

**MAPCO Auto Parks Ltd As Agent for  
The Monroe County Airport Authority**



**Request for Proposal – Addendum 1**

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

**Release Date: October 25, 2021**

**Response Deadline: November 18, 2021**

**Addendum 1: November 2, 2021**

**488 White Spruce Blvd.  
Rochester, New York 14623**

1. The cover page and page 4 indicate 11/18 as the response date, however on page 7 there is a reference to a submission date of 11/10?

**The proposal is due Thursday, November 18 at 3PM EST**

2. When does your current contract expire?

**December 31, 2021 at 3:00PM EST**

3. How many merchant accounts is processed under today?

**4 MIDS –**

**MCAA Parking ROC Main Exit, MCAA Parking ROC POF Terminal,  
MCAA Parking ROC Shuttle, MCAA Parking ROC Valet**

4. What is the annual number of credit card transactions processed today by card type?

**In 2019 total transactions were 286,768**

**AMEX 53,020**

**Discover 7,643**

**MasterCard 66,352**

**Visa 159,753**

**In 2020 total transactions were 93,520**

**AMEX 13,843**

**Discover 2,387**

**MasterCard 22,200**

**Visa 55,086**

5. Is Pin debit transactions accepted today if so, please provide the annual volume and number of transactions accepted?

**PIN debit transactions are not accepted.**

6. In reference to 1.6 Background, on page 4 “WEBPARCS which then passes the transaction to Vantiv Card Services (internet based)” is the Authority referring to the communication method used for the “internet based” reference information?

**Vantiv Card Services was written in error, the current processor is Payment Processing Consultants (PPC). WEBPARCS is part of the Access Revenue Control System. The transactions are processed by PPC and the communication between the two services is web based.**

7. Are all transactions accepted in the five primary areas that receive credit card payments face-to-face acceptance or are phone and Web payments accepted also. Please provide annual number of transactions and volume for each acceptance method, including any recurring.

**All transactions are processed at the airport. There are four exceptions to Phone/web payments currently:**

- Reimbursements are processed through our current credit card processor
- 142 transactions paid by credit card, through Authorize.net, a website portal, for yearly use of location
- The Airport's Valet had 0 transactions process in 2020, however when that operation was in service, they are transacted face to face between the customer and valet through an internet portal (AVPM) to process payments.
- Zoom-EZ Payments are process through HUB's WEBPARCS Account System Management (ASM) website platform.

8. If any stand-alone credit card terminals are used today, please provide the number of each, manufacturer, make and model and if owned, rented, or leased?

**MAPCO does not have any equipment onsite as of August 2021. The equipment we did have onsite was provided by the current processor at no charge.**

9. If any pin pads are used today, the number of each, manufacturer, make and model and if owned, rented, or leased?

**N/A**

10. What specific ZEAG equipment is used today, the number of each, make and model of each and if owned, rented or leased? Is the current models EMV capable or will they need to be replaced with EMV capable devices? If the Authority is considering replacement, please provide the make and model and number of each replacement?

**ZEAG Equipment Used:**

**(3) ZEAG APS**

**(7) ZEAG APC**

**(5) ZEAG Fee Computers**

**(1) ZEAG APL**

**The equipment is owned, EMV enabled, however the EMV is inactive at this time. They will be replaced with new EMV devices in the future.**

**11. EXHIBIT 1 – CERTIFIED NETWORK PROCESSORS, what does this list represent, is it the processors the WEBPARCS HUB Parking Technology solutions can process through that the Authority uses today, please expand on the relevance?**

**Exhibit 1 (reattached at the end of the addendum) references current list of compatible processors who work with WEBPARCS. Windcave has been added to the list.**

**12. Will the WEBPARCS HUB Parking Technology system have the authority or does the Authority plan to implement EMV?**

**The Authority is not currently planning a move to an EMV solution.**

**13. What third-party payment interface/gateway is currently used, DataPark DP11000 PARS, CreditCall Card Ease or Direct Payment Solutions' Payment Express or if other please provide company name and product name of the solution?**

**MCAA Parking ROC Main Exit – Datacap Net Epay and Authorize.net  
MCAA Parking ROC Valet – TSYS TXP Direct Integration and Authorize.net  
MCAA Shuttle - Datacap Net Epay  
MCAA Kiosk - Datacap Net Epay**

**14. Is the Authority planning to use the current payment interface solution or is it considering either the Six Payments or Tender Retail solutions that Hub parking Technology was evaluating?**

**The current HUB payment interface will be used.**

**15. Will the WEBPARCS HUB Parking Technology system application or version have to be updated if the Authority implements EMV? Is the updated application available for implementation today, if not when is the targeted date of availability?**

**See answer for #10**

**16. Is any POS system used in addition to the WEBPARCS HUB Parking Technology system provide the company name, product name and version, including service packs of each POS system, company name and product name of any payment interface/gateway used with the POS system?**

**N/A**

**17. Is any Mobile payment application used by the Authority today, if so please provide company name and product name and acceptance area, and include company name and product name of any third-party payment interface or gateway used with the mobile solution?**

**N/A**

18.If a third-party payment gateway is used for web payment processing, provide the company name and product name of the gateway and areas using this acceptance type?

**See Answer for #13**

19.Are any recurring transactions performed and automatically executed by the current vendor?

**There are no recurring transactions.**

20.Is the website payment interface via a hosted order page or application programming interface?

**Website payment interface is via a hosted order page using Authorize.net as the interface.**

21.Who funds the Authority for Discover transactions?

**The fees for Discover transactions are withdrawn from the credit card deposit account.**

22.Who funds the Authority for American Express transactions?

**The fees for American Express transactions are withdrawn from the credit card deposit account.**

23.Is the Authority PCI compliant today and what is your PCI level?

**Yes, the Authority is level 2 PCI compliant.**

24.Does any location utilize tokenization today, if so please provide the tokenization method and product used?

**All locations are using TSYS Tokenization**

25.Does any location utilize point-to-point (P2P) or end-to-end (E2E) encryption today, if so, please provide the encryption method and product used?

**All locations utilize TSYS E2E**

26.What is the time frame of your current funding for payment of your settlement items?

**Our payments have a 1-2-day settlement process.**

27.How are you funded via ACH or wire?

**N/A**

28. What depository bank are your funds settled into?

**M&T Bank**

29. What is your settlement cutoff time?

**Equipment batches between 3am – 6:30am depending on Merchant IDs.**

30. How do you wish to be priced – Interchange pass-through or blended?

**Please provide pricing for either or both methods.**

31. The RFP indicates Mapco's intentions to enter into an agreement for Merchant Services on behalf of The Authority. Since this would require a third party Merchant Relationship that complicates liability risk underwriting, is the Authority willing to enter into The Merchant Agreement directly?

**There is no 3<sup>rd</sup> party relationship. The Authority will be signing the Agreement.**

32. Section 1.6 on page 4 provides some background on the parking interfaces but not the gateway. Likewise, page 16 indicates the Certified Network processors but not the Gateway. Please provide the card processing gateway interface.

**Authorize.net**

33. Please provide recent statements for each of the existing merchant accounts.

**The statements will not be provided for this RFP.**

34. Do you know the fee schedule, if any, that WEBPARCS (HUB Parking Technology) requires of processors to integrate with their system?

**No fee that we are aware of.**

35. How long has the incumbent vendor been in place and are they participating in the RFP process?

**The incumbent vendor has been in place for 5 years and they have been invited to participate in the RFP process.**

36. Is Mapco/MCAA required to issue an RFP for merchant and credit card processing services on a regular basis?

**Yes**

37. Would you be able to provide the RFP in a Word document (or the Question and Answer pages) so we can present our responses in a consistent format?

**We will not be able to provide the Word document.**

38. On page 20, Exhibit 3, Parking Transactions, does YTD represent “transactions through July” the same as in Exhibit 4 on page 21?

**Yes.**

39. On page 23, Exhibit 6, the heading states Quoted Fees (Continued on Next Page), but there seems to only be one page in the document. Are there additional pages for the Quoted Fees?

**Exhibit 6 is a one page document. The heading is incorrect.**

40. If we were to become a vendor to Mapco/MCAA, what kind of periodic review process is in place to help gauge Mapco/MCAA’s satisfaction with our services and secure feedback to improve the relationship on an ongoing basis?

**Please specify your proposed review process in your response.**

41. What resources, if any, from Mapco/MCAA would typically participate in the implementation process for merchant services and credit card processing (i.e., an implementation manager, technical resources, project manager, etc.)?

**Implementation team would be composed of HUB Manager, MAPCO Manager, Airport Representative, Bank Representative and MAPCO IT Manager.**

42. As a vendor, would our company or company individuals working with Mapco/MCAA be required to secure and pay for the completion of a background or other security check? If so, what is the anticipated cost?

**It is the vendor’s responsibility to ensure the integrity of their employees and that the proper security checks are in place.**

43. For PCI-DSS, we would anticipate that all transactions would pass through Mapco/MCAA’s servers, making PCI-DSS compliance a concern for Mapco/MCAA. We do offer a third-party solution, Trans Armor, that would be able to assist Mapco/MCAA in meeting this requirement, however, if this is not Mapco/MCAA’s understanding of how it anticipates PCI-DSS compliance needs to be achieved, please provide more information on Mapco/MCAA’s position.

**See answer #23**

44. Are there any startup costs associated with a merchant services provider change (i.e.; new hardware, hardware reprogramming, etc.) and, if so, who is expected to incur these costs?

**N/A**

45. Specifically, how will the preference of a local merchant services company be scored? The Location section on Exhibit 7 reads like it would be preferential to be close to the Rochester Airport.

**In section 3 of the document, Evaluation and Selection Criteria is shared on page 11. Local representation is important, but not the deciding factor.**

46. Table of Contents

- a. RFP Page 2, Section 4 – General Information for the Respondent
- b. Please provide clarification on the News Release, Indemnification and Insurance Requirements of the contract. The items are listed in the Section 4 of the Table of Contents but no additional language was provided in the RFP addressing these specific requirements.

**These items are not in the table of contents.**

47. Signature Requirement

With proposal responses due the week of Thanksgiving, will Monroe County accept a company representatives' electronic signature from a verified program such as DocuSign?

**The written Request for Proposals is to be delivered to our office at the proscribed time and date. Therefore, we will not accept an electronic signature or emailed RFP submission .**

48. Method of Evaluation

In section B. Evaluation and Selection Criteria one of the requirements is the ability to work with ZEAG Equipment (HUB Parking Technologies). Typically, vendors use middleware companies to connect. This process adds another layer of fees. In an effort to provide the most cost-effective program, do you require a direct connection to the processor without the use of third party middleware companies?

**We do not require a direct connection to the processor.**

49. What is the name of the payment gateway you are using through Hub Payment Technologies?

**Authorize.net**



50. Does your equipment currently have the ability to read chip cards? If not, is this a functionality you are interested in?

**Yes, however EMV is not enabled.**

51. In addition to HUB Parking Technology, do you use standalone terminals, card readers, or pin pads? If so, do you own or rent these devices?

**N/A**

52. Who will be doing integration and/or installation between processing service and the current equipment (ZEAG & WEBPARCS)?

**The processing service will collaborate with ZEAG/WEBPARCS, MAPCO and the airport to provide a successful installation.**

53. Which payment gateway is integrated with WEBPARCS system?

**Authorize.net**

54. Are ZEAG payment stations connected to the system via Internet connection, Dial-up connection or Datawire?

**Fiber connection**

55. Is there any target % allocation for MWBE participation?

**Yes, please refer to Section 4, page 16, MWBE/DBE Requirements. There is also a percent allocation for ACDBE firms.**

56. Who is your current processor?

**Payment Processing Consultants**

57. What is the current rate (discount rate & transaction fee) for the credit card processing?

**This varies based on type.**

58. Where or how can we obtain a copy of incumbent winning RFP for reference?

**This will not be provided.**

59. Does MAPCO need additional equipment from the bidders? For example, counter-top credit card terminals or Point-of-Sale system/equipment?

**N/A**

60. Will WEBPARCS charge MAPCO any conversion fee for switching the processor?

**Not that we are aware of.**

61. Who will be responsible for training?

**Training should be provided by respondent or an alternative party proposed by respondent.**

62. Are ZEAG payment stations equipped with EMV technology?

**EMV is not enabled and is not planned at this time.**

63. What kind of reports is MAPCO getting from the current processor? What does the current reporting tool look like?

**Monthly statements are provided.**

64. Since our processor is First Data and we are able to support all First Data Platforms among FDMS North, FDMS Bypass, FDMS Nashville and FDMS Omaha, do you have any preference?

**We prefer the platform that would best serve the operations of the airport.**

65. What type of pricing is the current processor/TSYS providing: IC Plus, Flat Rate or Tiered?

**Processing fees vary by card type. Total fees consist of processing fees, surcharge fees and other fees.**

66. Which type of pricing are you requesting?

**Please see Exhibit 6 & 7 in the RFP.**

67. How many Merchant Accounts or MID's are there in total?

**See answer #3**

68. Please provide contact info for the relationship manager at HUB Parking Technology.

**The relationship manager will be provided to the successful bidder.**

**69. Zeag equipment has been nonresponsive in order to ensure integration and PCI Compliance, please advise?**

**We're in full compliance with PCI integration.**