

CITY OF TRAVERSE CITY BID TABULATION

Project: Mobile RFP/Addendum Location: 2d fl. conf. room

Date and Time Due: 8/5/15, 4 PM Staff: Nicole Van Ness
Staff: Julie Dalton

VENDOR	BID AND/OR EXTRAS	TOTAL	
Passport	①	free to City	
	③	25¢ to customer	
Pango	①	free to City	
	③	15¢ to customer	
Mobile Now	OPTION #1	①	free to City
		③	25¢ to customer
	OPTION #2	①	25¢ + 1.75% ^{to} city
		③	25¢ to customer
Loco Mobi	see attached	①	
	Pages	③	
ParkMobile	①	free to City	
	③	25¢ to customer	

PASSPORT

Amendment #1 to Mobile Payment Vendor

PASSPORT Response

Item Number	Minimum	Response
1	Cost per User license (back office) if applicable	Free
2	Hosting fee if applicable	Free
3	Transaction/Session convenience fee to the Customer if applicable	\$0.25
5	List all transaction processing fee percentages by payment type to be billed to the City when the Vendor is the MOR if applicable	N/A
7	Per transaction fees charged to the City when the Vendor is MOR if applicable	N/A
10	List any additional fees outside of this list that could be occurred as part of the project, ongoing expenses, or request programming fees	N/A
11	T2 Enforcement integration fees if applicable	N/A
12	Meter Revenue Software integration fees if applicable	N/A
13	Direct account deposit process and time frame (ex: 20th of the month, etc.) if the Vendor is MOR include reports provided at time of deposit	10 th of the month, includes detailed breakdown of funds
5	List all transaction processing fee percentages by payment type to be billed to the City when the Vendor is the MOR if applicable	N/A

AMENDMENT 1 RFP MOBILE PAYMENT VENDOR

SCOPE OF SERVICES

Service Cost and Fees

Describe in detail the costs and fees associated with the mobile payment service. Describe how the City can offer your service to Customers, and **meet the requirement of no cost to the City**. At a minimum, please describe the following:

Item Number	Minimum	Response
1	Cost per User license (back office) if applicable	FREE
2	Hosting fee if applicable	FREE
3	Transaction/Session convenience fee to the Customer if applicable	\$0.15; basic text alert messages are free, but users may sign up optionally for a more robust \$1.99 monthly messaging services.
5	List all transaction processing fee percentages by payment type to be billed to the City when the Vendor is the MOR if applicable	FREE
Item Number	Minimum	Response
7	Per transaction fees charged to the City when the Vendor is MOR if applicable	FREE
10	List any additional fees outside of this list that could be occurred as part of the project, ongoing expenses, or request programming fees	FREE
11	T2 Enforcement integration fees if applicable	FREE
12	Meter Revenue Software integration fees if applicable	FREE

TC Parking Services

Amendment 1 Mobile Payment Vendor

13	Direct account deposit process and time frame (ex: 20 th of the month, etc.) if the Vendor is MOR include reports provided at time of deposit	On or about the 3 rd of each month, the Pango system will aggregate the charges in each account for the previous calendar month. The Pango system will "Batch" the credit card on file in each account, and charge the total amount due. Using the Detailed Session Report from the Pango Back Office organized using Microsoft Excel pivot tables, we organize the parking data by Account, by Zone, and by Vehicle, and then use that data to complete the monthly statement. The Pango Statement will delineate the Gross Parking Revenue, Convenience Fees, and the Amount Due to Client as well as provide some useful usage information. On or about the 20 th of each month the client will receive the Pango Statement (see sample) attached hereto and receive the Amount Due Client via wire.
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AMENDMENT 1 RFP MOBILE PAYMENT VENDOR

REVISED PROPOSAL TIMELINE

Amended proposals will be accepted at the City's Purchasing Department, 400 Boardman Avenue, Traverse City, Michigan 49684, and Monday through Friday 8:00 AM to 5:00 PM or electronically to Julie Dalton jdalton@traversecitymi.gov. Proposals will be accepted up to and no later than 4:00 PM, Wednesday, August 5, 2015. Vendors will only need to submit the revised Service Cost and Fees section.

Purpose of Amendment 1

The purpose of this amendment is to clarify the Service Cost and Fees. One of the City's main requirements is to provide a service to parkers where the service is at no cost to the City. The Review Committee has determined the best way for this to occur would be for all of the Vendor's to be the Merchant of Record for all transactions, and all payment processing to take place in the Vendor's PCI Compliant environment. After a month's end, a check will be cut to the City or a direct deposit made into the City's account.

Demonstrations

The Review Committee has determined that software demonstrations will be required before a Vendor is selected. Vendors will be asked to provide a web demonstration to overview the details of the software that include, but not limited to: discussion on verification of transaction revenue and fees when submitting payment to the City; individual payment verification query; report tools; and configuration changes. All demonstrations will be scheduled through Nicole VanNess, Parking Administrator, (231) 922-0241, nicole@downtowntc.com. The timeline will be provided sometime after Wednesday, August 5, 2015.

SCOPE OF SERVICES

Service Cost and Fees

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Item Number	Minimum	Response
1	Cost per User license (back office) if applicable	\$0.00 Cost per User license
2	Hosting fee if applicable	\$0.00 Hosting fee
3	Transaction/Session convenience fee to the Customer if applicable	\$0.25 per Transaction Convenience fee within Wallet Based Transaction
5	List all transaction processing fee percentages by payment type to be billed to the City when the Vendor is the MOR if applicable	No Processing Charges for the City within a Wallet Based Environment.

Item Number	Minimum	Response
7	Per transaction fees charged to the City when the Vendor is MOR if applicable	There are No Per transaction Fees charged to the City.
10	List any additional fees outside of this list that could be occurred as part of the project, ongoing expenses, or request programming fees	There are no other additional fees.
11	T2 Enforcement integration fees if applicable	MobileNOW! includes T2 integration at no additional fee.
12	Meter Revenue Software integration fees if applicable	MobileNOW! includes meter integration at no additional fee.
13	Direct account deposit process and time frame (ex: 20 th of the month, etc.) if the Vendor is MOR include reports provided at time of deposit	MobileNOW! direct deposits in the City designated account no later than the 10th Business Day for all transaction in the previous month.

SELECTION PROCESS

The City staff will select a firm whose proposal is considered the best value to the City. Critical factors in that selection will include responsiveness of the proposal to this Request for Proposal (RFP), description of approach to the services, relevant project experience, qualifications of the responding firms and principal assigned staff, readiness to undertake the required services, associated costs, and client references. A public proposal opening will not be conducted, but all respondents will receive confirmation that a response was received. The City reserves the right to reject any or all proposals, and to request written clarification of proposals and supporting materials. The City reserves the right to accept the proposal most favorable to the project after all proposals have been examined.

Interviews may be conducted in-person with one or more responsible entities that have submitted proposals in order to clarify certain elements, if such information cannot be satisfactorily obtained by phone or via email.

MOBILE NOW
#2

AMENDMENT 1 RFP MOBILE PAYMENT VENDOR

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Item Number	Minimum	Response
1	Cost per User license (back office) if applicable	\$0.00 Cost per User license
2	Hosting fee if applicable	\$0.00 Hosting fee
3	Transaction/Session convenience fee to the Customer if applicable	\$0.25 Per Transaction Convenience Fee within Pay-As-You-Go (PAYG) Based Transaction
5	List all transaction processing fee percentages by payment type to be billed to the City when the Vendor is the MOR if applicable	\$0.25 + 1.75% Per Transaction Processing for City within PAYG Environment

Item Number	Minimum	Response
7	Per transaction fees charged to the City when the Vendor is MOR if applicable	There are No Per Transaction Fees charged to the City.
10	List any additional fees outside of this list that could be occurred as part of the project, ongoing expenses, or request programming fees	There are no other Additional Fees.
11	T2 Enforcement integration fees if applicable	MobileNOW! includes T2 integration at no additional fee
12	Meter Revenue Software integration fees if applicable	MobileNOW! includes meter integration at no additional fee
13	Direct account deposit process and time frame (ex: 20 th of the month, etc.) if the Vendor is MOR include reports provided at time of deposit	MobileNOW! direct deposits in the City designated account no later than the 10th Business Day for all transaction in the previous month.

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SCOPE OF SERVICES

Service Cost and Fees

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Item Number	Minimum	Response
1	Cost per User license (back office) if applicable	N/A
2	Hosting fee if applicable	N/A
3	Transaction/Session convenience fee to the Customer if applicable	QuickPay generally charges .25-.35 cents per transaction. QuickPay is open to a revenue share of the convenience fee with the City of Traverse to establish a mutually beneficial partnership.
5	List all transaction processing fee percentages by payment type to be billed to the City when the Vendor is the MOR if applicable	<p>Visa/MasterCard/Discover= 2.9% American Express= 3.5%</p> <p>These percentages will be offset by QuickPay's convenience fee revenues to cover the City's credit card processing costs, hence there is no cost to the City.</p>

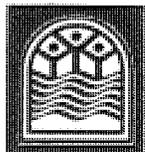
Item Number	Minimum	Response
7	Per transaction fees charged to the City when the Vendor is MOR if applicable	<p>Gateway fee= \$0.05/transaction</p> <p>The gateway fee per transaction cost will be offset by QuickPay's convenience fee revenues to cover the City's gateway fee costs, hence there is no cost to the City.</p>
10	List any additional fees outside of this list that could be occurred as part of the project, ongoing expenses, or request programming fees	N/A
11	T2 Enforcement integration fees if applicable	QuickPay has gone through the process of integration with T2 enforcement. However, any individual setup costs are pending as T2 is not at liberty to provide specific fees pertaining to clients without the client's request. City of Traverse City would be required to reach out to their dedicated T2 account manager for a price quote on any additional integration fees, if any. If any integration fees are incurred, QuickPay will cover these costs so

		that there is no cost to the City.
12	Meter Revenue Software integration fees if applicable	N/A
13	Direct account deposit process and time frame (ex: 20 th of the month, etc.) if the Vendor is MOR include reports provided at time of deposit	<p>QuickPay's accounting department will issue a cheque to the city at the end of the second week of the following month after month's end. (i.e. – Cheque for July will be issued at the end of the second week of August).</p> <p>QuickPay's accounting department is able to provide full revenue and session reports in CSV. format monthly to the city upon request along with payment. Should the city require any additional reports to track operations QuickPay will be happy to provide those as needed.</p>

SELECTION PROCESS

The City staff will select a firm whose proposal is considered the best value to the City. Critical factors in that selection will include responsiveness of the proposal to this Request for Proposal (RFP), description of approach to the services, relevant project experience, qualifications of the responding firms and principal assigned staff, readiness to undertake the required services, associated costs, and client references. A public proposal opening will not be conducted, but all respondents will receive confirmation that a response was received. The City reserves the right to reject any or all proposals, and to request written clarification of proposals and supporting materials. The City reserves the right to accept the proposal most favorable to the project after all proposals have been examined.

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PARKMOBILE

AMENDMENT 1 RESPONSE TO MOBILE PAYMENT VENDOR RFP



SCOPE OF SERVICES

Service Cost & Fees

In response to Amendment 1 to the Mobile Payment Vendor RFP issued on April 14, 2015, please accept the following clarification to Parkmobile's service cost and fees with its revised proposal based upon the City's specific requirement that **the service be of no cost to the City.**

Moreover, Parkmobile acknowledges this requirement and confirms that no costs shall be incurred whatsoever by the City for offering the proposed Parkmobile solution.

Traverse City Mobile Payment RFP Scope of Services: Parkmobile Service Cost and Fees Responses				
Traverse City Item Numbers	Is There a Charge to Traverse City		Parkmobile Response(s)	Comments
	Yes	No		
1. Cost per User License (back office) if applicable		X	Parkmobile's cloud based solutions require no licensing.	As the incumbent, we provide all back office administration to an unlimited number of Users to the City at no cost.
2. Hosting Fee if applicable		X	Parkmobile does not charge the City any hosting fees for our services.	We would not charge any hosting fee(s) to Traverse City under any new parking agreement.
3. Transaction/Convenience Fee to the Customer if applicable		X	Parkmobile shall assess a Transaction Fee to the Customer of \$.25 per transaction . No additional costs shall be incurred by the Customer for extensions of the parking session or to receive alerts/messaging services.	In addition to offering the mobile payment program to the City, Parkmobile also agrees to provide the City with a reservation platform and website that allows customers the ability to prepay for parking in off-street facilities. Again, this reservation service shall be offered at no cost to the City.



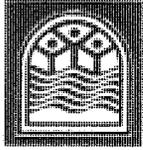


AMENDMENT 1 RESPONSE TO MOBILE PAYMENT VENDOR RFP



Traverse City Mobile Payment RFP Scope of Services: Parkmobile Service Cost and Fees Responses				
Traverse City Item Numbers	Is There a Charge to Traverse City		Parkmobile Response(s)	Comments
	Yes	No		
5. List all transaction processing fee percentages by payment type to be billed to the City when the Vendor is MOR if applicable		X	Parkmobile shall cover all transaction processing fees resulting from the mobile payments generated through the program with its Customer-paid Transaction Fee.	Parkmobile accepts Visa, MasterCard, AMEX, Discover, PayPal, & Wallet (Stored Value) payments. Coming soon, Parkmobile shall also accept ApplePay & Google Wallet payments. All these accepted payment methods shall be offered to the City at no additional costs.
7. Per transaction fees charged to the City when the Vendor is MOR is applicable		X	Parkmobile shall not assess any transaction fees to the City.	Parkmobile shall absorb all transaction fees for payment processing on mobile payments so that the City incurs no costs for the program.
10. List any additional fees outside of this list that could be occurred as part of the project, ongoing expenses, or request programming fees		X	Parkmobile will not assess any additional fees for continuing to offer its service in Traverse City. Furthermore, Parkmobile shall work with the City to refresh all decals & signs as well as relaunch a marketing effort promoting the service through our industry best social media and marketing channels.	Parkmobile agrees to initiate a coupon code to waive its Transaction Fee to the public for the first 30 days of the new parking agreement as part of a marketing campaign to relaunch the mobile payment program.
11. T2 Enforcement Integration if applicable		X	As the incumbent, Parkmobile is fully integrated with T2 in Traverse City.	Since submitting this response to Traverse City in May, Parkmobile has integrated three additional clients utilizing our handheld enforcement integration with T2. Currently over 50 clients actively use this integrated service.





AMENDMENT 1 RESPONSE TO MOBILE PAYMENT VENDOR RFP



Traverse City Mobile Payment RFP Scope of Services: Parkmobile Service Cost and Fees Responses				
Traverse City Item Numbers	Is There a Charge to Traverse City		Parkmobile Response(s)	Comments
	Yes	No		
12. Meter Revenue Software integration if applicable		X	Parkmobile is fully integrated with T2's meter revenue systems (Luke II Machines) and back-office systems, EMS and Iris. Parkmobile shall not assess any costs to the City in order to take advantage of these additional services.	Parkmobile has over 75 clients who actively use our integrated services to the T2 Pay Stations (formerly Digital Payment Technologies). Parkmobile has both the ability to push transactions to the Pay Stations or pull transactions from the Pay Stations into the Parkmobile database.
13. Direct account deposit process and time frame (ex. 20 th of the month, etc.) if the Vendor is MOR include reports provided at time of deposit		X	Parkmobile shall act as MOR and can offer payment of all parking funds to the City by the 5 th business day of the subsequent month.	Parkmobile shall design at no cost to the City any custom report that will provide all the specific information by location necessary for both Operations & Finance to gain insight into the success of the program. See attached sample report that shall be used as a basis for this customization. In addition, Parkmobile shall grant the City access to an online reporting portal that can offer both detailed transactional activity as well as dashboard-style overview of operations. See attached sample screenshot of the dashboard portal.

