



REQUEST FOR PROPOSALS

AUTOMATED TELLER MACHINE SERVICES



EASTERWOOD
A I R P O R T

Issued By:

Easterwood Airport Management
1 McKenzie Terminal BLVD, STE 112
College Station, TX 77845

09/01/2017



REQUEST FOR PROPOSALS AUTOMATED TELLER MACHINE SERVICES

Easterwood Regional Airport

Easterwood Airport Management is seeking proposals from experienced and qualified Proposers with a national or regional banking affiliation, to install and operate Automated Teller Machine (hereinafter referred to as "ATM") at Easterwood Regional Airport for a contract term of five (3) years

This document outlines the prerequisites, selection process and documentation necessary to submit a proposal for the requested services. Negligence or omission on the part of the Proposer in preparing any portion of the proposal confers no right to withdraw or make changes, additions, or deletions to the proposal after the proposal submission deadline

0.0 GENERAL REQUIREMENTS

0.1 Sealed Proposals:

Sealed proposals, one (1) original (un-bound), three (3) copies and one (1) copy in acrobat/pdf format, shall be submitted by 2:00 p.m. CST on Friday, September 29, 2017 and delivered to:

Easterwood Airport Management
"Request For Proposals – Automated Teller Machine Services"
1 McKenzie Terminal BLVD
Room 112
College Station, TX 77845

Any proposal received after 2:00 p.m. CST, Friday, September 29, 2017 shall be deemed late and non-responsive and shall be returned unopened to the Proposer.

All proposals will be date and time stamped upon receipt by Airport staff and shall be opened after 2:00 p.m. CST, Friday, September 29, 2017. All documents and information listed on Exhibit A – Proposal Checklist must be submitted in a sealed envelope that is clearly marked: "Request For Proposals – Automated Teller Machine Services." It will be the sole responsibility of Proposers to ensure proposals are delivered to Easterwood Airport Management by the appointed date and time. The Airport will not be liable for delays in delivery of proposals due to handling by the U.S. Postal Service, courier services, overnight carriers, or any other type of delivery service. Late proposals will be



returned to the Proposer unopened. All responsive proposals become the property of the Airport and must be provided without cost to the Airport.

Further, each Proposer agrees that all information, data, documentation and material submitted or provided by the Proposer shall become the property of the Airport and it shall not be returned to the Proposer. All information, data, documentation and material submitted shall be considered confidential and will not be made available to the public. Proposers should still mark any proprietary information, data, documentation, and material as proprietary within their proposals.

The Airport reserves the right to reject any and all proposals, to waive minor informalities and irregularities in the proposal submission process, to request additional information and data from any or all proposers, to supplement, amend or otherwise modify the RFP prior to the closing date and time, to cancel this request with or without the substitution of another RFP, to reissue the RFP, or to accept a proposal which is considered to be in the best interest of the Airport.

Upon selection of a successful Proposer (thereafter referred to as "Concessionaire"), the Agreement to be executed via Concession Agreement, provided by Concessionaire in proposal, and shall be in accordance with Section 2.0 (SCOPE OF WORK/SERVICES). This RFP and the successful Concessionaire's proposal shall be incorporated in and become a part of the final Concession Agreement.

By submittal of a proposal pursuant to this RFP, the Proposer certifies that no fee or commission, or any other thing of value, has been paid or agreed to be paid to any employee, agent, representative or official in order to procure the Agreement described in this RFP.

Proposals must conform to the requirements stipulated in this RFP. By submitting a proposal, each Concessionaire agrees that the proposal represents a firm offer to the Airport and that such offer shall remain open for acceptance until a Concession Agreement is executed by the Airport or for a period of no less than ninety (90) days from the date submitted, whichever occurs first.

Written proposals must include sufficient information to evaluate the following criteria:

- Concessionaire's previous and current experience managing an Automated Teller Machine Service with a national or regional banking affiliation
- Financial plan/statement
- Ability to satisfactorily perform the minimum service and operational requirements
- Organizational and operating plan
- Evidence of financial stability
- Proposed fee(s) as provided by Concessionaire

All Concessionaires must have experience in operating Automated Teller Machine services and must agree to the terms and conditions in the Agreement provided by Easterwood Airport Management.



0.2 Withdrawal of Proposal:

No proposal may be withdrawn after it has been submitted to the Airport unless the Concessionaire makes a request for withdrawal in writing and the request is received by the Airport prior to the proposal submission deadline (2:00 p.m. CST, September 29, 2017). No proposal may be withdrawn after the proposal submission deadline for a period of ninety (90) days.

0.3 Equal Employment Opportunity

Easterwood Airport Management is an Equal Employment Opportunity (EEO) organization, which does not discriminate on the basis of race, religion, color, sex, age, marital status, national origin, sexual orientation, or the presence of any sensory, mental or physical disability in consideration of a contract award. The successful Concessionaire will be required to comply with all federal, state, and local laws and regulations.

0.4 Solicitation Schedule

The following schedule has been established for this selection process:

Scheduled Item	Scheduled Date
Issue Date of RFP www.info.flyeasterwood.com	September 1, 2017
Concessionaire Question Submission Deadline	September 15, 2017 (12:00 p.m.)
Final addenda (if any) posted on Airport website	September 20, 2017 (2:00 p.m.)
Proposal Submission deadline	September 29, 2017 (2:00 p.m.) McKenzie Terminal, Suite 112, Administration
Final Evaluation	October 2, 2017
Successful Concessionaire's Execution of Agreement	October 13, 2017
Commencement of Agreement	November 1, 2017

0.6 Questions, Inquiries and Airport Contact

The Airport is committed to providing all interested parties with accurate and consistent information in order to ensure that no Concessionaire obtains an undue competitive advantage. To this end, from the date of this RFP through award of the Contract, the Airport contact is:

See next page



Easterwood Airport Management
1 McKenzie Terminal BLVD
College Station, TX 77845
(979) 775-9900 ext 6954
E-mail: cli-admin@astin.us

All questions from Concessionaire must be submitted in writing, electronically, to cli-admin@astin.us no later than 2:00 p.m. CST, Friday, September 15, 2017(question/clarification deadline). It will be the sole responsibility of Concessionaires to ensure questions are submitted in a timely manner. Addendums to this RFP (if any), to provide clarification of written questions submitted by Concessionaires, shall be posted on the Airport's website no later than 2:00 p.m. CST, Monday, September 20, 2017(Final Addenda). Receipt of addenda (if any) must be acknowledged on the Proposal Form that must be submitted with the proposal (see Exhibit A – Proposal Form).

Oral communications and emails should be directed to the designated Airport Contact only. Any correspondence or communication with any Airport staff member, it's agents, employees, or outside advisor, or any other person associated with this RFP shall not be binding on the Airport and shall in no way modify any provision of the RFP. Only formally issued addenda shall modify the terms of this RFP. Any addenda issued for this RFP will be published at the following website address: www.info.flyeasterwood.com. Concessionaires are responsible for checking the website prior to submission of proposals for any addenda. If you are unable to download the addenda, you may contact the Airport Contact noted in this Section.

1.0 BACKGROUND INFORMATION

1.1 Purpose of the Project

This Request for Proposals is being issued by the Airport to solicit proposals from experienced and qualified Proposers desiring to install, operate and maintain Automated Teller Machine (hereinafter referred to as "ATM") at Easterwood Regional Airport for a contract term of three(3) years. The Proposer shall install, operate and maintain in good working order one ATM located on the second level near ticket lobby area at Easterwood Regional Airport, with the appropriate telecommunication modems, cameras and alarm systems as applicable – all in compliance with industry standards. The Airport shall make available the Premises at Easterwood Regional Airport and the Concessionaire shall install the ATM at locations designated by the Airport.

2.0 SCOPE OF WORK/SERVICES

2.1. Minimum Experience, Service and Operational Requirements of the Concessionaire:



- A. Concessionaire shall have a national or regional affiliation with a recognized banking institution.
- B. Concessionaire shall have in circulation, ATM cards that must support, at a minimum, Visa, Master Card and American Express. Concessionaire must identify the supporting networks that they utilize.
- C. The Concessionaire's ATMs shall support the following transaction types in both English and Spanish language formats:
 - a. Cash withdrawal from credit card account
 - b. Cash withdrawal from checking account
 - c. Cash withdrawal from savings account
 - d. Transfers from checking to savings
 - e. Transfers from savings to checking
 - f. Balance inquiry from checking
 - g. Balance inquiry from savings
- D. Concessionaire shall provide complete data processing of ATM transactions including communication, routing, authorizing, settlement, etc.
- E. Concessionaire shall provide system monitoring, diagnostics and service dispatch.
- F. Concessionaire shall provide vendor maintenance for necessary problem resolution and repair by qualified technicians. Hours of vendor maintenance should include but not be limited to: 6:00 a.m. to midnight, seven (7) days per week. Response time shall be less than twenty-four(24) hours.
- G. Concessionaire shall provide maintenance for minor problems (currency and/or form replenishment), which does not require vendor technicians, during non-peak hours.
- H. Concessionaire shall provide operational support for ATM balancing, settlement, adjustments and captured card processing.
- I. Concessionaire shall maintain the availability of the ATM system in a manner that will ensure Ninety Five Percent (95%) uptime (22.8 hours) for each twenty-four (24) hour period, seven (7) days per week.
- J. Concessionaire shall provide monthly reporting of total transactions and type of transactions.
- K. Concessionaire shall be responsible for all ongoing operating costs.
- L. Concessionaire shall be responsible for installation and maintenance of all required electrical and communication lines and communication links to the ATMs.
- M. The successful Concessionaire shall furnish to the Airport the following information with their request for approval on any and all signage for the ATM machines:
 - a. An elevation (drawn to scale) of the ATM and sign location(s)
 - b. A complete description of the signage
- N. The successful Concessionaire shall be responsible for meeting the requirements of the Americans with Disabilities Act (ADA) as it pertains to the operation of ATM and other similar related style vending machines.
- O. Concessionaire shall be required to meet all security requirements as outlined in the Concession Agreement, including but not limited to, compliance with Airport and federal directives, background checks and badging requirements.



- P. Concessionaire's employees or agents that access post security ATM locations shall be required to be badged and may not be armed. Firearms are strictly prohibited at any post security location.

2.2. Term:

- A. The term of this Concession Agreement shall be three (3) years commencing on October 1, 2017 and expiring on October 1, 2020.
- B. The Airport shall have the option, at its sole discretion, to extend this Concession Agreement for additional one (1) two (2) year periods subject to negotiation of rents.

2.3. Airport Rents:

- A. Rents paid to the Airport shall be proposed by Concessionaire.
Other Fees: The Concessionaire will be responsible for all maintenance and repair, insurance and taxes associated with the use and occupancy of the Premises and any and all costs and expenses relating to the proposed activity at the Airport.

3.0 SUBMISSION OF REQUIREMENTS

3.1 Proposal Format and Content

The Airport has made every effort to include enough information within this RFP for a Concessionaire to prepare a responsive proposal. Proposals must address each of the evaluation criteria in this RFP in a clear, comprehensive, and concise manner. Concessionaires are further advised that lengthy or wordy submissions are not necessary.

Proposals and their sealed packaging (boxes or envelopes) should be clearly marked with the name and address of the Concessionaire and should be marked with the name of this RFP as indicated on page 1 of this RFP.

Proposals must be organized in the following order:

Table of Contents; Cover Letter; Executive Summary; Experience/Qualifications and Financial Background.

Concessionaires must answer all questions completely and accurately and furnish all required information, data, documentation, and material failure to do so may result in disqualification of the Concessionaire and/or rejection of a proposal. Notwithstanding these submittal requirements, the Airport reserves the right, at its sole discretion, to waive any minor irregularity relating to the proposals.

Proposals must be formatted on 8½" by 11" paper using a minimum 12 point type size. Tabs must be utilized to separate each section of the proposal. If bound, proposals must



be bound on the long (left) side of the paper. The original proposal must be un-bound. The proposal must also be provided in an acrobat, pdf format. Proposals that contain erasures or alterations may be rejected.

3.2 Table of Contents:

Proposals should contain a Table of Contents. The Table of Contents outlines in sequential order, all of the areas of the proposal and it allows for clarity and ease of review of the proposal.

3.3 Cover Letter

Each Concessionaire must submit a cover letter identifying the name and address of the proposing entity. The original proposal must be signed in ink by an authorized representative of the proposing entity who is authorized to execute contractual agreements and/or commitments on behalf of the Concessionaire.

3.4. Executive Summary

Each proposal must contain an executive summary that summarizes the key elements of the proposal. Additionally, included in the executive summary, must be a statement that explains why the Concessionaire would be the best to choice for the Airport. The following information must also be provided:

- Name and address of the proposing entity (or entities).
- Telephone number(s)
- Legal structure of the organization (sole proprietor, partnership, joint venture, corporation)
- Name(s) of key individuals authorized to conduct business for the Concessionaire.

3.5 Management and Operational Plan

- Description of the management structure to be used in operation of the concession
- Schedule of services and distinctive features to be offered by the Concessionaire at each ATM location
- Location, availability and name of repair service and equipment maintenance provider.
- Maintenance and response time.
- Name of ATM network affiliations (regional, national and international).
- A card holder base (by participating institutions) and number of cards/cardholders having access to each network through the ATM
- Maximum amount of cash each ATM can provide within a twenty-four (24) hour period.
- A detailed description of all charges to customers including any customer usage fees.



- Vendor to establish the Customer Usage Fee assessed to customers. Concessionaire shall state the fee, if any, to the Airport in its Proposal.
- Historical percentages of uptime, equipment failure and card jams for the ATMs to be used at Easterwood Regional Airport.

Failure to accurately complete and submit the required Proposal Form (Exhibit A) and attach all the required information, data, documentation, and material will be grounds for disqualification of the Concessionaire and/or rejection of a written proposal.

3.6 Experience/Personnel Qualifications/References Information

This section provides each Concessionaire an opportunity to outline its experience and the qualifications of its personnel. Concessionaire may include information in this section which differentiates its company and proposal from the other Concessionaires. Information provided should be concise and applicable. Concessionaires shall include, as a minimum, the following information:

- a. Describe the nature of Concessionaire's business experience in providing and implementing ATM services for locations similar to Easterwood Airport Management. State the number of staff you currently employ in such operations.
- b. Clearly state the total number of similar ATM machines and their locations that Concessionaire has provided and implemented at facilities comparable in size to Easterwood Airport Management within the last ten (10) years.
- c. Concessionaire shall provide:
 - i. Project Manager: Concessionaire shall provide the name, address, telephone number, and qualifications of the individual designated as the single point of contact for all work to be performed under this RFP (Project Manager).
- d. The Airport reserves the right to conduct reference checks for firms submitting proposals, either before or after proposals have been evaluated, and/or after interviews have been held (if any). Concessionaires should submit with their proposal three (3) verifiable references who currently utilize the proposed ATMs. The references shall be for machines installed within the last ten (10) years and shall include and identify the most recent installation. The references should include the name, title, email address, and telephone number of the contact person.

3.7 Financial Background Information

The Airport reserves the right to request additional information to be used for evaluating responses received from any or all Concessionaires. Further, the Airport retains the right to disqualify from further consideration any Concessionaire who fails to demonstrate sufficient financial stability to perform the pending Concession Agreement.

3.8 Exceptions

The Airport intends to utilize a Concessionaire provided Concession Agreement to be included in proposal for this RFP. Each firm must affirm in its proposal that the terms and conditions of this Agreement are acceptable.

Concessionaire shall include a list of exceptions to the RFP, if any, on a separate page titled "EXCEPTIONS".

4.0 REQUIRED ADDITIONAL DOCUMENTS

Exhibit A – Proposal Form, must be completed, signed and submitted with the proposal or the proposal will be deemed non-responsive.

5.0 PRE-PROPOSAL MEETING

A Pre-Proposal Meeting will not be held for this Request for Proposals.

6.0 PROPOSAL SUBMISSION DEADLINE

One (1) original (un-bound), three (3) bound copies and one (1) copy in acrobat/pdf format of the proposal, responding to the information requested in this RFP must be received by the Airport no later than the deadline noted on page 1 of this RFP. Proposals must be delivered to the address indicated on page 1 of this RFP.

7.0 RIGHTS RESERVED

7.1 Rights Reserved: The Airport reserves the following rights:

1. To waive as an informality any minor irregularities in proposals and/or to reject any or all proposals.
2. To request additional information and data from any or all Concessionaires.
3. To supplement, amend, or otherwise modify the RFP through addenda issued.
4. To cancel this RFP with or without the substitution of another RFP.
5. To make such reviews and investigations as it considers necessary and appropriate for evaluation of the proposals.
6. To reject any proposal in the event that the Airport's analysis of the Concessionaire's financial status and capacity indicates, in the Airport's judgment, that the firm is not able to successfully perform the work.

8.0 COMMERCE OF WORK



This RFP does not, by itself, obligate the Airport in any way. The Easterwood Airport Management reserves the right to cancel the award without liability at any time before the Concession Agreement has been executed by all parties.

The Airport's obligation will commence when the Agreement is executed by the Concessionaire and subsequently approved by the Airport.

9.0 AUTHORIZED SIGNATURE

The authorized representative signature required on all documents associated with this RFP, including the Agreement, must be made by an officer of the company (if applicable).

10.0 AUTHORIZED SIGNATURE

10.1 Form and Manner of Filing

- a. In Writing: All protests and appeals must be in writing, signed, and specify the reasons and facts upon which the protest or appeal is based. Failure to raise any reason or fact upon which the protest or appeal is based shall constitute a waiver and/or forfeiture of such reason or fact for protest or appeal.

10.2 Failure to Meet Deadline

Failure to meet any applicable deadline for a protest and appeal shall constitute a waiver of any and all rights to protest and appeal.

11.0 ADMINISTRATIVE REQUIREMENTS

11.1 Cost of the Proposal

The Airport shall not, under any circumstances, be responsible for any costs or expenses associated with the proposal submitted including, but not limited to, research, investigation, development, preparation, duplication, production, collation, packaging, delivery, transmittal, or presentation of the proposal or any other related information, data, documentation, and material. All costs and expenses incurred by the Concessionaire in connection with the proposal submitted shall be the sole responsibility of (borne solely by) the Concessionaire.

11.3 Basic Eligibility

The successful Concessionaire must not be debarred, suspended, or otherwise ineligible to contract with the Airport.

11.4 Non-Discrimination



All Concessionaires will be afforded the full opportunity to submit proposals in response to this RFP. The Airport is an Equal Employment Opportunity (EEO) organization which does not discriminate against any prospective firm on the basis of race, religion, color, sex, age, national origin, sexual orientation, or presence of any sensory, mental, or physical disability in the consideration of contract award. Successful Concessionaire will be required to comply with all EEO, federal, state, and local laws and regulations.

11.5 Insurance

Prior to execution of an Agreement for services under this RFP, the successful Concessionaire will be required to provide acceptable evidence of insurance coverage outlined in the proposed Concession Agreement within your proposal.

12.0 GENERAL INFORMATION

12.1 Selection Criteria

Written proposals will be evaluated based upon the following criteria (the weighting or value associated with each element has been identified following the criteria to give Concessionaires an idea of the relative importance of each element to Easterwood Airport Management):

#	Element	Weight or Value
1	Experience (regional or national affiliation) & Operating Plan	30%
2	Evidence of Financial stability	20%
3	Ability to satisfactorily perform the minimum service & operational requirements	20%
4	Proposed Rents	20%
5	Proposal Response	10%

13.0 ACDBE INFORMATION

In accordance with regulations of the U.S. Department of Transportation, 49 CFR Part 23, Subpart C, Easterwood Airport Management has implemented an Airport Concessions Disadvantaged Business Enterprise (ACDBE) concession plan under which qualified firms may have the opportunity to operate or participate in the operation of an airport business. An ACDBE goal of 7.5%, as measured by total estimated annual gross revenues, has been established for concession programs. The Concessionaire shall make every reasonable attempt to achieve this goal.



ACDBE participation may be in the form of one or more subleases, joint ventures, partnerships, or other legal arrangement meeting the eligibility standards in 49 CFR Part 23, Subpart C. In the event that the Concessionaire qualifies as an ACDBE, the goal shall be deemed to have been met.

Concessionaires shall submit information concerning ACDBE firm(s) that may participate in this concession (if any), including:

- Name and address of each firm
- Annual estimated gross receipts to be earned by each named firm
- Description of the legal arrangement(s) underlying each ACDBE's participation
- Total overall estimated annual gross receipts to be earned by the Concessionaire in the event it is the Selected Concessionaire

ACDBE firms that are not certified as such at the time of Proposal submittal must have submitted a certification application before the Proposal due date. The foregoing requirements with respect to ACDBE participation are not intended to force the Concessionaire to change its business structure.

14.0 ABOUT EASTERWOOD AIRPORT

Easterwood Airport is owned by The Texas A&M University System (TAMUS). Located in College Station, TX we are just minutes from the Texas A&M University campus. We are the gateway to Aggieland, offering global air service access to visitors as well as citizens of Brazos Valley.



EXHIBIT A **PROPOPSAL FORM**

Name:

Address:

Date:

Proposed Monthly Rent for (1) Machine	\$
Proposed Fee Per Transaction	\$
Proposed Customer Usage Fee Per Transaction:	\$

Concessionaire is bound by its written proposal for a period of ninety (90) days following the date of proposal opening and may not withdraw its offer during this period. It is understood by the Concessionaire that Easterwood Airport Management reserves the right to reject any and all written proposals

Concessionaire asserts that they have thoroughly read, understand and acknowledge all aspects of this Request for Proposals and understand that they are bound by all aspects and provisions of this Request for Proposal and its contents.

The Concessionaire hereby agrees to enter into a Concession Agreement no later than October 13, 2017 with Easterwood Airport Management at Easterwood Airport under the terms and conditions as set forth in the Request for Proposal dated September 1, 2017.

The Concessionaire Acknowledges Receipt of Addendum(s), if any:

Acknowledgment of Addendum(s) if any, is hereby made;
Addendum # 1 _____ Addendum # 2 _____

Attest:

Title:

Witness:

Proposer:

Title:

EXHIBIT B

ENPLANEMENT NUMBERS	
2015	
2016	
2017 (Through June 2017)	35,138

DEPLANEMENT NUMBERS	
2015	
2016	
2017 (Through June 2017)	34,605



EXHIBIT C **PROPOSAL SUBMISSION CHECKLIST**

In addition to the cover letter and executive summary, the following information/documents must be submitted as part of the sealed written proposal in order for the proposal to be considered. (Please checkmark items below included in or with the written proposal and sign acknowledgment)

- Exhibit #A – Proposal Form:
 - Rents Proposed by Propers
 - Acknowledgements of Addendums (if any)
- Identification of Concessionaire
- Qualifications of Propers
- Sample Concession Agreement
- Customer Usage Fees
- Financial Information
- Management and Operational Plan
- Acknowledgement of Terms and Conditions of Sample Concession Agreement

PLEASE ACKNOWLEDGE ABOVE INFORMATION/DOCUMENTS ARE INCLUDED IN OR WITH THE WRITTEN PROPOSAL

X _____
Authorized Signer

x _____
Date: