



REQUEST FOR PROPOSAL ATM SERVICES

SUBMISSION DEADLINE:
June 21, 2010
2:00 p.m. (CDST)

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REQUEST FOR PROPOSAL ATM SERVICES

I. INTRODUCTION

The City of Jonesboro, Arkansas (City) is requesting proposals from interested parties to provide ATM services at the City's Justice Complex located at 410 West Washington Street in Jonesboro.

II. SERVICES SOUGHT

The ATM operator must install and maintain ATM equipment, any necessary stand or cabinet to support the ATM, and all proposed signage. The ATM must provide:

- 1) Cash withdrawals in increments of not more than \$20.00, to a maximum per withdrawal of not less than \$300.00.
- 2) Cash advances from credit or debit cards.
- 3) Account balance inquiries.

III. LOCATION AND UTILITIES

The ATM's location within the Justice Complex building is depicted in Exhibit "A". City will provide an appropriate electrical connection at the location and will furnish electrical service at no cost to the ATM operator. Any necessary telecommunications service is the responsibility of the ATM operator. City will, at its' discretion, make reasonable physical accommodations for the installation of telecommunications service required by ATM operator.

IV. SURCHARGES AND RENT

All fees charged to the ATM user by the ATM operator and processing network (but not by the user's bank) will hereinafter be called "surcharges." The surcharge must be clearly disclosed to ATM users.

In return for the right to operate its ATM and occupy space for its ATM within the Justice Complex building, the City requires monthly payments of rent. The rent will be a flat, fixed amount for the term of the contract.

V. TERM OF CONTRACT

The term of the contract will be from July 1, 2010 through December 31, 2012.

VI. PROPOSAL INSTRUCTIONS

Proposals must be submitted in sealed envelopes addressed to: Purchasing Department, City Hall, 515 West Washington Street, Jonesboro, AR 75401 and be received no later than 2:00 P.M., June 21, 2010.

VI. PROPOSAL INSTRUCTIONS (conc.)

A cover letter should accompany the proposal and include the following: the company name and address; the name, title or position and telephone number of the person or persons authorized to bind the organization to all commitments made in the proposal; and a brief overview of the proposal. The letter must be signed by the person or persons authorized to bind the respondent contractually.

All proposals will be logged as to the date and time of delivery. No proposal will be accepted after the deadline.

Any proposal that does not provide the information requested or does not meet all the requirements may be rejected. City reserves the right to accept or reject any or all proposals or any parts thereof, and to waive any formalities in the submission of proposals if it is deemed in the best interests of the City to do so. Proposals containing false or misleading information may, at the discretion of City, be rejected.

Please submit one signed original and two (2) copies.

VII. BID SPECIFICATIONS

The proposer's bid document must include the following information, at a minimum:

- 1) A full description of the business entity that would enter into contract to provide the ATM services, and contact information for the person who would answer questions about the proposal.
- 2) The types of ATM, credit or debit cards that will be supported by the ATM.
- 3) The make and model of ATM equipment to be installed. A photograph of the equipment should be provided.
- 4) Bid documents may also contain elevation drawings or other details regarding the proposed ATM installation. Any signage the proposer may wish to install above the ATM should be described fully. In the absence of such a description, the City will assume all signage will be on the ATM itself or on the stand or cabinet supporting the ATM.
- 5) A complete description of the services available at the ATM (e.g. withdrawals, cash advances, balance inquiries).
- 6) An operating plan describing the manner in which the ATM will be regularly maintained and replenished with cash. The operating plan must address the manner in which service outages should be reported, and the expected response times for repair services.
- 7) The initial surcharge amount proposed.
- 8) The amount of monthly rent to be paid. It must be a single number that applies to each calendar month, regardless of the number of chargeable transactions, as described above, and it must be readily identifiable in the bid proposal. This number will be the primary basis for the City's selection of the winning bidder.

VIII. CONTRACT AWARD

The Finance Committee (of the City Council) will evaluate all proposals based on what is most advantageous to the City and its patrons. The Finance Committee will then select the proposer that best meets the evaluation criteria and make a recommendation to the City Council.

The contract is expected to be awarded by the City Council at its regular meeting at 6:30 p.m., July 6, 2010 at Council Chambers located at 900 West Monroe.

IX. INQUIRIES

Questions regarding this RFP should be directed to Jim Eagan, Assistant Finance Director at jeagan@jonesboro.org.