



**One Washington Boulevard
 Detroit, Michigan 48226-4420
 313.877.8777**

**Automatic Teller Machines (ATM)
 Request for Proposal No. 10-112
 Issued: November 18, 2009**

Introduction/ Objectives: The Detroit Regional Convention Facility Authority (Authority) invites banks and other providers of Automatic Teller Machine (ATM) services to submit statements of qualifications and proposals for the provision ATM equipment and services to be located in the main concourse of the Cobo Conference/Exhibition Center located in Detroit, Michigan.

The minimum required qualifications and services are described in the following documents that comprise, together with any addendum subsequently issued in accordance with this Request, the basis for the statement of qualifications and proposal.

Attachments:

Attachment 1: **Scope of Work** – Automatic Teller Machines

Attachment 2: **Proposal Format Guidelines**

Background: On September 15, 2009 the Detroit Regional Convention Facility Authority (the "Authority"), via a thirty year lease arrangement with the City of Detroit, assumed full operational and facility management control of the existing Cobo Hall Convention and Exhibition Center (the Facility) located in downtown Detroit, Michigan. The Authority is established and composed under the authority granted by the Michigan Legislature in the State of Michigan Public Act 63 - HB 4998.

The Authority is governed by a five member Board established by the enabling legislation comprised of appointees from The State of Michigan, the Wayne County, Oakland County, Macomb County, and the City of Detroit.

The existing 1 million plus square foot convention and exhibition Facility is currently in operation and, among other on-going annual events, has been the host facility for the North American International Auto Show (renamed in 1989) since 1961.

PROPOSAL SUBMISSION REQUIREMENTS

Schedule of Events	11/17/ 2009	Release of RFP
	None	Pre bid meeting/ site visit
	12/2/2009	Deadline for Written Questions
	12/9/2009	Proposals are Due by 12:00 noon NO LATE BIDS ACCEPTED
	12/18/2009	Proposal Evaluation Completed (tentative)
	12/23/2009	Award of Business (tentative)

<p>Delivery of Proposals</p>	<p>Five (5) copies of your complete written proposal, clearly labeled as "ATM Request for Proposal" must be submitted in a sealed opaque envelope addressed to</p> <p style="text-align: center;">Bob Johnson, Interim Head of Purchasing Detroit Regional Convention Facility Authority One Washington Boulevard Detroit, MI 48226</p>
<p>Questions</p>	<p>Questions regarding these specifications may be directed, in writing only, by email to:</p> <p>Bob Johnson, Interim Head of Purchasing johnsonrbt@aol.com</p> <p>All questions or clarifications must be directed to the individual or committee listed above. Any attempt to contact an Authority representative other than that listed, regarding current bids may be grounds for disqualification as a vendor.</p>
<p>Addenda</p>	<p>The Authority reserves the right to make written modifications to this RFQ/P by written addenda prior to the proposal due date. The Authority shall be the sole and exclusive originator of any revisions to this RFQ/P. The proposing bidder shall be responsible to secure all addenda and to accommodate all revisions in their submitted statements and proposal. Receipt and incorporation of each addendum shall be clearly indicated in the proposal.</p>
<p>Proposal Format Guidelines</p>	<p>Reference those found in the attachment, "Proposal Format Guidelines".</p>
<p>Complete Proposals</p>	<p>A bidder submitting a response to this RFQ/P shall include the full scope of the requested services and not a limited specific type services. Proposals which do not provide for the full scope of the required services shall be considered non responsive.</p> <p>The submitted proposal shall be executed by a duly authorized official certifying to the Authority that the submitted statements and proposal accurately and honestly state the bidder's qualifications and capability. The submitted response shall identify the names, addresses, and phone numbers of each person authorized by the proposing bidder to negotiate and execute the proposed professional services agreement.</p>
<p>Evaluation Criteria</p>	<p>The Authority's evaluation and selection process is based upon qualifications based selection and the requirements of the enabling act. The Authority may use some or all of the following criteria in its evaluation and comparison of proposals submitted. The criteria listed are not necessarily an all-inclusive list. The order in which they appear is not intended to indicate their relative importance:</p> <ul style="list-style-type: none"> a.) Compliance with RFP requirements. b.) Understanding of the project. c.) Recent experience in conducting similar scope, complexity, and magnitude for other public agencies.

	<p>d.) Price. e.) References.</p> <p>The Authority may also contact and evaluate the bidder's references; contact any bidder to clarify any response; contact any current users of a bidder's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The evaluation committee shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interests of the Authority.</p> <p>After written proposals have been reviewed, discussions with prospective companies may or may not be required. If scheduled, the oral interview will be a question/answer format for the purpose of clarifying the intent of any portions of the proposal. The individual from your company that will be directly responsible for carrying out the contract, if awarded, should be present at the oral interview.</p> <p>A Notification of Intent to Award may be sent to the vendor selected. Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing vendors unless an agreement is reached. If contract negotiations cannot be concluded successfully, the Authority may negotiate a contract with the next highest scoring vendor or withdraw the RFP.</p>
Proposal Preparation Costs	<p>The bidder and any entities assisting in the preparation of a response to this RFP agrees and understands that the cost of preparing and submitting a response to this RFP and any subsequent interviews shall not be reimbursed by or in any way the obligation of the Authority. The bidder acknowledges that submission of a response is a voluntary action on the part of the bidder.</p>
Organization	<p>The proposing bidder agrees to appoint a qualified key individual to coordinate all activities performed and provision of services by the bidder's company and any applicable sub contractors required to provide the required services. The bidder's key individual shall coordinate and report all of the bidder's activities relating to the services provided to Authority. The bidder's key individual shall assume the duty to keep Authority informed of all issues involving the services provided. The bidders key individual shall be responsible for coordinating and obtaining information, access, equipment, materials and labor necessary for the provision of the proposed services</p>
Offer Period	<p>Bids will remain firm for a period of one hundred twenty (120) days after the bid due date.</p>
Contract Discussions	<p>Prior to award, the apparent successful company may be required to enter into discussions with the Authority to resolve contractual differences. These discussions are to be finalized and all exceptions resolved within one week from notification. If no resolution is reached, the proposal may be rejected and discussions will be initiated with the second highest scoring company.</p>

Term of Contract	Will be as defined in the Attachments
Termination	The Authority reserves the right to terminate any award to the bidder without cause upon 30 days notice.
Errors, Omissions and/or Discrepancies	Bidders shall not be allowed to take advantage of errors, Omissions and/or discrepancies found in these specifications.
Sales and Excise Taxes	The Authority, being a governmental unit is exempt form sales and federal excise taxes. Our Tax ID number is 26-4510188 Pricing quoted should be net, exclusive of any taxes.
Insurance Requirements	Within ten (10) consecutive calendar days of award of contract, the successful bidder must furnish the Authority with the certificates of Insurance. Failure to furnish the required certificates within the time allowed may result in forfeiture of the award of business.
Fair Employment Practices	The bidder shall comply with all Federal and State fair employment and employee protection regulations.
Withdrawal of Proposal	The bidder shall certify agrees that it submitted Proposal will remain firm and will not be withdrawn for a period of ninety (90) days after the proposal due date.
Conditions of Proposal Acceptance	This RFP does not commit the Authority to award a contract or to pay any costs incurred for any services. The Authority, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any qualified source or to cancel this RFP in part or in its entirety. Past experience and performance may be a factor in making an award. All proposals will become the property of the Authority. If any proprietary information is contained in the proposal it should be clearly identified.
Qualifications	The bidder shall certify it qualified to immediately engage in the provision of the proposed services and to immediately identify and provide capable, experienced and familiar professionals to expertly perform the proposed services. The bidder shall certify that it has the necessary finances, personnel, equipment and working organization available to provide the services to meet and exceed the Authority's expectations.
Not In Arrears	The bidder shall certify that, as of the date of its Proposal, the bidder is not in arrears to the State of Michigan for any debts whatsoever (including but not limited to back taxes). Further, the undersigned certifies that the bidder has not defaulted or currently in litigation on any other Project with State of Michigan, US Federal Government or the any County (Wayne, Oakland, Macomb) or the City of Detroit.

Attachment 1



Automatic Teller Machines (ATM) Request for Proposal No. 10-112

Scope of Work Issued: November 18, 2009

Background: Cobo's 700,000 square feet of prime exhibit space in five exhibit halls rank the facility as the 19th largest convention center in the country and home to the North American International Auto Show as well as many trade shows, conferences and exhibits.

Information regarding the facility is available at <http://www.cobocenter.com/>

Currently Cobo Center has a number of ATM machines located around the main floor and second floor of the Exhibition Hall, but intends to reduce the number of machines, giving them strategic placement, indoors on the main concourse and improving the overall quality and appearance of the ATM equipment.

Quantity of ATM Machines: Two (2) ATM machines will be located on the main concourse of Cobo Exhibition Hall in suitable locations to be defined by the Authority. The main concourse, where the machines will be located, has manned, 24 hour, perimeter, security guard protection

At the request of the Authority, during the term of the contract, and upon agreement of both parties, the bidder will provide additional machines, of the same specification, as may be needed to support expansion or remodeling of the facilities. Additional machines will be subject to the contract terms of the ATMs installed at the start of the contract term.

Specifications and Services: The following shall be included in the daily service of the ATM and the contract shall adhere to the conditions of operation outlined below:

1. ATM must offer withdrawal (cash dispensing) and balance inquiry services. It is not necessary for them to offer depository services.
2. Bidder shall install pre-approved "new" or "like new" equipment. The ATM equipment shall be installed, maintained and serviced by the bidder at no cost to the Authority. The ATM machines must be front loading.
3. ATM must be free standing. Preference is for units which are high quality kiosks with attractive, durable finishes, dedicated to the function of containing an ATM. Units must be self contained as there will not be additional areas provided for storage, etc.
4. Maintenance of the ATM will include repairing the hardware, upgrading the software, replenishing cash, providing armored carrier service, paying for telephone (data transmission) service, marketing, and any other utilities related to day to day operation.
5. Replenishment of cash must provide for weekend services.
6. Bidder shall provide a monthly report to the Authority accounting office detailing the activity of the ATM, including transaction volume, dollar amount and fees generated.

7. Installation and removal of the ATM will be the responsibility of the the bidder, all plans must have prior approval of the Authority. Any necessary building permits must be obtained by the bidder.
8. Signage displayed on the machine will provide operation instructions. Additional signage will be subject to the approval of the Director of Operations.
9. Bidder will be solely responsible for the security of the ATM and its contents and assumes all risk of damage to the ATM, contents and funds in transit.

Proposed term of ATM Lease Agreement: One (1) year with three (3), one (1) year renewal options.

Required Installation Date: Prior to January 16, 2010, the start of the North American International Auto Show.



**Automatic Teller Machines (ATM)
Request for Proposal No. 10-112**

PROPOSAL FORMAT GUIDELINES

Issued: November 18, 2009

Interested bidders are to provide the Authority with a thorough proposal using the following guidelines:

Proposal should be typed and should contain no more than 20 typed pages using a 12-point font size, including transmittal letter, but excluding Index/Table of Contents, vendor application form, tables, charts, and graphic exhibits. Each proposal will adhere to the following order and content of sections. Proposal should be straightforward, concise and provide "layman" explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer. Proposals, which appear unrealistic in the terms of technical commitments, lack of technical competence or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected. The following proposal sections are to be included in the bidder's response:

Background and Project Summary Section : The Background and Project Summary Section should describe your understanding of the Authority, the work to be done, and the objectives to be accomplished. Refer to Scope of Work of this RFP.

Approach Section: Provide a detailed description of the approach to be used to accomplish the Scope of Work of this RFP. The Approach Section should include:

- 1) The level of service and expected volume to be provided at ATM.
- 2) The per transaction service fees to be charged to the public (See section below titles Service Fees Charged To The Public).
- 3) A proposed timeline for the installation of equipment and operation start date.
- 4) Detailed description of efforts your company will undertake to achieve client satisfaction and to satisfy the requirements of the "Scope of Work" section.
- 5) Detailed ATM specifications including pictures.

Qualifications : The information requested in this section should describe the qualifications of the company, and key staff providing similar service within the past five years that are similar in size and scope. Information shall include:

- 1) Names of key staff that participated on named projects and their specific responsibilities with respect to this scope of work.
- 2) A summary of your company's demonstrated capability, including: Number of employees, number of ATM machines and length of time that your company has provided the services being requested in this Request for Proposal.
- 3) Provide at least three local references that received similar services from your company. The Authority reserves the right to contact any of the organizations or individuals listed.

Information provided shall include:

- Client Name
- Project Description

- Project start and end dates
- Client project manager name, telephone number, and e-mail address

Service Fees Charged to the Public: For ATM Services, the Authority has adopted a Value-Pricing Policy, also known as a “street pricing” policy. Value-Pricing means fees shall be equal to fees charged at comparable locations in the local area. The successful bidder may not charge fees in excess of street prices for any product or service. Each bidder must identify three operations in the local area that are comparable to Cobo Center, such as sports complexes, hotel conference centers and other hospitality locations to be used as the basis for pricing comparisons. During the term of the lease, fees will be checked semi-annually to assure compliance with this policy. The successful bidder may be required to select or use alternative comparable location if the Authority deems it necessary. If the bidder has existing locations in the local area, at least one of the bidder’s other locations must be specified as a comparable location.

	Comparable Location	Address of Comparable	Relationship of Comparable location to bidder
1			
2			
3			

Fee Proposal: Provide a fee proposal showing how your company will calculate a monthly operation fee to be paid to the Authority for the privilege of conducting operation within Authority facilities. The fee should contain a base rent fee and an additional fee based on the number of monthly ATM transactions.