

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

# MP 104 Compact

## GENERAL TECHNICAL DATA

### CABINET AND PEDESTAL

<i>Dimensions (HxWxD)</i>	1670 x 410 x 300 mm (65.7" x 16" x 11.8")
<i>Construction</i>	2 mm (0.08") stainless steel SS-EN2333
<i>Vault design</i>	2-door security design
- Door	3 mm (0.118")
- Side steel	4 mm (0.16") armoured steel
- Cash vault door	6 point locking mechanism
- Locking plates	Drill protection
<i>Weight</i>	75-85 kg (165-187 pounds)
<i>Paint</i>	Powder coated with anti-graffiti paint
<i>Compliance</i>	EN12414

### ENVIRONMENTAL CONDITIONS

<i>Operating temp.</i>	-15 °C to 60 °C (0 °F to 140 °F)
- Solar	-35 °C to 60 °C (-31 °F to 140 °F)
- Mains with heater	Up to 95 %
<i>Relative humidity</i>	Up to 95 %

### ELECTRICAL DATA

<i>Power consumption</i>	<u>230 V</u> <u>115 V</u>
- Mains operation	0.2 A      0.4 A
- One heater	0.5 A      1 A
- Two heaters	1 A      2 A
<i>Battery operation</i>	12 V DC*
<i>Solar operation</i>	10.5 W to 20.5 W**

### DATA

<i>Data storage</i>	512 KB static RAM
<i>Transactions storage</i>	Up to 16 MB
<i>Transaction backup</i>	5000 latest transactions

### INTERFACES

<i>Standard</i>	2 x RS232, 2 x PC card slots
<i>Optional</i>	1 x RS232, 1 x RS485 8 relay input circuits 8 relay output circuits

### PAYMENT

<i>Magnetic cards</i>	Swipe and insertion readers Supported
<i>Chip/smart cards</i>	15 coin types, 3 tolerance ranges
<i>Coin verifier</i>	Unique mechanical coin slot shutter with inductive loop
<i>Coin slot</i>	0.2 l (6.8 ounces)
<i>Escrow volume</i>	4.6 l (1.55 ounces), with SW- controlled overflow protection

### OPERATION

<i>Push buttons</i>	Magnetically actuated Reed switches
<i>Keypad</i>	Internal: Mechanical-stroke External: Piezo
<i>Display</i>	2 x 20 characters Light sensor 2 programmable LEDs - Yellow (warning) - Red (alarm)

### RECEIPT PRINTER

<i>Printer type</i>	Thermoelectric
<i>Capacity</i>	Up to 9000 per refill
<i>Characters</i>	Proportional font, up to 80 char/line
<i>Paper cutter</i>	Complete cutting
<i>Take ticket sensor</i>	Optional

### COMMUNICATION

<i>GPRS, GSM, PSTN</i>	All supported
<i>Type of data</i>	Transactions, blacklists, tariffs, parameters, statistics, alarms, etc.

### NETWORK

<i>No. of nodes</i>	Up to 10
<i>Applications</i>	MEMO and Real-Time Payment (shared database)

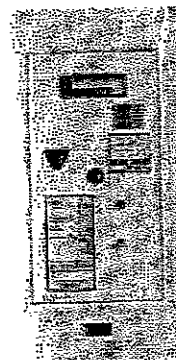
### CENTRAL ADMINISTRATION

<i>Software</i>	C-Argus
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\*j) Period of operation depends on ticket purchase volumes.

\*\*j) Operation time on battery depends on size and position  
of the solar panel and the geographical location.

Specifications are subject to change without notice.



CALE ACCESS

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www.caleaccess.com

**CALE**