDENDUM NO. 1
RFP 002-11 – Merchant Services

To All Bidders:

The following questions and answers are hereby made a part of RFP 002-11 as fully as completely as if the same were fully set forth therein:

1) Question - Please provide detailed information on the CALE machines, does the city maintain the machines or are they managed by a third party.

1) Answer – The City maintains the pay stations in the field with phone and online technical support from CALE Parking USA. Two of our employees have been trained by CALE as technicians. We have an extended warranty contract with them that covers all parts. We pay for processing and software support. See attached for specifications.

2) Question - Regarding your request for convenience fee model is this for all of your transactions for point of sale or in the future for your online transactions. Please provide on what you are assessing the convenience fee for

2) Answer – Currently the City does not assess a convenience fee. The City would like the option to process all of its payments, both present and future, through a convenience fee model and a transaction fee model. The City envisions the use of both models for its credit card processing - a convenience fee model would not be practical for the automated pay stations or in the highly competitive marine fuel environment. However, it may be practical for over the counter payments in the revenue, building and other City departments. Currently the City absorbs all merchant charges. The migration to and implementation of a convenience fee model for certain payments will be at the sole discretion of the City Commission.

3) Question - Anti-Kickback Affidavit can this be limited to the person signing this as we need to make alteration to this document?

3) Answer – No, the City forms have been designed for a specific purpose any alteration of this format may result in the proposals being considered non-responsive.

4) Question -Sworn Statement on public entity crimes can this be alter to qualified to actual knowledge of the person signing this?

4) Answer -- No, the City forms have been designed for a specific purpose any alteration of this format may result in the proposals being considered non-responsive.

5) Question – Who is the current card processor?

5) Answer – First State Bank of the Florida Keys/Transfirst.

6) Question – Who hosts your online website? What payment gateway are they using? Is the site PCI compliant?

6) Answer – Currently the City does not take payments online.

7) Question – Is any cardholder data stored for any reason? If so, where is this data stored?

7) Answer - No, credit card data is destroyed.

8) Question – Is a convenience or additional fee of any type assessed to the credit card payments made via online payment website?

8) Answer - Currently the City does not take payments online.

9) Question – How are the credit card processing fee currently paid for ; direct bill, ACH debit, account analysis, etc?

9) Answer – ACH debit

10) Question – Is the “export file of approved transactions” provided by the website vendor or the credit card processor?

10) Answer - Currently the City does not take payments online.

11) Question – What is the total dollar amount of credit card transactions accepted last year?

11) Answer – For the 12 month period ending 11/30/10 it was \$8 million dollars.

12) Question – What is the average transaction amount of credit card payment?

12) Answer – For the 12 month period ending 11/30/10 it averaged \$153.00

13) Do you want to continue renting equipment or want a lease/purchase option?

13) Answer – Quote both.

14) Question – Can the City of Key West provide contact information for a representative at Click to Gov?

14) Answer – For information regarding this application you may contact Alison Osterberg, Project Coordinator - Client Services, SunGard Public Sector, at 407-304-3431

15) Question - Are there particular departments the City would like to access a convenience fee?

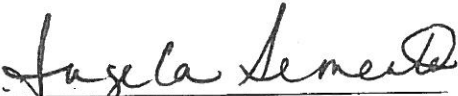
15) Answer – See answer 2) above.

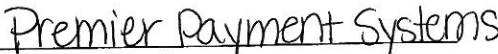
16) Question - Could you please list which Authorization Networks Sungard (HTE) Software uses to process transactions, if known? (i.e. TSYS/Vital, Buypass, etc).

16) Answer - TSYS VitalNet

17) General – Additional Questions and Answers will be posted on Demand Star and the City's web site only and will not be e-mailed to perspective bidders.

All Proposers shall acknowledge receipt and acceptance of this Addendum No. 1 by acknowledging Addendum in their proposal or by submitting the addendum with the proposal package. Proposals submitted without acknowledgement or without this Addendum may be considered non-responsive.


Signature


Name of Business

ADDENDUM NO. 2
RFP 002-11 – Merchant Services

To All Bidders:

The following questions and answers are hereby made a part of RFP 002-11 as fully as completely as if the same were fully set forth therein:

1. Please provide the payment application that integrates with the City's CALE Point of Sale equipment?

1. Below is e-mail correspondence received from Cale.

Payment Application:

Tender Retail "Merchant Connect Multi" ver 4.2.8.

There is no separate application on the 104. The 104 communicates the encrypted information via GPRS directly to our main server. Our server handles the interface to the payment platform via MCM.

(This application is often referred to as the gateway or middleware.)

Payment Platforms: (Gateways?) These are the processing platforms that are supported by MCM.

*Vital / Tsys

*FDMS / Cardnet

FDMS / South-Nashville

*Paymentech

*Elavon / Nova

Global East

*Fifth Third

ADS / Heartland

* NOTE: These platforms are generally very easy to set up. The others seem to take more to get the correct information. In the case of Global, the connections to their platform seem to be problematic at times causing a higher percentage of offline transactions.

2. Will the City be charging convenience fees through the Click to Gov application only?

2. No, the City envisions the use of both models for its credit card processing - a convenience fee model would not be practical for the automated pay stations or in the highly competitive marine fuel environment. However, it may be practical for over the counter payments in the revenue, building and other City departments, in addition to an on-line payment processing environment such as Click to Gov. Currently the City absorbs all merchant charges. The migration to and implementation of a convenience fee model for certain payments will be at the sole discretion of the City Commission

3. Are the City's terminals leased through their existing processor or a Third Party? If leased through a third party, what is the City's intent for use of the existing terminals?

3. The City intends to buy, lease or rent terminals from the merchant service provider selected in the RFP process.

4. Can we request the City of Key West RFP#002-11 in Word format?

4. The City's policy is not to provide word copies of its bid documents used in the RFP and BID process. This is done to prevent the manipulation of the contents whether intentional or through oversight.

5. Would it be at all possible to get the RFP document in a word form?

5. See 4 above

6. On page 1, Opt. g. requests to include a 'Call for Proposal' document, could you please list an explanation of where this document is located/what exactly it is?

6. It is page 29 of your RFP package it is the last page. It is simply the advertisement that was published in the local paper. This document is for informational purposes only.

7. I was wondering if I could get a copy of the statements or a summary of usage (statements would be preferred) from September '09 – March '10. I would request a longer time period, but the above dates are all that are referenced in the RFP.

7. See attached merchant statements.

8. Is a word form of the RFP available?

8. See 4 above.

9. Can you provide a list of certified payment gateways that are supported by the Cale parking system?

9. See 1 above

10. Is the provider required to support Cale and Amano parking systems during the transition off of Amano if that is not completed before the May implementation timeline?

10. CALE only

11. Does the City bill for monthly parking or marina slip rental fees? Are these recurring and can the City estimate the average fee for each?

11. Yes. Yes the city bills for slip rentals and certain "upland" leases on a monthly basis. The monthly slip rental charges amount to approximately \$189,000 for a average bill of \$800 and the monthly lease charges amount to \$197,000 for a average bill of \$5,200.

12. Can the City provide a breakdown of the number and volume of monthly residential versus commercial utility payments?

Garbage		
	No. of accounts	Total charges
Residential	11600	\$ 338,670.50
Stormwater		
Residential	11503	\$ 93,343.62
Commercial	1110	\$ 100,245.00
Sewer		
Residential	10265	\$ 410,293.65
Commercial	1411	\$ 110,974.71

13. Does the City require notification of a chargeback before being debited by the merchant provider or can this occur in parallel?

13. Preferred method would be before.

14. The City is requesting pricing on check reader-imager equipment in Appendix 3 (Product Fees). Can you provide the transaction number and volume of checks currently accepted by the City (If available, by Department)?

14. The city does not employ this technology at this time. Pricing of this piece of equipment is optional at this time.

15. Would it be possible to receive word/excel versions of this RFP?

15. See 4 above.

16. Who is the City's current payment processing vendor?

16. First State Bank of the Florida Keys/Transfirst

17. What is the Payment Application used for the Amano pay stations currently in use?

17. N/A – Amano will be discontinued by implementation.

18. What is the Payment Application used for the CALE MP104 stations?

18. See number 1 above.

19. Would the City consider using a payment application other than Click to Gov for Online Transaction Processing?

19. Yes, the City is currently reviewing other public sector software. There is a distinct possibility that the City will be migrating to a new software vendor in the next 18 months. Therefore the City would consider using a separate payment application at this time, should the application proposed sufficiently serve the City's needs for payment processing.

20. Would the City consider integrating an alternate payment application into the Sungard (HTE) public sector software?

20. Yes based upon 19 response above.

21. May we request a copy of your latest statement?

21. See attached merchant statements.

22. Verify type of connection used for equipment. Dial Up or DSL

22. Dial Up

23. Provide 3 months of Merchant statements for each location.

23. See attached merchant statements.

24. In response to section M regarding your fees: BB&T will not invoice The City of Key West. However, The City of Key West will receive monthly statements with each locations fee. BB&T will debit the fees from their Direct Deposit Account (DDA). Will this accommodate the needs of The City of Key West?

24. Yes.

All Proposers shall acknowledge receipt and acceptance of this Addendum No. 1 by acknowledging Addendum in their proposal or by submitting the addendum with the

proposal package package. Proposals submitted without acknowledgement or without this Addendum may be considered non-responsive.

Jazela Almeida

Signature

Premier Payment Systems

Name of Business

Monday December 13, 2010

City Clerk
City of Key West
525 Angela Street
Key West, FL 33040
Re: ADDENDUM NO. 3 (Scheduled for 12/20/10)
RFP #002-11 – Merchant Services

Dear City of Key West,

In order to ensure an on time delivery on December 22nd by 3:00 p.m., Premier Payment Systems chose to send our proposal before Addendum 3 could be received. We would be happy to provide the signed Addendum once received, please feel free to contact Premier if this must be provided. Thank you!

Sincerely,



Angela Sementa
Vice President