REQUEST FOR PROPOSAL

Merchant Services and Credit Card Processing for the Greater Rochester International Airport

Release Date: October 18, 2016
Response Deadline: November 22, 2016

488 White Spruce Blvd
Rochester, New York 14623
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SECTION 1 – INVITATION TO PARTICIPATE

1.1 Purpose and Objective

MAPCO Auto Parks Ltd as Agent for the Monroe County Airport Authority (Authority), owner and operator of the Greater Rochester International Airport, is seeking proposals from Companies wishing to provide merchant services, credit card transaction processing and related ancillary services at the Greater Rochester International Airport (ROC) parking and ground transportation facilities. Prospective Respondents must offer a proposal that will meet the scope of services, qualifications and general description of work activities identified in the Request for Proposals (“RFP”).

In responding to this RFP, Respondents must follow the prescribed format as outlined in Section 3. By so doing, each Respondent will be providing Mapco with data comparable to that which was submitted by other Respondents and, thus, be assured of fair and objective treatment in the review and evaluation process.

This RFP is only available electronically; paper copies will not be available. Interested parties may download the Request for Proposals from the MAPCO website: www.mapcoparking.com under Procurement, Merchant Services and Credit Card Processing RFP.

The Agent will receive and review Proposals from Respondent(s) and intends to select one (1) Company to provide merchant services and credit card processing for the parking transaction processing. The Agent intends to enter into a (3) year Agreement with two (2), one (1) year options, commencing no later than January 1, 2017, with renewal options subject to mutual agreement.

1.2 RFP Coordinator; Issuing Office

The RFP Coordinator, identified below, is the sole point of contact regarding this RFP from the date of issuance until the selection of the successful Respondent.

Shannon Brean
Purchasing Coordinator
MAPCO Auto Parks as Agent for the
Monroe County Airport Authority
488 White Spruce Blvd
Rochester, New York 14623
E-mail: s brean@mapcoparking.com
Telephone: (585) 292-4900 x7021

Only those Respondents who have registered for this RFP by emailing their contact information to s brean@mapcoparking.com will receive addenda, if issued.

1.3 Presentation and Clarification of the Authority’s Intentions
As a result of this RFP, Mapco intends to enter into a contract with the selected Respondent to supply the services described in Section 2. However, this intent does not commit Mapco to award a contract to any responding Respondent, or to pay any costs incurred in the preparation of the proposal in response to this request, or to procure or contract for any services. Mapco reserves the right, in its sole discretion, to (a) accept or reject in part or in its entirety any proposal received as a result of this RFP if it is in the best interest of Mapco to do so; (b) award one or more contracts to one or more qualified Respondents if necessary to achieve the objectives of this RFP and if it is in the best interest of Mapco to do so. Mapco maintains the option to expand these types of services to other projects, departments, and divisions as needed.

1.5 Timeline

The schedule of events for this RFP is anticipated to proceed as follows:

- This RFP will be distributed on October 18, 2016.

- All requests for RFP clarification must be submitted in writing to the RFP Coordinator at the email address provided in Section 1 and received no later than 3:00 PM EST on November 3, 2016.

- All questions will be answered and documented in writing as an Addendum to the RFP, and posted on the County website along with Mapco’s website. Addenda will be sent out to all Respondents who received the original RFP on or before November 7, 2016.

- **Final RFP submissions must be received by 3:00 PM EST on November 22, 2016** at the address shown in Section 3.1. The right to withdraw will expire on this date and time.

1.6 Background

MAPCO Auto Parks Ltd as Agent for the Monroe County Airport Authority (hereinafter called the “Authority”), owner and operator of the Greater Rochester International Airport (hereinafter called the “Airport”) in Rochester, New York.

The equipment used for parking transactions (excluding Zoom Lane transactions) at ROC is ZEAG equipment installed approximately two (2) years ago.

Parking credit card transactions run through a ZEAG system in conjunction with WEBPARCS (HUB Parking Technology). When a credit card is used at a piece of parking equipment, the information on the card is sent to WEBPARCS which then passes the transaction to Vantiv Card Services (internet based) and then to the bank processor.
SECTION 2 – SCOPE OF SERVICES

2.1 Scope of Services

The Agent and Authority desires to engage the services of a qualified company to provide merchant services and credit card processing for the parking operations at the Greater Rochester International Airport. A successful bidder should be experienced in offering these services, preferably to other similar clients. The Agent and Authority expect a reliable partner who will be focused on providing a dependable service to airport customers.

2.2 Submittal Requirements

Respondent(s) that submit a proposal must include sufficient details as outlined in section 3.5

2.3 Definitions

“Airport” Greater Rochester International Airport

“Agent” MAPCO Auto Parks, Ltd as Agent for the Monroe County Airport Authority

“Agreement” the document allowing the company to provide merchant services and credit card services for the Authority

“Authority” the Monroe County Airport Authority

“Company” the successful company

“Credit Card Transactions” summary/example of credit card transactions that the Company will provide services

“Proposal” document submitted by Respondent(s) to be considered for the agreement; the overall proposal shall include Respondents’ required information (Section 3) including Exhibits 5 and 6

“Respondent” any company or organization submitting a Proposal for the services requested in this RFP

“RFP” Request for Proposals

“Transactions” includes the total cash and credit parking transactions

2.3 Qualifications to Propose
The Company must possess the necessary certifications established by the credit card associations, including Payment Card Industry (PCI), and front-end processors to process the Airport’s parking transactions. The Company agrees to maintain these mandated certifications in the future as the requirements change.

2.4 Parking Facilities

AIRPORT INFORMATION

Owner: Monroe County Airport Authority (MCAA)
Location: Monroe County
          Rochester, New York
Identifier: ROC

PARKING FACILITIES

The parking facilities and lot counts are as follows:

- Surface Lots - 2,153
- Garage - 2,080
- Weekly - 575
- Employee – 365
- Overflow - 1,580

Attached Exhibit 2 is a map of the Greater Rochester International Airport parking facilities.

PARKING TRANSACTIONS

Attached Exhibit 3 summarizes the number of parking Transactions for calendar years 2015 and year to date 2016.

PARKING REVENUE

Exhibit 4 is a summary of annual revenue by card type for years 2012 to 2016 year to date.
SECTION 3 – SPECIFIC PROPOSAL REQUIREMENTS

3.1 Submission of Proposal

A. Acceptance Period and Location. To be considered, Respondents must submit a complete response to this RFP. Respondents not responding to all information requested in this RFP or indicating exceptions to those items not responded to may have their proposals rejected as being non-responsive.

Sealed proposals must be received at the address below on or before 3:00 PM Eastern Time, on November 22, 2016.

Shannon Brean
Purchasing Coordinator
MAPCO Auto Parks as Agent for the
Monroe County Airport Authority
488 White Spruce Blvd
Rochester, New York 14623

Refer to Section 3 for further detail regarding response formats and requirements. There will be no public opening of the proposals.

B. Required copies. Respondents must submit one (1) signed original Proposal and three (3) complete copied sets of the signed original Proposal. Proposals should be clearly marked as “Proposal for Merchant Services and Credit Card Processing.” The Respondent must also include a copy of its full proposal on a CD or USB Flash Drive. The Respondent will make no other distribution of proposals. An official authorized to bind the Respondent to its provisions must sign the Proposal.

C. Pricing Period. For this RFP, the proposal must remain valid for a minimum of 120 days past the due date for receipt of RFPs.

D. Economy of Preparation. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Respondent's capabilities to satisfy the requirements of the RFP. Expensive bindings, color displays, promotional material, etc. are not necessary or desired. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. Vague terms such as "Respondent complies" or "Respondent understands" should be avoided.

3.2 Response Date

To be considered, sealed proposals must arrive to the location on or before the time and date specified in Section 3.1(A). Requests for extension of the
submission date will not be granted. Respondents mailing proposals should allow ample delivery time to assure timely receipt of their proposals.

### 3.3 Clarification of RFP and Questions

Questions that arise prior to or during proposal preparation must be submitted in writing or via email pursuant to the instructions in Section 1 of this RFP. Questions and answers will be provided to all registered Respondents who have received RFPs and must be acknowledged in the RFP response. No contact will be allowed between the Respondent and any other member of the County or Agent with regard to this RFP during the RFP process unless specifically authorized in writing by the RFP Coordinator. Prohibited contact may be grounds for Respondent disqualification.

### 3.4 Addenda to the RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all Respondents that received the original RFP and registered their contact information. An acknowledgment of such addenda, if any, must be submitted with the RFP response. Applicants will only receive notices of addenda by downloading the original RFP document via www.mapcoparking.com.

### 3.5 Organization of Proposal

This section outlines the information that must be included in your proposal. Please respond with your information in the same order as the items in the section. Information provided to the Authority that the applicant wishes to have treated as proprietary and/or confidential trade information should be identified and labeled “Confidential” or “Proprietary” on each page and should include a written request to except it from disclosure.

**A. Transmittal Letter.** Each response to the RFP should be accompanied by a letter of transmittal not exceeding one (1) page that summarizes key points of the proposal and which is signed by an officer of the firm authorized to commit the Respondent to the obligations contained in the proposal. The transmittal letter should also include a phone number, fax number and e-mail address for the Respondent’s contact person.

**B. Table of Contents.** Include a Table of Contents at the beginning, which clearly outlines the contents of your proposal.

**C. Company Information.** Provide information related to your company and any companies you are proposing to use as sub-contractors. Specifically address the following:

1. Year the company was organized.

2. Identification of company ownership.
3. Financial Information:

   a. **Publicly Owned or Not for Profit Organizations**: Financial history of the company covering the last three years. Submit a Consolidated Balance Sheet for the most recent year prepared by an independent certified public accountant in accordance with generally accepted accounting principles. The County reserves the right to request additional financial information during the proposal review process.

   b. **Privately Held Companies**: Total gross revenues of the company covering the last three years.

4. Functions and location of your nearest regional office to Monroe County. Identify the location of your company’s headquarters.

5. Anticipated growth of your organization including expansion of the client base and acquisitions.

6. Any conflicts of interest that may affect the County’s potential selection of, or entering into an agreement with, your organization, i.e. your organization currently holds an agreement with the County for other services, a relative of any employee of the Respondent is a member of the selection committee, etc.

7. Any disputes or litigations as a result of services provided for Monroe County, either through a direct contract with Monroe County or as a subcontractor to another entity contracting with Monroe County.

D. Availability and method(s) of contact of account representative (customer service).

E. Transaction flow chart representing a transaction from the sale to settlement of the funds at the depository bank.

F. Sample Agreement.

G. Description or samples of reports, information and services available online.

H. Experience. Provide experience of merchant services and credit card processing.

I. References. Provide a minimum of four (4) references from current clients.

J. Cost Sheet detailing any and all fees that are associated with accepting Visa, MasterCard, Discover, American Express as form(s) of payment for parking at the Airport (including Exhibit 6).
K. Completed Exhibits 5, 6 and 7.

3.6 Evaluation and Respondent Responsibility

A. Method of Evaluation

A. Evaluation Committee. Selected personnel from Mapco and Authority will form the evaluation committee for this RFP. It will be the responsibility of this committee to evaluate all properly prepared and submitted proposals for the RFP and make a recommendation for award.

B. Evaluation and Selection Criteria. All properly prepared and submitted proposals shall be subject to evaluation deemed appropriate for the purpose of selecting the Respondent with whom a contract may be signed. Responses to this RFP will be evaluated according to criteria that Mapco and the Authority deems pertinent to these services, which may include, but may not be limited to, the following:

- Reporting Capabilities
- Reliability
- Proposal Format and Requirements
- Ability to work with ZEAG Equipment (HUB Parking Technologies)
- Customer Service
- Cost
- Experience
- Promptness of settlement of funds to MCAA
- Other pertinent criteria

C. Contract Approval Process. Respondents must be aware that any contract resulting from this request for proposals is subject to prior approval by the Monroe County Airport Authority.

3.7 Oral Presentation

Respondents who submit a proposal may also be required to make an oral presentation of their proposal. These presentations will provide an opportunity for the Respondent to clarify their proposal to ensure a thorough mutual understanding. At the same time, Mapco is under no obligation to offer any Respondent the opportunity to make such a presentation.

3.8 Investigations

Mapco reserves the right to conduct any investigations necessary to verify information submitted by the Respondent and/or to determine the Respondent’s capability to fulfill the terms and conditions of the RFP contract document. Mapco
reserves the right to visit a prospective Respondent’s place of business to verify the existence of the company and the management capabilities required to administer this agreement. Mapco will not consider Respondents that are in bankruptcy or in the hands of a receiver at the time of tendering a proposal or at the time of entering into a contract.
SECTION 4 - GENERAL INFORMATION FOR THE RESPONDENT

4.1 Reservation of Rights

Mapco reserves the right to refuse any and all proposals, in part, or in their entirety, or select certain products from various Respondent proposals, or to waive any informality or defect in any proposal should it be deemed to be in the best interest of Mapco. Mapco is not committed, by virtue of this solicitation, to award a contract, or to procure or contract for services. The proposals submitted in response to this solicitation become the property of Mapco. If it is in its best interest to do so, the Mapco reserves the right to:

A. Make selections based solely on the proposals or negotiate further with one or more Respondents. The Respondent selected will be chosen on the basis of greatest benefit to Mapco as determined by an evaluation committee.

B. Negotiate contracts with the selected Respondents.

C. Award a contract to more than one Respondent.

4.2 Contract Negotiation

Negotiations may be undertaken with those Respondents whose proposals prove them to be qualified, responsible, and capable of fulfilling the requirements of this solicitation. The contract that may be entered into will be the most advantageous to Mapco, price and other factors considered. Mapco reserves the right to consider proposals or modifications thereof received at any time before a contract is awarded, if such action is in the best interest of the Authority.

4.3 Acceptance of Proposal Content

The contents of the proposal of the successful Respondent may become contractual obligations, should a contract ensue. Failure of a Respondent to accept these obligations may result in cancellation of the award. The awarded Respondent will be required to provide Mapco with a Word version of its final proposal.

4.4 Prime Responsibilities

The selected Respondent will be required to assume responsibility for all services offered in its proposal whether or not provided by them. The selected Respondent will be liable, both individually and severally, for the performance of all obligations under the awarded contract and will not be relieved of non-performance of any of its subcontractors. Further, the Mapco shall approve all subcontractors and will consider the selected Respondent to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.
4.5 Property Rights

For purposes of this document and for the contract, the term “Work” is defined as all data, records, files, information, work products, discs or tapes developed, produced or generated in connection with the services to be provided by the Respondent. The Authority and the Respondent intend the contract to be a contract for services and each considers the Work and any and all documentation or other products and results of the services to be rendered by the Respondent to be a work made for hire. In submitting a proposal in response to this solicitation, the Respondent acknowledges and agrees that the Work (and all rights therein) belongs to and shall be the sole and exclusive property of the Authority.

The Respondent and the Respondent’s employees shall have no rights in or ownership of the Work and any and all documentation or other products and results of the services or any other property of the Authority. Any property or Work not specifically included in the Contract as property of the Respondent shall constitute property of the Authority.

In addition to compliance with the right to audit provisions of the contract, the Respondent must deliver to the Authority, no later than the twenty-four (24) hours after receipt of the Authority’s written request for same; all completed, or partially completed, Work and any and all documentation or other products and results of the services under such contract. The Respondent’s failure to timely deliver such work or any and all documentation or other products and results of the services will be considered a material breach of the contract. With the prior written approval of the Authority, this twenty-four (24) hour period may be extended for delivery of certain completed, or partially completed, work or other such information, if such extension is in the best interests of the Authority.

The Respondent will not make or retain any copies of the Work or any and all documentation or other products and results of the services provided under such Contract without the prior written consent of Mapco.

4.6 Contract Payment

Actual terms of payment will be the result of agreements reached between Mapco and the Respondent selected.

4.7 Notification of Respondent Selection

All Respondents who submit proposals in response to this solicitation will be notified by the Coordinator of acceptance or rejection of their proposal.

4.8 Independent Price Determination
A. By submission of a proposal, the Respondent certifies, and in case of a joint proposal, each party thereto certifies as to its own organization, that in connection with the proposal:

(1) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, with any other Respondent or competitor for the purpose of restricting competition; and

(2) No attempt has been made or will be made by the Respondent to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

B. Each person signing the proposal certifies that:

1. They are the person in the Respondent’s organization responsible within that organization for the decision as to prices being offered in the proposal and they have not participated and will not participate in any action contrary to A.1 and A.2 above; or

2. They are not the person in the Respondent’s organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in certifying that such persons have not participated, and will not participate, in any action contrary to A.1 and A.2 above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to A.1 and A.2 above.

C. A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify A.1 and A.2 above.

4.9 Incurring Costs

Mapco is not liable for any costs incurred by Respondent prior to the effective date of the contract.

4.10 Material Submitted

All right, title and interest in the material submitted by the Respondent as part of a proposal shall vest in Authority upon submission of the Respondent’s proposal to Authority without any obligation or liability by Authority to the Respondent. Authority has the right to use any or all ideas presented by a Respondent.

Authority reserves the right to ownership, without limitation, of all proposals submitted. However, because Authority could be required to disclose proposals under the New York Freedom of Information Law (Public Officers Law §§ 84 – 90), Authority will, to the extent permitted by law, seek to protect the Respondent’s interests with respect to any trade secret information submitted as follows:
Pursuant to Public Officers Law § 87, Authority will deny public access to Respondent’s proposal to the extent the information constitutes a trade secret, which if disclosed would cause substantial harm to the Respondent’s competitive position, provided the Respondent identified the information it considers to be a trade secret and explains how disclosure would cause harm to the Respondent’s competitive position.

4.11 MWBE/DBE Policy and Requirements

The Authority’s goal is to increase the number of Minority and Women Owned Business Enterprises (MWBE) and Disadvantaged Business Enterprises (DBE) in all possible areas of Monroe County procurement. In furtherance of those efforts, Respondents should utilize best efforts in achieving the goals for MWBE/DBE participation.

4.12 Proposal Certification

The Respondent must certify that all material, supervision, and personnel will be provided as proposed, at no additional cost above the proposal price. Any costs not identified and subsequently incurred by the Authority must be borne by the Respondent. This certification is accomplished by having the Proposal signed by an individual who has the authority to bind the Respondent.
EXHIBITS

EXHIBIT 1 – CERTIFIED NETWORK PROCESSORS

Alliance Data/Heartland (SPS Host)
Cardnet (FDMS North)
Elavon (Nova Host)
Envoy (FDMS Nashville)
EPX – Phoenix Payments
FDMS Buypass
FDR (FDMS Omaha)
Global Payment Sys (NDC Host)
Global Payment Sys (NDC Terminal)
Heartland Exchange
Paymentech (Host)
Paymentech (Terminal)
WorldPay (Host)
WorldPay (Terminal)
Vantiv
Vital/TSYS
EXHIBIT 2 – PARKING FACILITIES
EXHIBIT 3 - PARKING TRANSACTIONS

Credit Transactions Only

There are four primary areas that receive credit card payments. The four locations are profiled below, with average transaction prices.

<table>
<thead>
<tr>
<th></th>
<th>Main Exit Plaza</th>
<th>Terminal Pay on Foot</th>
<th>Shuttle Lots</th>
<th>Valet</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Transactions</td>
<td>Amount</td>
<td>Transactions</td>
<td>Amount</td>
</tr>
<tr>
<td>2015</td>
<td>176,396</td>
<td>$7,337,362</td>
<td>865</td>
<td>$9,169</td>
</tr>
<tr>
<td>YTD 2016</td>
<td>102,492</td>
<td>$4,015,559</td>
<td>7,874</td>
<td>$171,073</td>
</tr>
<tr>
<td>Transaction Avg. 2015</td>
<td>$41.60</td>
<td>$10.60</td>
<td>$39.23</td>
<td>$75.33</td>
</tr>
<tr>
<td>Transaction Avg. 2016</td>
<td>$39.18</td>
<td>$21.73</td>
<td>$39.72</td>
<td>$77.91</td>
</tr>
</tbody>
</table>
## EXHIBIT 4 – PARKING REVENUE

Below is the annual detail of transaction payment amounts and types for the years 2012 through July, 2016.

<table>
<thead>
<tr>
<th>Year</th>
<th>Amex</th>
<th>Visa</th>
<th>Master</th>
<th>Discover</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$2,396,246.0</td>
<td>$3,947,869.20</td>
<td>$2,146,593.30</td>
<td>$260,822.20</td>
</tr>
<tr>
<td>2013</td>
<td>$2,472,068.0</td>
<td>$4,462,062.90</td>
<td>$2,208,594.30</td>
<td>$277,477.70</td>
</tr>
<tr>
<td>2014</td>
<td>$2,448,041.0</td>
<td>$4,736,939.00</td>
<td>$2,261,841.00</td>
<td>$272,001.50</td>
</tr>
<tr>
<td>2015</td>
<td>$2,568,090.4</td>
<td>$5,224,835.00</td>
<td>$2,445,740.80</td>
<td>$292,605.00</td>
</tr>
<tr>
<td>YTD</td>
<td>$1,624,028.3</td>
<td>$3,654,503.00</td>
<td>$1,723,797.20</td>
<td>$193,540.10</td>
</tr>
</tbody>
</table>

*YTD is through July*
EXHIBIT 5 - QUESTIONNAIRE

The following questions must be completed in their entirety and submitted with Respondent(s) proposal.

1. At what time does your batch close for the day and can this be done automatically? If no specific time, are there any time restrictions?

2. If there is a communication error on your end and we are unable to process Credit Card Transactions, what steps are in place to get your system operational?

3. How does your Company handle charge backs?

4. Can you provide next day settlement? If not, what are the settlement options?

5. How is settlement made to MCAA’s account and how is this information described on the bank statement?

6. How are your fees charged to MCAA (i.e. are they netted against a settlement, automatically withdrawn, etc.).

7. Are there any fees associated with the initial set-up? If so please provide a list of all charges.

8. Are there any limitations to the number or dollar amount of Credit Card Transactions that are batched?

9. How to you handle multiple merchant accounts?

10. Do you currently have the proper certifications to process Credit Card Transactions with HUB Parking Technologies? Please provide any information you deem necessary.

11. Do you currently use a third party processor?

12. Describe your PCI-DSS compliance status and how you maintain compliance.
Please provide the fees MCAA would be charged by your company for the following transactions:

<table>
<thead>
<tr>
<th>Description</th>
<th>Proposed Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC CORPORATE PRODUCT INTERNATIONAL PURCHASING MC DATA RATE I BUSINESS DEBIT</td>
<td></td>
</tr>
<tr>
<td>MC ENHANCED MERIT III</td>
<td></td>
</tr>
<tr>
<td>MC INTERREGIONAL CONSUMER PREMIUM ELECTRONIC MC WORLD ELITE MERIT III</td>
<td></td>
</tr>
<tr>
<td>MC WORLD HIGH VALUE MERIT III</td>
<td></td>
</tr>
<tr>
<td>MC WORLD MERIT III - 1330</td>
<td></td>
</tr>
<tr>
<td>VS BUSINESS CARD - CARD PRESENT DEBIT</td>
<td></td>
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<tr>
<td>VS BUSINESS CARD - STANDARD DEBIT</td>
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<td>VS BUSINESS CARD-RETAIL</td>
<td></td>
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<tr>
<td>VS BUSINESS ENHANCED - RETAIL</td>
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<td>VS BUSINESS ENHANCED - STANDARD</td>
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<tr>
<td>VS BUSINESS TIER 4 RETAIL</td>
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<td>VS BUSINESS TIER 4 ST AND ARD</td>
<td></td>
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<tr>
<td>VS COMMERCIAL CARD STANDARD (BUSINESS)</td>
<td></td>
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<tr>
<td>VS COMMERCIAL CARD STANDARD (PURCHASING)</td>
<td></td>
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<tr>
<td>VS COMMERCIAL STANDARD</td>
<td></td>
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<tr>
<td>VS CORPORATE CARD-RETAIL</td>
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<td>VS CPS SMALL TICKET - CK-DURBIN</td>
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<tr>
<td>VS CPS SMALL TICKET - DEBIT</td>
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<td>VS EIRF - 1220</td>
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<td>VS EIRF - CK-DURBIN FRAUD</td>
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<td>VS EIRF DEBIT</td>
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<td>VS HNWRTL</td>
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<td>VS INTL MERCHANT - COMMERCIAL CARD - 1605</td>
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<tr>
<td>VS PREMIUM CARD INTERREGIONAL</td>
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<td>VS PURCHASE CARD-RETAIL</td>
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<tr>
<td>VS SIGNATURE BUSINESS - RETAIL</td>
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<td>VS SIGNATURE BUSINESS - STANDARD</td>
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<td>VS SIGNATURE PREFERRED COMMERCIAL STANDARD VS SIGNATURE PREFERRED RETAIL</td>
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<td>DS COMMERCIAL ELECTRONIC</td>
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<td>DS PSL - EXPRESS SERVICES (PREMIUM PLUS)</td>
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<td>DS PSL - EXPRESS SERVICES (REW ARDS)</td>
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<td>DS PSL - RETAIL (REWARDS)</td>
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EXHIBIT 7 - ADDITIONAL REQUIRED INFORMATION

**Structure**
Processor
Independent Sales Organization (ISO)
Agent/Employee of ISO
Agent/employee of Processor

**Location**
Distance from Greater Rochester International Airport?
Years at this location?
Number of Rochester NY Representatives
Is phone customer service provided during business hours at this location?
How many customer service personnel work at this location?
Are replacement credit card terminals available locally?
What number will we call for billing questions from 8-5?
what number will we call for Equipment questions from 8-5?

**Processor**
Please list the processors you work with.
What front end networks can you board merchants on?
Who is the sponsor bank?
What equipment manufacturers are class A certified with each Front End?
What is the batch out time to receive next day funding on each Front End?

**PCI Compliance**
What is the name of the PCI compliance assessment company you use?
What help, if any, do you provide to get us compliant each year?
What level of PCI compliance is your Agent or ISO office?
Does your local office have the Report on Compliance (ROC) certification?

**Contract/Agreement**
What is the term of your agreement?
What is the Early Termination Fee Amount?

**Pricing**
Does Your company alter or markup Interchange or Assessments (Costs)?
How long is your pricing over cost guaranteed?
How much (%) over our stated volume before a price reduction happens?
Aside from a Percentage and transaction fee over interchange and Assessment, what other costs would we have?
Do you have an annual fee?
Cost for PCI Compliance?
Cost for PCI Non-Compliance?
Cost for a voice authorization?
Monthly Fees?
Batch Fee Cost?

**Reporting**
What online reporting will we receive for each of our merchant accounts?
Can we access multiple merchant accounts with one login?
Is there a cost for this service?
Can we upload and view chargeback data within this same portal?
Can we view previous statements and download them from this portal?