Condensed Title:

Request For Approval To Issue A Request For Proposals (RFP) For The Installation And Operation Of Citywide Automated Teller Machines (ATM) at various City-owned properties and facilities.

Key Intended Outcome Supported:

Improve the City's Overall Financial Health

Supporting Data (Surveys, Environmental Scan, etc.):

Issue:

Whether the City Commission should approve the issuance of the RFP?

Item Summary/Recommendation:

The purpose of this Request for Proposals (RFP) is to establish a contract for the installation, operation, maintenance, and management of automated teller machines (ATMs) to be located at various City-owned properties and facilities. This RFP is intended to be revenue generating and should not create any operational costs for the City.

This contract shall be for a term of three (3) years and may be renewed for an additional two (2) one-year periods. The initial contract prices resultant from this RFP shall prevail for a three (3) year(s) period from this contract's initial effective date. Prior to, or upon completion, of that initial term, the City shall have the option to renew this contract for an additional two (2) one-year(s) period. The successful contractor shall maintain, for the entirety of the stated additional period(s), the same prices, terms, and conditions included within the originally awarded contract. Continuation of the contract beyond the initial period, and any option subsequently exercised, is a City prerogative, and not a right of the successful contractor. .

Award of the contract will be made to the responsive, responsible contractor who meets the qualifications and experience requirements, has a proven track of record of successfully managing and operating ATM accounts, and submits an offer that provides the highest per transaction revenue to the City. The City will award a contract to a single contractor for all sites/facilities.

APPROVED THE ISSUANCE.

Advisory Board Recommendation:

Financial Information:

Source of Funds:		Amount	Account	Approved
	1			
OBPI	Total			

Financial Impact Summary:

City Clerk's Office Legislative Tracking:

Anna Parekh, ext. 6471

Sign-Offs:

Department Director	Assistant City Manager	City Manager
AP_____ GL_____	HF_____ PDW_____	JMG_____

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MIAMIBEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, Florida 33139, www.miamibeachfl.gov

COMMISSION MEMORANDUM

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: February 8, 2012

SUBJECT: **REQUEST FOR APPROVAL TO ISSUE A REQUEST FOR PROPOSALS (RFP) FOR THE INSTALLATION AND OPERATION OF CITYWIDE AUTOMATED TELLER MACHINES (ATM) AT VARIOUS CITY-OWNED PROPERTIES AND FACILITIES.**

ADMINISTRATIVE RECOMMENDATION

Approve the issuance of the RFP.

KEY INTENDED OUTCOMES (KIOs) SUPPORTED

Improve the City's Overall Financial Health

BACKGROUND

The purpose of this Request for Proposals (RFP) is to establish a contract for the installation, operation, maintenance, and management of automated teller machines (ATMs) to be located at various City-owned properties and facilities. This RFP is intended to be revenue generating and should not create any operational costs for the City.

This contract shall be for a term of three (3) years and may be renewed for an additional two (2) one-year periods at the City's sole discretion. The successful contractor shall maintain, for the entirety of any renewal period, the same revenue share, terms, and conditions included within the originally awarded contract. Continuation of the contract beyond the initial period, and any option subsequently exercised, is a City prerogative, and not a right of the successful contractor.

Award of this contract will be made to the responsive, responsible contractor which meets the qualifications and experience requirements; has a proven track of record of successfully managing and operating ATM accounts; and submits an offer that provides the highest per transaction revenue per ATM. While it is the City's intention is to award a contract to a single vendor for all sites, the City may, if it is in the City's best interest, award a contract to more than one vendor.

ACCEPTANCE OF THE ATM MACHINES BY THE CITY

The ATM machines to be provided hereunder shall be delivered to the City, and maintained in full compliance with the specifications and requirements set forth in the RFP and subsequent contract. If an ATM machine is determined to not meet the specifications and requirements of the contract, either prior to acceptance or upon initial inspection, the ATM will be removed by the contractor. The contractor shall provide a direct replacement for the non-compliant ATM. The contractor shall not assess any charge(s) for any conforming action taken by the City under this clause.

ADDITIONAL FACILITIES MAY BE ADDED

Although the RFP and resulting contract identifies specific facilities to be serviced, the contractor will agree and understand that any City facility may be added to their contract at the sole option of the City. The City envisions adding ATMs at the Miami Beach Convention Center after the existing agreement with City Cash expires on September 30, 2013.

When required by the pricing structure of the contract, contractor under their contract shall be invited to submit price quotes for these additional facilities. If these quotes are determined to be fair and reasonable, then the additional facility will be awarded to the contractor who offers the highest revenue share to the City based on a per transaction basis.

DELETION OF FACILITIES

Although this RFP identifies specific facilities to be serviced, the contractor will agree and understand that the City may delete service for any facility when such service is no longer required during the contract period; upon fourteen (14) calendar day's written notice to the contractor.

LICENSES, PERMITS AND FEES

The contractor shall obtain and pay for all licenses, permits and inspection fees required for this project; and shall comply with all laws, ordinances, regulations and building code requirements applicable to the work contemplated herein related to the installation and proper functioning of the ATM machines. Damages, penalties and or fines imposed on the City or the contractor for failure to obtain required licenses, permits or fines shall be borne by the contractor.

SUBSTITUTION OF ATM DURING TERM OF CONTRACT

Substitute brands or models may be considered during the contract period for discontinued or defective/damaged models. The bidder shall not deliver any substitute ATM as a replacement for a brand or model without express written consent of the City. Substitute ATMs must be of equal or better quality than the original equipment.

ATM REQUIREMENTS

Each ATM must accept a combination of credit, debit or check cashing cards, as well as government-issued entitlement cards such as EBT cards provided to Social Security, Medicare and/or Medicaid recipients.

Each ATM should provide access to other area bank ATM cardholders whose banks are part of local, regional, national and/or international networks. Each ATM shall offer, at a minimum, the capability of processing at least three (3) networks such as: "Plus", "Cirrus", "Pulse", "Honor", "MAC", "NYCE", "Quattro", "Presto", "Star", and/or others. In addition, each ATM shall offer, at a minimum, Visa and MasterCard credit card acceptance.

Each ATM shall provide cash withdrawal from checking and/or savings accounts, account transfers, and balance inquiries.

Each ATM shall be capable of dispensing paper currency in at least three (3) denominations, for example, fives ($5), tens ($10), and twenties ($20).

The ATMs must be attractive, functional, and resistant to rough usage and vandalism.

ATMs shall have the capability of being programmed in at least two (2) languages. The City prefers English and Spanish.

ATMs must have systems management capabilities for predicting, assisting, and reporting maintenance. All ATMs shall be clearly marked with the ATM number, and have a 24-hour toll free telephone number to call for inquiries, maintenance issues, complaints or customer service issues.

ATM's should be located within enclosed areas, such as lobby entrance.

ATM's should be located against solid walls and away from any glass doors or storefront glass.

ATM's should not be located within open terraces or verandas, or within open courtyards.

ATM's should not obscure or block historic or architecturally significant features, finishes or fixtures.

SERVICES

The contractor shall, at its sole cost and expense, install, operate, and maintain the ATM machines at City approved locations in the facilities described herein. The City will cause all necessary utility lines and services to be brought to the premises to facilitate the installations.

The ATMs shall be installed in a manner compatible with the existing electrical, mechanical, and structural design of the premises.

ATM services shall be provided with consideration regarding the regular scheduled opening and closing of the buildings. ATM services shall be available 24 hours per day, 7 days per week, including holidays.

The contractor shall regularly service each ATM so that it will at all times be properly stocked, cleaned, and in condition for use.

The contractor shall keep the ATM locations in good order and repair and shall not allow the accumulation of waste in the areas.

The contractor shall repair any holes in the walls and flooring resulting from the installation or removal of the ATM machines.

The contractor shall provide a twenty-four (24) hour response time for machine repairs and/or replacement.

The contractor shall be responsible for any security services in addition to those customarily provided at the building, and will be liable for any amount and damage to equipment installed and any contents of the ATM machines.

The awarded contractor shall pay for the telephone services associated with the ATMs.

REPORTING REQUIREMENTS

The contractor shall keep detailed monthly records on the number of total viable transactions and foreign transactions separately for each ATM machine to determine commissions payable to the City.

The contractor shall provide detailed records on the monthly transactions per machine and submit such reports to the City's Contract Administrator, no later than the fifteenth (15th) of each month for the preceding reporting period.

PAYMENTS AND TRANSACTION FEES

The monthly flat rate fees are due and payable in advance on the first (1st) day of each month. Foreign transaction fee payments are to be remitted to the City on a monthly basis.

Foreign transaction fees earned in one month shall be remitted no later than the fifteenth (15th) of the next month or the next business day if the 15th falls on a weekend or holiday.

The contractor shall disclose to the City the transaction fee charges and/or surcharges levied to cardholders and non-cardholders. Transaction fees or surcharges exceeding three dollars ($3.00) per viable transaction must receive prior written approval by the City.

REQUIRED SUBMITTALS

The contractor must provide written evidence of the following minimum criteria requirements:

Be on a list of Qualified Public Depositories as designated by the Office of State Treasurer, and as required by the Florida Security of Public Deposits Act, Chapter 280, Florida Statutes.

Be a member of the Federal Reserve System.

Be an originating depository financial institution authorized by the Federal Reserve System.

Be an originating depository financial institution authorized by the Federal Reserve to originate direct deposits.

Must provide at least five (5) clients as references, preferably government agencies.

PERFORMANCE BOND OR ALTERNATE SECURITY:

The successful contractor shall furnish the City with a security deposit, as agreed to by the City. Said security shall serve to secure the successful contractor's performance in accordance with the provisions of the concession agreement. In the event the successful proposer fails to perform in accordance with said provisions, the City may retain said security, as well as pursue any and all other legal remedies provided in the concession agreement, or as may be provided by applicable law.

MINIMUM GUARANTEE (MG):

In consideration of the City executing a concession agreement and granting the rights provided in the agreement, the successful contractor shall guarantee and pay to the City an annual minimum concession fee.

PERCENTAGE OF GROSS (PG):

During the initial term and any approved renewal term, the successful contractor shall pay the City a percentage of its gross receipts. During any term of the concession agreement, if the amount of the annual PG is greater than the annual MG, then the successful proposer shall pay to the City the difference between the PG amount and the MG amount. In the event that the City chooses to extend the term of the concession agreement for any renewal term(s), the renewal term(s) MG shall be increased in a manner to be negotiated between the City and successful contractor.

ATM LOCATIONS

All locations will have at least one (1) machine. For any historic properties (identified with an asterisks (*) below), a Certificate of Appropriateness will be required to be obtained by the successful contractor.

1. CITY HALL PARKING GARAGE
   1755 Meridian Avenue

2. 1701 MERIDIAN AVENUE (CITY HALL ANNEX)-LOBBY
   777 17th St.

3. SCOTT RAKOW YOUTH CENTER AND ICE RINK

   2700 Sheridan Avenue

4. *HISTORIC CITY HALL
   1130 Washington Avenue

5. *SOUTH SHORE COMMUNITY CENTER
   833 6TH Street

6. *21st STREET RECREATION CENTER
   2100 Washington Avenue

7. *OCEAN FRONT AUDITORIUM
   1001 Ocean Drive

8. NORTH SHORE RECREATION CENTER & TENNIS CENTER
   501 72ND Street

9. *POLICE ATHLECTIC LEAGUE AND RECREATION CENTER
   999 11 ST

10. *FLAMINGO PARK TENNIS
    1235-1255 Michigan Avenue, inside Flamingo Park

11. *7th STREET PARKING GARAGE
    210 7TH St.

12. *12th STREET PARKING GARAGE
    512 12TH St.

13. *13th STREET PARKING GARAGE
    1301 Collins Avenue

14. *16th STREET PARKING GARAGE
    1557 Washington Avenue

15. 17th STREET PARKING GARAGE
    640 17th St.

16. 42nd STREET PARKING GARAGE
    400 42ND Street

17. PENNSYLVANIA GARAGE
    1661 Pennsylvania Avenue

18. MIAMI BEACH CONVENTION CENTER (4 ATMs)

1901 Convention Center Drive

19. MIAMI BEACH GOLF CLUB
    2301 Alton Road

20. NORMANDY SHORES GOLF CLUB
    2401 Biarritz Drive

EVALUATION CRITERIA

The Evaluation Committee appointed by the City Manager will review all responsive proposals received and score and rank the contractor based on the following criteria:

1. The experience and qualifications of the contractor (30 points);
2. The methodology and approach for a turnkey solution that results in the highest level of customer service while maximizing revenues received by the City (15 points);
3. Successful performance in providing and maintaining ATMs as evidenced by performance evaluation surveys and reference checks conducted by the Administration (25 points); and
4. Proposed per transaction revenue to the City (30 points).

CONCLUSION

The Administration recommends that the Mayor and City Commission approve the issuance of the RFP with the purpose and intent of providing a service to the public while generating revenue for the City.

JMG/HF/MS/AP/GL

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