RFP-00900 Committee Meeting March 4, 2013 Minutes

Evaluation Committee for Credit Card Processing Services; Contract No. 00900, held a duly noticed meeting on Wednesday, March 6, 2013, commencing at 9:09 A.M. in the Sand Piper Conference Room at the OOCEA Administrative Bldg, Orlando, Florida.

Committee Members Present:
David Wynne, Director of Toll Operations
Fred Nieves, Manager of E-Pass & Plaza Operations
Lisa Lumbard, Manager of Finance and Accounting
Iranetta Dennis, Director of Business Development
Paul Crawford, Systems Administrator

Other Attendees:
Robert Johnson, Manager of Procurement

Discussion:
Robert commenced the meeting collecting the Evaluation Committee Member Disclosure forms that the Committee members reviewed and executed. Robert explained the purpose of the meeting was to conduct a shortlisting of proposals. The Committee was given the opportunity to discuss the proposals with a general discussion by the Committee ensuing. Upon the completion of the discussion, evaluation sheets were collected and transcribed onto the Shortlisting Summary Sheet. The results are below:

<table>
<thead>
<tr>
<th>Firms</th>
<th>Average Score</th>
<th>Shortlisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank of America Merchant Services</td>
<td>262.8</td>
<td>Yes</td>
</tr>
<tr>
<td>Moneris Solutions</td>
<td>177.0</td>
<td>No</td>
</tr>
<tr>
<td>Online Resources Corp.</td>
<td>252.2</td>
<td>Yes</td>
</tr>
<tr>
<td>U.S. Bank</td>
<td>229.8</td>
<td>No</td>
</tr>
<tr>
<td>TransFirst</td>
<td>234.6</td>
<td>No</td>
</tr>
<tr>
<td>First Data Merchant Services (Seacoast)</td>
<td>257.2</td>
<td>Yes</td>
</tr>
<tr>
<td>First Data Merchant Services (SunTrust)</td>
<td>258.4</td>
<td>Yes</td>
</tr>
</tbody>
</table>

The Committee unanimously agreed to shortlist the four (4) Proposers who obtained the minimum average score of 250 to be shortlisted and open their Price Proposals.

Price Proposals

Robert then opened the Price Proposals with the following results:

Bank of America Merchant Services  $5,620,048.18
Online Resources Corp.  $850,165.92 – (Did not Complete Price Proposal)
First Data Merchant Services (Seacoast)  $6,875,730.27
First Data Merchant Services (SunTrust)  $8,185,969.76

The Committee recommends the Board approve ranking and recommend award of the Agreement to the top ranked Proposer Bank of America Merchant Services.
There being no further business to come before the Committee, the meeting was adjourned at 11:30 A.M. These minutes are considered to be the official minutes of the Evaluation Committee at its meeting held Wednesday, March 6, 2013.

Submitted by: [Signature]
Robert Johnson, Manager of Procurement

On behalf of the Evaluation Committee these minutes have been review and approved by:

[Signature]
David Wynne, Director of Toll Operations
Disclosure Form for Evaluation Committee Members

For this purpose, the term “relative” includes the following: father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepsister, half brother, or half sister or any person having the same legal residence as the employee.

The term “principal” means anyone who shares in the profits of the entity or whose compensation might vary based on the award or performance of the project.

The term “employed by” includes any receipt of compensation for services.

“May submit a proposal,” means planning to submit, or considering submission. If you don’t know, ask.

Persons serving on a selection committee in a solicitation process should be able to answer all the following questions in the negative. If the answer is affirmative, please explain below:

1. Are you, your spouse, child or anyone living in your household currently employed by any entity that may submit a proposal? ☐ ☑
2. Are you, or any relative, an officer, director, principal, or project team participant of, any entity that may submit a proposal? ☐ ☐
3. Do you, or does any relative, own more than 5% of any entity that may submit a proposal? ☐ ☐
4. Within the preceding 12 months have you, your spouse, child or anyone living in your household been offered employment or future employment or, had any discussion involving future employment with any entity that may submit a proposal? ☐ ☐
5. Within the preceding 12 months, have you, your spouse, child or anyone living in your household accepted a gift valued at over $100 from any entity, or a principal of any entity that may submit a proposal? ☐ ☑
6. Could the award of this contract result in any pecuniary gain to you, any relative, any business associate, or any entity that has employed or retained you within the past 12 months? ☐ ☑
7. Do you know of any reason that would impact your impartiality with respect to this solicitation? ☐ ☑

If you answer yes to any of these questions, please explain below
Additional comments

If the answer to any of the foregoing questions is “yes,” then your participation on the selection committee must be approved by the Executive Director after a review of all relevant facts.

I, Fred Nieves, hereby certify that I have read and understand the Orlando-Orange County Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

(Signature)

(Printed or typed name)
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If you answer yes to any of these questions, please explain below.

Additional comments

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6. Could the award of this contract result in any pecuniary gain to you, any relative, any business associate, or any entity that has employed or retained you within the past 12 months? □ Yes □ No
7. Do you know of any reason that would impact your impartiality with respect to this solicitation? □ Yes □ No

If you answer yes to any of these questions, please explain below

Additional comments

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If the answer to any of the foregoing questions is “yes,” then your participation on the selection committee must be approved by the Executive Director after a review of all relevant facts.

I, David Wynne, hereby certify that I have read and understand the Orlando-Orange County Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

Signature: David Wynne

Printed or typed name: David Wynne
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   □ Yes □ No  

7. Do you know of any reason that would impact your impartiality with respect to this solicitation?  
   □ Yes □ No

If you answer yes to any of these questions, please explain below:

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I, [Name], hereby certify that I have read and understand the Orlando-Orange County Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

[Signature]  
(Printed or typed name)

[Signature]

[Printed or typed name]
PROPOSER: Bank of America

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR
CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 65 points

Evaluation Committee Member Initials Q.U

Review Comments:
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2. **Firm Experience** - (25 points out of 300)

This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience 25 points**

Evaluation Committee Member Initials

Review Comments:

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3. **Organization** - (15 points out of 300)

This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization 15 points**

Evaluation Committee Member Initials

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 3 points

Evaluation Committee Member Initials: W. W.

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials: W. W.

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

15 Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

15 Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

5 Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15 PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

2 Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

5 Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

4 Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

5 Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 16 points

Evaluation Committee Member Initials D.C.W.

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 15 points

Evaluation Committee Member Initials D.W.

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 17 points

Evaluation Committee Member Initials D.W.

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  65
2. Firm Experience (25 points max.)  25
3. Organization (15 points max.)  15
4. Staff Qualifications (15 points max.)  13
5. Financial Qualifications (10 points max.)  10
6. Response to Scope of Services (130 points max.)  116
7. Solution Implementation Functionality & Features (15 points max.)  15
8. Quality Control/Quality Assurance Program (20 points max.)  17

Subtotal  276

TECHNICAL PROPOSAL TOTAL SCORE  276 Points

Evaluation Committee Member Signature  [Signature]

9
Committee Member

PROPOSER: Moneris

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an "unqualified opinion" indicating that:
1. The Proposer's description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an "unqualified opinion" where the above items have been accomplished is highly desirable, in the case of a "qualified opinion," the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 40 points

Evaluation Committee Member Initials 00.
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** 20 points

Evaluation Committee Member Initials (JW).

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** 10 points

Evaluation Committee Member Initials (JW).

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 10 points

Review Comments:

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Evaluation Committee Member Initials D.W.

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Review Comments:

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Evaluation Committee Member Initials D.W.
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

12. Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

12. Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

10. Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
i. Connection speed expected from communications link.
ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
iii. The methods used for voiding and reversing transactions for real-time payments.
iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
v. The methods used for voiding all or part of the transactions on a particular batch.

15. PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

5. Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
iii. Average and maximum time required to process a real-time Credit Card payment.
iv. Average and maximum time required to process real-time ACH payment.
v. A guarantee of the time required to complete a batch process.

5. Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

5. Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

4. Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 104 points

Evaluation Committee Member Initials 0.W.

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 10 points

Evaluation Committee Member Initials Q W

Review Comments: __________________________________________________________
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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 10 points

Evaluation Committee Member Initials Q W

Review Comments: __________________________________________________________
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# TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  40
2. Firm Experience (25 points max.)  20
3. Organization (15 points max.)  10
4. Staff Qualifications (15 points max.)  10
5. Financial Qualifications (10 points max.)  10
6. Response to Scope of Services (130 points max.)  104
7. Solution Implementation Functionality & Features (15 points max.)  10
8. Quality Control/Quality Assurance Program (20 points max.)  10

Subtotal  214

# TECHNICAL PROPOSAL TOTAL SCORE

214 Points

Evaluation Committee Member Signature  

[Signature]
PROPOSER: **Online Resources**

**ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY**

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 55 points

Evaluation Committee Member Initials Q.W.

Review Comments: ____________________________________________________________
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2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** 15 points

Evaluation Committee Member Initials D.W.

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** 15 points

Evaluation Committee Member Initials D.W.

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)

Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 60 points

Evaluation Committee Member Initials D.W.

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Evaluation Committee Member Initials D.W.

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

12. **Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

5. **Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

5. **Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15. **PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

5. **Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

2. **Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

5. **Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

3. **Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 97 points

Evaluation Committee Member Initials Q. W.

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features  10  points

Evaluation Committee Member Initials  QW.

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program  15  points

Evaluation Committee Member Initials  QW.

Review Comments:

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**TECHNICAL PROPOSAL SCORING RECAP**

1. Firm Qualifications (70 points max.)  
   55

2. Firm Experience (25 points max.)  
   15

3. Organization (15 points max.)  
   15

4. Staff Qualifications (15 points max.)  
   10

5. Financial Qualifications (10 points max.)  
   10

6. Response to Scope of Services (130 points max.)  
   97

7. Solution Implementation Functionality & Features (15 points max.)  
   10

8. Quality Control/Quality Assurance Program (20 points max.)  
   15

Subtotal  
227

**TECHNICAL PROPOSAL TOTAL SCORE**  
227 Points

Evaluation Committee Member Signature: [Signature]
PROPOSER: U.S. Bank

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 60 points

Evaluation Committee Member Initials DW.

Review Comments:

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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 15 points

Review Comments:

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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 10 points

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)

Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 15 points

Evaluation Committee Member Initials

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

15 Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

15 Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

5 Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15 PCI Data Security Standard Compliance – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

2 Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

5 Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

3 Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

5 Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services?
(This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 110 points

Evaluation Committee Member Initials D.W.

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 10 points

Evaluation Committee Member Initials Q.W.

Review Comments:
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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 10 points

Evaluation Committee Member Initials Q.W.

Review Comments:
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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 60
2. Firm Experience (25 points max.) 15
3. Organization (15 points max.) 10
4. Staff Qualifications (15 points max.) 15
5. Financial Qualifications (10 points max.) 10
6. Response to Scope of Services (130 points max.) 110
7. Solution Implementation Functionality & Features (15 points max.) 10
8. Quality Control/Quality Assurance Program (20 points max.) 10

Subtotal 240

TECHNICAL PROPOSAL TOTAL SCORE 240 Points

Evaluation Committee Member Signature

[Signature]
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 60 points

Evaluation Committee Member Initials D.L.

Review Comments: ____________________________________________________________
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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 20 points

Evaluation Committee Member Initials DW

Review Comments:
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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 10 points

Evaluation Committee Member Initials DW

Review Comments:
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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 15 points

Review Comments: 

Evaluation Committee Member Initials 0.0.

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Review Comments: 

Evaluation Committee Member Initials 0.0.
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

15 Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

12 Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

10 Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

12 PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

2 Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

5 Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

5 Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

3 Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
1 Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

2 Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

3 Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

10 Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

5 Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

5 Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

10 Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 113 points

Evaluation Committee Member Initials D.W.

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 10 points

Evaluation Committee Member Initials W.

Review Comments:

8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 15 points

Evaluation Committee Member Initials W.

Review Comments:
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  60
2. Firm Experience (25 points max.)  20
3. Organization (15 points max.)  10
4. Staff Qualifications (15 points max.)  15
5. Financial Qualifications (10 points max.)  40
6. Response to Scope of Services (130 points max.)  113
7. Solution Implementation Functionality & Features (15 points max.)  10
8. Quality Control/Quality Assurance Program (20 points max.)  15

Subtotal  253

TECHNICAL PROPOSAL TOTAL SCORE  253 Points

Evaluation Committee Member Signature  [Signature]
PROPOSER: First Data/Seacoast

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 60 points

Evaluation Committee Member Initials: D.W.

Review Comments:

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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm's experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer's staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 15 points

Evaluation Committee Member Initials D.W.

Review Comments:


3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm's total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 5 points

Evaluation Committee Member Initials D.W.

Review Comments:


4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 12 points

Evaluation Committee Member Initials D.W.

Review Comments:

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5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Evaluation Committee Member Initials D.W.

Review Comments:

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6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**15 Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**15 Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**12 Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
- i. Connection speed expected from communications link.
- ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
- iii. The methods used for voiding and reversing transactions for real-time payments.
- iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
- v. The methods used for voiding all or part of the transactions on a particular batch.

**15 PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**3 Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
- i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
- ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
- iii. Average and maximum time required to process a real-time Credit Card payment.
- iv. Average and maximum time required to process real-time ACH payment.
- v. A guarantee of the time required to complete a batch process.

**5 Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**5 Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**5 Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
2 Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

2 Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

2 Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

10 Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

5 Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

5 Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

10 Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services [23] points

Evaluation Committee Member Initials [O.W.]

Review Comments: ____________________________________________________________
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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 60
2. Firm Experience (25 points max.) 15
3. Organization (15 points max.) 5
4. Staff Qualifications (15 points max.) 12
5. Financial Qualifications (10 points max.) 10
6. Response to Scope of Services (130 points max.) 123
7. Solution Implementation Functionality & Features (15 points max.) 15
8. Quality Control/Quality Assurance Program (20 points max.) 15

Subtotal 255

TECHNICAL PROPOSAL TOTAL SCORE 255 Points

Evaluation Committee Member Signature

[Signature]
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 60 points

Evaluation Committee Member Initials D.U.

Review Comments:

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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 15 points
Evaluation Committee Member Initials D.W.

Review Comments: ________________________________
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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 5 points
Evaluation Committee Member Initials D.W.

Review Comments: ________________________________
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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 12 points

Evaluation Committee Member Initials

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:

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6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

15 **Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

15 **Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

12 **Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15 **PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

3 **Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

5 **Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

5 **Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

5 **Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 123 points

Evaluation Committee Member Initials

Review Comments: ______________________________________________
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7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features** 15 points

Evaluation Committee Member Initials

Review Comments:

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program** 15 points

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) ................................................. 60
2. Firm Experience (25 points max.) ...................................................... 15
3. Organization (15 points max.) .......................................................... 5
4. Staff Qualifications (15 points max.) .................................................. 12
5. Financial Qualifications (10 points max.) ............................................ 10
6. Response to Scope of Services (130 points max.) ................................. 123
7. Solution Implementation Functionality & Features (15 points max.) ...... 15
8. Quality Control/Quality Assurance Program (20 points max.) ............... 15

Subtotal ............................................................................................................. 255

TECHNICAL PROPOSAL TOTAL SCORE ....................................................... 255 Points

Evaluation Committee Member Signature .................................................. [Signature]

9
PROPOSER: Bank of America

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

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Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
   This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 70 points

Evaluation Committee Member Initials

Review Comments:

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2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** 25 points

Evaluation Committee Member Initials

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** 15 points

Evaluation Committee Member Initials

Review Comments:

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3
4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 12 points

Evaluation Committee Member Initials

Review Comments:

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:
6. **Response to Scope of Services** - (130 points out of 300)

This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**12. Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**12. Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**10. Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

**10. PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**9. Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

**5. Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**5. Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**5. Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
2. Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

2. Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

10. Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 106 points

Evaluation Committee Member Initials:

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 16 points

Evaluation Committee Member Initials J.C.

Review Comments:


8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 20 points

Evaluation Committee Member Initials J.C.

Review Comments:


8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  70
2. Firm Experience (25 points max.)  25
3. Organization (15 points max.)  15
4. Staff Qualifications (15 points max.)  12
5. Financial Qualifications (10 points max.)  10
6. Response to Scope of Services (130 points max.)  105
7. Solution Implementation Functionality & Features (15 points max.)  15
8. Quality Control/Quality Assurance Program (20 points max.)  20

Subtotal  272

TECHNICAL PROPOSAL TOTAL SCORE  272 Points

Evaluation Committee Member Signature
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

- Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions? **No**

- Did the Proposer provide evidence of authority to conduct business in the State of Florida? **No**

- Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an "unqualified opinion" indicating that:
  1. The Proposer’s description of its organizational controls is presented fairly;
  2. Such controls are designed effectively;
  3. Such controls are placed in operation as of a specified date; and
  4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications 20 points**

Evaluation Committee Member Initials

Review Comments:

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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 20 points

Evaluation Committee Member Initials

Review Comments: ____________________________________________________________
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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 15 points

Evaluation Committee Member Initials

Review Comments: ____________________________________________________________
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4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 10 points

Review Comments:

Evaluation Committee Member Initials

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 8 points

Evaluation Committee Member Initials

Review Comments:
6. Response to Scope of Services - (130 points out of 300) 
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

 Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

 Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

 Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
 i. Connection speed expected from communications link.
 ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
 iii. The methods used for voiding and reversing transactions for real-time payments.
 iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
 v. The methods used for voiding all or part of the transactions on a particular batch.

 PCI Data Security Standard Compliance – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

 Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
 i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
 ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
 iii. Average and maximum time required to process a real-time Credit Card payment.
 iv. Average and maximum time required to process real-time ACH payment.
 v. A guarantee of the time required to complete a batch process.

 Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

 Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

 Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services ______ points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 10 points

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 0 points

Evaluation Committee Member Initials

Review Comments:

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8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  20
2. Firm Experience (25 points max.)  20
3. Organization (15 points max.)  15
4. Staff Qualifications (15 points max.)  10
5. Financial Qualifications (10 points max.)  
6. Response to Scope of Services (130 points max.)  80 5
7. Solution Implementation Functionality & Features (15 points max.)  10
8. Quality Control/Quality Assurance Program (20 points max.)  0

Subtotal

TECHNICAL PROPOSAL TOTAL SCORE

163.5

Points

Evaluation Committee Member Signature
PROPOSER: [Name]

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 46 points

Evaluation Committee Member Initials

Review Comments: 

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2
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience [25] points

Evaluation Committee Member Initials

Review Comments:


3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization [10] points

Evaluation Committee Member Initials

Review Comments:


4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:
6. **Response to Scope of Services** - (130 points out of 300)

This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services _______ points

Evaluation Committee Member Initials

Review Comments:
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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features ................................................. 15 points

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program ....................................................... 20 points

Evaluation Committee Member Initials

Review Comments:

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8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   45

2. Firm Experience (25 points max.)  
   25

3. Organization (15 points max.)  
   10

4. Staff Qualifications (15 points max.)  
   10

5. Financial Qualifications (10 points max.)  
   10

6. Response to Scope of Services (130 points max.)  
   112

7. Solution Implementation Functionality & Features (15 points max.)  
   15

8. Quality Control/Quality Assurance Program (20 points max.)  
   20

Subtotal  
   247

TECHNICAL PROPOSAL TOTAL SCORE  
   247 Points

Evaluation Committee Member Signature

Signature
PROPOSER: **U.S. Bank**

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications  65 points

Evaluation Committee Member Initials

Review Comments: ________________________________________________

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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience \( \star \star \star \) points
Evaluation Committee Member Initials

Review Comments:

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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization \( \star \star \star \) points
Evaluation Committee Member Initials

Review Comments:

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4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 15 points

Evaluation Committee Member Initials

Review Comments:
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5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 8 points

Evaluation Committee Member Initials

Review Comments:
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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the
complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its
understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with
the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing
solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the
following to describe the real-time and/or batch processing procedure and the communication
and encryption protocol used to exchange files? (15 points out of 130)
i. Connection speed expected from communications link.
ii. The method in which problems such as loss of communication or system errors are
handled and resolved for real-time payments.
iii. The methods used for voiding and reversing transactions for real-time payments.
iv. The method in which problems such as partial transfers or systems errors are
handled and resolved for batch payments.
v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** - Did the Proposer provide a current
PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics
for the system? (5 points out of 130)
i. Average and maximum time required to process an entire Credit Card payment
batch containing 1,000 records.
ii. Average and maximum time required to process an entire Credit Card payment
batch containing 4,000 records.
iii. Average and maximum time required to process a real-time Credit Card payment.
iv. Average and maximum time required to process real-time ACH payment.
v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be
structured with the Authority’s current business day which is midnight to midnight? (5 points
out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an
interface with the Authority’s automatic payment authorization process will be provided? (5
points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long
data is stored for and how far back reports can be created for printing and download? (5 points
out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 104 points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features  
15 points

Evaluation Committee Member Initials

Review Comments:

8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program  
10 points

Evaluation Committee Member Initials

Review Comments:

8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 65
2. Firm Experience (25 points max.) 18
3. Organization (15 points max.) 13
4. Staff Qualifications (15 points max.) 15
5. Financial Qualifications (10 points max.) 8
6. Response to Scope of Services (130 points max.) 106
7. Solution Implementation Functionality & Features (15 points max.) 15
8. Quality Control/Quality Assurance Program (20 points max.) 10

Subtotal 250

TECHNICAL PROPOSAL TOTAL SCORE 250 Points

Evaluation Committee Member Signature [Signature]
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations? 

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 59 points

Evaluation Committee Member Initials

Review Comments:
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2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project? 

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** **20** points

Evaluation Committee Member Initials.

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** **15** points

Evaluation Committee Member Initials.

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 15 points

Evaluation Committee Member Initials

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Evaluation Committee Member Initials

Review Comments:

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6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.

ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.

iii. The methods used for voiding and reversing transactions for real-time payments.

iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.

v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.

ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.

iii. Average and maximum time required to process a real-time Credit Card payment.

iv. Average and maximum time required to process real-time ACH payment.

v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 110 points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features** _______ 10 _______ points

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program** _______ 10 _______ points

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   59

2. Firm Experience (25 points max.)  
   20

3. Organization (15 points max.)  
   15

4. Staff Qualifications (15 points max.)  
   15

5. Financial Qualifications (10 points max.)  
   10

6. Response to Scope of Services (130 points max.)  
   111

7. Solution Implementation Functionality & Features (15 points max.)  
   10

8. Quality Control/Quality Assurance Program (20 points max.)  
   10

Subtotal  
250

TECHNICAL PROPOSAL TOTAL SCORE  
250 Points

Evaluation Committee Member Signature
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications**

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<thead>
<tr>
<th>Points</th>
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Review Comments:

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2
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** 20 points

Evaluation Committee Member Initials

Review Comments: _______________________________________________________________
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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** 13 points

Evaluation Committee Member Initials

Review Comments: _______________________________________________________________
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4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 10 points

Review Comments:

Evaluation Committee Member Initials

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Review Comments:

Evaluation Committee Member Initials
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.
ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
iii. The methods used for voiding and reversing transactions for real-time payments.
iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
v. The methods used for voiding all or part of the transactions on a particular batch.

PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
iii. Average and maximum time required to process a real-time Credit Card payment.
iv. Average and maximum time required to process real-time ACH payment.
v. A guarantee of the time required to complete a batch process.

Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 107 points

Evaluation Committee Member Initials 

Review Comments:

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7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features**

15 points

Evaluation Committee Member Initials

Review Comments: ____________________________________________

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program**

15 points

Evaluation Committee Member Initials

Review Comments: ____________________________________________

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  65
2. Firm Experience (25 points max.)  20
3. Organization (15 points max.)  13
4. Staff Qualifications (15 points max.)  10
5. Financial Qualifications (10 points max.)  10
6. Response to Scope of Services (130 points max.)  107
7. Solution Implementation Functionality & Features (15 points max.)  15
8. Quality Control/Quality Assurance Program (20 points max.)  15

Subtotal  255

TECHNICAL PROPOSAL TOTAL SCORE  255 Points

Evaluation Committee Member Signature
Committee Member

PROPOSER: SunTrust

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 45 points

Evaluation Committee Member Initials

Review Comments:

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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm's experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer's staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience \[20\] points

Evaluation Committee Member Initials \[\]

Review Comments:


3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm's total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization \[12\] points

Evaluation Committee Member Initials \[\]

Review Comments:


4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 10 points

Review Comments:

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Evaluation Committee Member Initials

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Review Comments:

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Evaluation Committee Member Initials
6. **Response to Scope of Services** - (130 points out of 300)

This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.

ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.

iii. The methods used for voiding and reversing transactions for real-time payments.

iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.

v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.

ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.

iii. Average and maximum time required to process a real-time Credit Card payment.

iv. Average and maximum time required to process real-time ACH payment.

v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 110 points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 15 points

Evaluation Committee Member Initials  

Review Comments: 

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 15 points

Evaluation Committee Member Initials  

Review Comments: 

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 65
2. Firm Experience (25 points max.) 20
3. Organization (15 points max.) 13
4. Staff Qualifications (15 points max.) 10
5. Financial Qualifications (10 points max.) 10
6. Response to Scope of Services (130 points max.) 110
7. Solution Implementation Functionality & Features (15 points max.) 15
8. Quality Control/Quality Assurance Program (20 points max.) 15

Subtotal 258

TECHNICAL PROPOSAL TOTAL SCORE 258 Points

Evaluation Committee Member Signature

9
PROPOSER: Bank of America

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY
EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR
CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 70 points

Evaluation Committee Member Initials

Review Comments:

[Handwritten notes: FL certificate exp 12/31/12]
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience  
25 points

Evaluation Committee Member Initials

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization  
15 points

Evaluation Committee Member Initials

Review Comments:

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4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification [7] points

Evaluation Committee Member Initials [8]

Review Comments:

[Did not give specifics & only gave 1 resume.]

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification [0] points

Evaluation Committee Member Initials [8]

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.  
ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.

iii. The methods used for voiding and reversing transactions for real-time payments.

iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.

v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.

ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.

iii. Average and maximum time required to process a real-time Credit Card payment.

iv. Average and maximum time required to process real-time ACH payment.

v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
1. **Automatic Reporting of Credit Card Expiration & Card Number Updates** – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130) 

   "Manually" or "change"

2. **Additional Transaction Capability** – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

3. **Micro-Payment Transaction Capability** – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

4. **Contractor Account Representative & After Hours Technical Support** – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

5. **Advanced Notice of Contractor Downtime** – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130) 

   "Did not confirm 96 hours"

6. **Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations** – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

7. **Maintenance of Credit Card Processing Operations & Disaster Recovery** – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out...
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 115 points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 11 points

Evaluation Committee Member Initials [signature]

Review Comments: ____________________________________________________________
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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 15 points

Evaluation Committee Member Initials [signature]

Review Comments: ____________________________________________________________
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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 70
2. Firm Experience (25 points max.) 25
3. Organization (15 points max.) 15
4. Staff Qualifications (15 points max.) 7
5. Financial Qualifications (10 points max.) 10
6. Response to Scope of Services (130 points max.) 115
7. Solution Implementation Functionality & Features (15 points max.) 11
8. Quality Control/Quality Assurance Program (20 points max.) 15

Subtotal 268

TECHNICAL PROPOSAL TOTAL SCORE 268 Points

Evaluation Committee Member Signature

John R. Smith
PROPOSER: Monroe / BMO

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an "unqualified opinion" indicating that:

1. The Proposer's description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an "unqualified opinion" where the above items have been accomplished is highly desirable, in the case of a "qualified opinion," the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 25 points

Evaluation Committee Member Initials

Review Comments:

No proof of compliance with NACHA
Did not file #2 and or single customer's #5
No oath in FL
No SSAE 16
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience  
12 points

Evaluation Committee Member Initials

Review Comments:

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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization  
15 points

Evaluation Committee Member Initials

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 5 points

Review Comments: ___________________________________________________________

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Review Comments: ___________________________________________________________

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6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

*Did not say they will comply*

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.

ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.

iii. The methods used for voiding and reversing transactions for real-time payments.

iv. The method in which problems such as partial transfers or system errors are handled and resolved for batch payments.

v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.

ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.

iii. Average and maximum time required to process a real-time Credit Card payment.

iv. Average and maximum time required to process real-time ACH payment.

v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130) - Fee

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130) Never Down?

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

No Timeline

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 109 points

Evaluation Committee Member Initials 88

Review Comments:

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7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features**  
9 points

Evaluation Committee Member Initials  

Review Comments:

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program**  
8 points

Evaluation Committee Member Initials  

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  25
2. Firm Experience (25 points max.)  12
3. Organization (15 points max.)  15
4. Staff Qualifications (15 points max.)  5
5. Financial Qualifications (10 points max.)  10
6. Response to Scope of Services (130 points max.)  109
7. Solution Implementation Functionality & Features (15 points max.)  9
8. Quality Control/Quality Assurance Program (20 points max.)  8

Subtotal  193

TECHNICAL PROPOSAL TOTAL SCORE  193 Points

Evaluation Committee Member Signature  [Signature]

9
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications __SS__ points

Evaluation Committee Member Initials ____________

Review Comments:

No proof of compliance with NACHA
No proof of authority to do business in Florida
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 23 points
Evaluation Committee Member Initials 8

Review Comments:

References were not equal to us

3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 15 points
Evaluation Committee Member Initials 8

Review Comments:
4. **Staff Qualifications** - (15 points out of 300)

Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 8 points

Review Comments:

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No specified

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Review Comments:

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6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**5** Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**7** Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**7** Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.
ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
iii. The methods used for voiding and reversing transactions for real-time payments.
iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
v. The methods used for voiding all or part of the transactions on a particular batch.

**15** PCI Data Security Standard Compliance – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**4** Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
iii. Average and maximum time required to process a real-time Credit Card payment.
iv. Average and maximum time required to process real-time ACH payment.
v. A guarantee of the time required to complete a batch process.

**5** Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**5** Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**5** Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 107 points

Evaluation Committee Member Initials ____________

Review Comments:

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7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features** 15 points

Evaluation Committee Member Initials

Review Comments:

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program** 20 points

Evaluation Committee Member Initials

Review Comments:

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# Technical Proposal Scoring Recap

1. Firm Qualifications (70 points max.)  
   - Score: 55

2. Firm Experience (25 points max.)  
   - Score: 23

3. Organization (15 points max.)  
   - Score: 15

4. Staff Qualifications (15 points max.)  
   - Score: 8

5. Financial Qualifications (10 points max.)  
   - Score: 10

6. Response to Scope of Services (130 points max.)  
   - Score: 109

7. Solution Implementation Functionality & Features (15 points max.)  
   - Score: 15

8. Quality Control/Quality Assurance Program (20 points max.)  
   - Score: 20

**Subtotal**

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## Technical Proposal Total Score

**255** Points

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**Evaluation Committee Member Signature:** [Signature]
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 60 points

Evaluation Committee Member Initials

**Review Comments:**

Will only give SSAE16 after contract

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2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm's experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer's staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 9 points

Evaluation Committee Member Initials

Review Comments:

No staff exp

Will give references - Did not

3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm's total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 13 points

Evaluation Committee Member Initials

Review Comments:

Did not give office
4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification ______ points

Evaluation Committee Member Initials

Review Comments:

Not much of a resume

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification ______ points

Evaluation Committee Member Initials

Review Comments:
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

10. Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)
   
15. Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

7. Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15. PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

2. Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

5. Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

2. Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)
   
5. Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers' legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services [100] points

Evaluation Committee Member Initials [8]

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features \( \frac{13}{3} \) points

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program \( \frac{15}{5} \) points

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 60
2. Firm Experience (25 points max.) 9
3. Organization (15 points max.) 13
4. Staff Qualifications (15 points max.) 11
5. Financial Qualifications (10 points max.) 10
6. Response to Scope of Services (130 points max.) 100
7. Solution Implementation Functionality & Features (15 points max.) 13
8. Quality Control/Quality Assurance Program (20 points max.) 15

Subtotal 231

TECHNICAL PROPOSAL TOTAL SCORE 231 Points

Evaluation Committee Member Signature
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications _____ points

Evaluation Committee Member Initials ___

Review Comments:

Did not specify compliance for NACHA

Did not tell us one client’s #5

Told us they can do business in FL did not show

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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm's experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer's staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 15 points

Evaluation Committee Member Initials

Review Comments:

Only gave 2 references

3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm's total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 14 points

Evaluation Committee Member Initials

Review Comments:

Did not tell us which office
4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 11 points

Evaluation Committee Member Initials

Review Comments:

*Did not give specifics*

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:
6. **Response to Scope of Services** - (130 points out of 300)

This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**15 Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**15 Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**15 Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.

ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.

iii. The methods used for voiding and reversing transactions for real-time payments.

iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.

v. The methods used for voiding all or part of the transactions on a particular batch.

**15 PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**3 Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.

ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.

iii. Average and maximum time required to process a real-time Credit Card payment.

iv. Average and maximum time required to process real-time ACH payment.

v. A guarantee of the time required to complete a batch process.

**Did not show**

**5 Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**5 Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**5 Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)
7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features**

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Evaluation Committee Member Initials

Review Comments:

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Did not give difficulties

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program**

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Evaluation Committee Member Initials

Review Comments:

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## Technical Proposal Scoring Recap

1. Firm Qualifications (70 points max.)  
   \[61\]
2. Firm Experience (25 points max.)  
   \[15\]
3. Organization (15 points max.)  
   \[14\]
4. Staff Qualifications (15 points max.)  
   \[11\]
5. Financial Qualifications (10 points max.)  
   \[10\]
6. Response to Scope of Services (130 points max.)  
   \[126\]
7. Solution Implementation Functionality & Features (15 points max.)  
   \[11\]
8. Quality Control/Quality Assurance Program (20 points max.)  
   \[15\]

Subtotal \[263\] Points

## Technical Proposal Total Score

Evaluation Committee Member Signature
Committee Member  Lisa Lumbard

PROPOSER: Transfirst

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO.  000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
   This section must convince the Committee that the Proposer is qualified to provide credit card processing.

   Does the Proposer have a national presence and scope of operations?

   Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

   Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

   Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

   Did the Proposer provide evidence of authority to conduct business in the State of Florida?

   Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
   1. The Proposer’s description of its organizational controls is presented fairly;
   2. Such controls are designed effectively;
   3. Such controls are placed in operation as of a specified date; and
   4. Such controls are operating effectively over a specified period of time.

   Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

   **Firm Qualifications** 51 points

   Evaluation Committee Member Initials 88

   Review Comments:
   - [Handwritten note: No proof of compl. w/NACHA said they will get data in 2]
   - [Handwritten note: No SSAE 16]
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** 16 points

Evaluation Committee Member Initials

Review Comments:

Only said ISG was for firm

3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** 13 points

Evaluation Committee Member Initials

Review Comments:

Did not give all info for location & size
4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 8 points

Review Comments:

Evaluation Committee Member Initials

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Review Comments:

Evaluation Committee Member Initials
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

15__Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

8__Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

15__Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15__PCI Data Security Standard Compliance – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

2__Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

5__Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

5__Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

4__Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130) __Monthly reports not ready until the 15th__
1. **Automatic Reporting of Credit Card Expiration & Card Number Updates** – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130) - will do it

2. **Additional Transaction Capability** – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority's retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

2. **Micro-Payment Transaction Capability** – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

10. **Contractor Account Representative & After Hours Technical Support** – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

2. **Advanced Notice of Contractor Downtime** – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority's IT staff of the service outage as soon as possible? (5 points out of 130) - won't provide - don't need to.

5. **Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations** – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

10. **Maintenance of Credit Card Processing Operations & Disaster Recovery** – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services?
(This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 113 points

Evaluation Committee Member Initials 8

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 9 points

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 15 points

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 51
2. Firm Experience (25 points max.) 16
3. Organization (15 points max.) 13
4. Staff Qualifications (15 points max.) 8
5. Financial Qualifications (10 points max.) 10
6. Response to Scope of Services (130 points max.) 113
7. Solution Implementation Functionality & Features (15 points max.) 9
8. Quality Control/Quality Assurance Program (20 points max.) 15

Subtotal 235

TECHNICAL PROPOSAL TOTAL SCORE 235 Points

Evaluation Committee Member Signature

[Signature]
Committee Member Lisa Lumberd

PROPOSER: SunTrust

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY
EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR
CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

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1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 61 points

Evaluation Committee Member Initials

Review Comments:
Did not specify compliance w/ NACHA
Would not show 1 client’s #
Told us they could do business in FL - Did not show
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 19 points

Evaluation Committee Member Initials

Review Comments:

Did not talk to experience

3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 14 points

Evaluation Committee Member Initials

Review Comments:

Which office?
4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 11 points

Review Comments:

Only 1 & did not give specific

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Review Comments:
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link. – Not a good answer

ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.

iii. The methods used for voiding and reversing transactions for real-time payments.

iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.

v. The methods used for voiding all or part of the transactions on a particular batch.

PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.

ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.

iii. Average and maximum time required to process a real-time Credit Card payment.

iv. Average and maximum time required to process real-time ACH payment.

v. A guarantee of the time required to complete a batch process.

Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 124 points

Evaluation Committee Member Initials 88

Review Comments:

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7
7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

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Solution Implementation Functionality and Features 15 points
Evaluation Committee Member Initials
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Review Comments:

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

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Quality Control/Quality Assurance Program 18 points
Evaluation Committee Member Initials
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Review Comments:

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8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   60
2. Firm Experience (25 points max.)  
   19
3. Organization (15 points max.)  
   14
4. Staff Qualifications (15 points max.)  
   11
5. Financial Qualifications (10 points max.)  
   10
6. Response to Scope of Services (130 points max.)  
   124
7. Solution Implementation Functionality & Features (15 points max.)  
   15
8. Quality Control/Quality Assurance Program (20 points max.)  
   18

Subtotal  
272

TECHNICAL PROPOSAL TOTAL SCORE  
272 Points

Evaluation Committee Member Signature  
[Signature]

9
ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
   This section must convince the Committee that the Proposer is qualified to provide credit card processing.

   Does the Proposer have a national presence and scope of operations?

   Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

   Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

   Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

   Did the Proposer provide evidence of authority to conduct business in the State of Florida?

   Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

   1. The Proposer’s description of its organizational controls is presented fairly;
   2. Such controls are designed effectively;
   3. Such controls are placed in operation as of a specified date; and
   4. Such controls are operating effectively over a specified period of time.

   Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

   **Firm Qualifications** 45 points

   Evaluation Committee Member Initials 🆒

   Review Comments:

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   2
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 25 points

Evaluation Committee Member Initials

Review Comments:


3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 15 points

Evaluation Committee Member Initials

Review Comments:


3
4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

☑ principal only

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

☐ No resumes (paid on principal only)

Staff Qualification __________ points

Evaluation Committee Member Initials  

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

☑

Financial Qualification __________ points

Evaluation Committee Member Initials  

Review Comments:

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4
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.
ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
iii. The methods used for voiding and reversing transactions for real-time payments.
iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
iii. Average and maximum time required to process a real-time Credit Card payment.
iv. Average and maximum time required to process real-time ACH payment.
v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130) [not specifically]

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130) [not specifically]

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130) *not supported*

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130) *not supported*

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services __________ points

Evaluation Committee Member Initials PkC

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features ______ points

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program ______ points

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   45

2. Firm Experience (25 points max.)  
   25

3. Organization (15 points max.)  
   15

4. Staff Qualifications (15 points max.)  
   60

5. Financial Qualifications (10 points max.)  
   10

6. Response to Scope of Services (130 points max.)  
   90

7. Solution Implementation Functionality & Features (15 points max.)  
   15

8. Quality Control/Quality Assurance Program (20 points max.)  
   22

Subtotal  
225

TECHNICAL PROPOSAL TOTAL SCORE  
225 Points

Evaluation Committee Member Signature  
[Signature]

9
Committee Member

PROPOSER:  

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations? [ ]

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP? [ ]

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP? [ ]

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions? [ ]

Did the Proposer provide evidence of authority to conduct business in the State of Florida? [ ]

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications  30  points

Evaluation Committee Member Initials ___

Review Comments: __________________________________________________________
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2
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm's experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer's staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** 25 points

Evaluation Committee Member Initials

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm's total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** 15 points

Evaluation Committee Member Initials

Review Comments:

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4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

☑ Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

☑ Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification ______/5 points

Evaluation Committee Member Initials ______

Review Comments: __________________________________________________________
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5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification ______/10 points

Evaluation Committee Member Initials ______

Review Comments: __________________________________________________________
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6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services ______ points

Evaluation Committee Member Initials ____________________________

Review Comments: ____________________________________________

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features ___/5__ points

Evaluation Committee Member Initials __P__

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program ___/10__ points

Evaluation Committee Member Initials __P__

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 30
2. Firm Experience (25 points max.) 25
3. Organization (15 points max.) 15
4. Staff Qualifications (15 points max.) 15
5. Financial Qualifications (10 points max.) 0
6. Response to Scope of Services (130 points max.) 20
7. Solution Implementation Functionality & Features (15 points max.) 15
8. Quality Control/Quality Assurance Program (20 points max.) 10

Subtotal 190

TECHNICAL PROPOSAL TOTAL SCORE 190 Points

Evaluation Committee Member Signature

Paul Crawford
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

- Does the Proposer have a national presence and scope of operations?
- Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?
- Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?
- Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?
- Did the Proposer provide evidence of authority to conduct business in the State of Florida?
  - **Not registered - no authority**

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 50 points

Evaluation Committee Member Initials **PRC**

Review Comments: __________________________________________________________
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2
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

- Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

- Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 25 points

Evaluation Committee Member Initials 

Review Comments:

3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

- Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

- Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 15 points

Evaluation Committee Member Initials 

Review Comments:
4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 15 points

Review Comments:

Evaluation Committee Member Initials PRC

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Review Comments:

Evaluation Committee Member Initials PRC
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 98 points

Evaluation Committee Member Initials

Review Comments:

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7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features** 15 points

Evaluation Committee Member Initials *RC *

Review Comments:

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program** 20 points

Evaluation Committee Member Initials *RC *

Review Comments:

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8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   
2. Firm Experience (25 points max.)  
   
3. Organization (15 points max.)  
   
4. Staff Qualifications (15 points max.)  
   
5. Financial Qualifications (10 points max.)  
   
6. Response to Scope of Services (130 points max.)  
   
7. Solution Implementation Functionality & Features (15 points max.)  
   
8. Quality Control/Quality Assurance Program (20 points max.)  
   
Subtotal  

248 Points

Evaluation Committee Member Signature  

Paul Crawford
PROPOSER: U S Bank

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Yes the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Yes the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Yes Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 58 points

Evaluation Committee Member Initials Pke

Review Comments: ____________________________________________
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2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** / 5 points

Evaluation Committee Member Initials

Review Comments:


3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** / 15 points

Evaluation Committee Member Initials

Review Comments:


3
4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification /5 points

Evaluate Committee Member Initials

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification /10 points

Evaluate Committee Member Initials

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

10 Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

15 Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   iv. The methods used for voiding all or part of the transactions on a particular batch.

PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 744 points

Evaluation Committee Member Initials QRE

Review Comments:


7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features __________ points

Evaluation Committee Member Initials PRC

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program __________ points

Evaluation Committee Member Initials PRC

Review Comments:

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8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   50

2. Firm Experience (25 points max.)  
   10

3. Organization (15 points max.)  
   15

4. Staff Qualifications (15 points max.)  
   15

5. Financial Qualifications (10 points max.)  
   10

6. Response to Scope of Services (130 points max.)  
   74

7. Solution Implementation Functionality & Features (15 points max.)  
   15

8. Quality Control/Quality Assurance Program (20 points max.)  
   5

Subtotal: 194

TECHNICAL PROPOSAL TOTAL SCORE  
194 Points

Evaluation Committee Member Signature  
[Signature]

9
ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 20 points

Evaluation Committee Member Initials  

**Review Comments:**

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2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

**Firm Experience** 25 points

Evaluation Committee Member Initials

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

**Organization** 15 points

Evaluation Committee Member Initials

Review Comments:

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4. Staff Qualifications - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 15 points

Review Comments:

Evaluation Committee Member Initials PRE

5. Financial Qualifications - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Review Comments:

Evaluation Committee Member Initials PRE
6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

- **Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

- **Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

- **Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
  i. Connection speed expected from communications link.
  ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
  iii. The methods used for voiding and reversing transactions for real-time payments.
  iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
  v. The methods used for voiding all or part of the transactions on a particular batch.

- **PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

- **Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
  i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
  ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
  iii. Average and maximum time required to process a real-time Credit Card payment.
  iv. Average and maximum time required to process real-time ACH payment.
  v. A guarantee of the time required to complete a batch process.

- **Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

- **Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

- **Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services ______ points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features ___________ points

Evaluation Committee Member Initials PRC

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program ___________ points

Evaluation Committee Member Initials PRC

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)
   
2. Firm Experience (25 points max.)
   
3. Organization (15 points max.)
   
4. Staff Qualifications (15 points max.)
   
5. Financial Qualifications (10 points max.)
   
6. Response to Scope of Services (130 points max.)
   
7. Solution Implementation Functionality & Features (15 points max.)
   
8. Quality Control/Quality Assurance Program (20 points max.)

Subtotal

197

TECHNICAL PROPOSAL TOTAL SCORE

197 Points

Evaluation Committee Member Signature

[Signature]
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations? 

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP? (No tab correlates, P3R 5.0)

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 55 points

Evaluation Committee Member Initials P.R.C

Review Comments:


2
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Only 2 provided

Firm Experience _______ points

Evaluation Committee Member Initials __________

Review Comments: __________________________________________________________

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization _______ points

Evaluation Committee Member Initials __________

Review Comments: __________________________________________________________

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4. **Staff Qualifications** - (15 points out of 300)

Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

Staff Qualification 15 points

Review Comments:

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Evaluation Committee Member Initials

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

Financial Qualification 10 points

Evaluation Committee Member Initials

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)

This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
  i. Connection speed expected from communications link.
  ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
  iii. The methods used for voiding and reversing transactions for real-time payments.
  iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
  v. The methods used for voiding all or part of the transactions on a particular batch.

PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
  i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
  ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
  iii. Average and maximum time required to process a real-time Credit Card payment.
  iv. Average and maximum time required to process real-time ACH payment.
  v. A guarantee of the time required to complete a batch process.

Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
**Optional Maintenance & Support for Legacy VeriFone Equipment** – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers’ legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

**Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies** – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

**Transition Plan** – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

**Response to Scope of Services** ________ points

Evaluation Committee Member Initials

Review Comments:

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89
7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features _______ points

Evaluation Committee Member Initials __________

Review Comments:
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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program _______ points

Evaluation Committee Member Initials __________

Review Comments:
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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)
   
2. Firm Experience (25 points max.)
   
3. Organization (15 points max.)
   
4. Staff Qualifications (15 points max.)
   
5. Financial Qualifications (10 points max.)
   
6. Response to Scope of Services (130 points max.)
   
7. Solution Implementation Functionality & Features (15 points max.)
   
8. Quality Control/Quality Assurance Program (20 points max.)
   
Subtotal

TECHNICAL PROPOSAL TOTAL SCORE

234 Points

Evaluation Committee Member Signature

Paul Crawford
PROPOSER: SunTrust Merchant Services

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 55 points

Evaluation Committee Member Initials  

Review Comments:

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Firm Qualifications 55 points

Evaluation Committee Member Initials  

Review Comments:

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2
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience ______ 20 ______ points

Evaluation Committee Member Initials PRL

Review Comments: ____________________________________________________________
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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization ______ 15 ______ points

Evaluation Committee Member Initials PRL

Review Comments: ____________________________________________________________
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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 15 points

Review Comments: ____________________________________________________________
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Evaluation Committee Member Initials  

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Review Comments: ____________________________________________________________
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6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

- **Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

- **Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

- **Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
  i. Connection speed expected from communications link.
  ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
  iii. The methods used for voiding and reversing transactions for real-time payments.
  iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
  v. The methods used for voiding all or part of the transactions on a particular batch.

- **PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

- **Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
  i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
  ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
  iii. Average and maximum time required to process a real-time Credit Card payment.
  iv. Average and maximum time required to process real-time ACH payment.
  v. A guarantee of the time required to complete a batch process.

- **Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

- **Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

- **Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services ______ points

Evaluation Committee Member Initials ______

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features _______ points

Evaluation Committee Member Initials ____

Review Comments:
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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program _______ points

Evaluation Committee Member Initials ____

Review Comments:
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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  55
2. Firm Experience (25 points max.)  20
3. Organization (15 points max.)  15
4. Staff Qualifications (15 points max.)  15
5. Financial Qualifications (10 points max.)  10
6. Response to Scope of Services (130 points max.)  89
7. Solution Implementation Functionality & Features (15 points max.)  15
8. Quality Control/Quality Assurance Program (20 points max.)  15

Subtotal  234

TECHNICAL PROPOSAL TOTAL SCORE  234 Points

Evaluation Committee Member Signature  [Signature]

9
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 70 points

Evaluation Committee Member Initials

Review Comments:
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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 23 points
Evaluation Committee Member Initials

Review Comments:

3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 13 points

Evaluation Committee Member Initials

Review Comments: Did not state
4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 12 points

Evaluation Committee Member Initials

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**15** Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**15** Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**13** Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.
ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
iii. The methods used for voiding and reversing transactions for real-time payments.
iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
v. The methods used for voiding all or part of the transactions on a particular batch.

**15** PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**8** Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
iii. Average and maximum time required to process a real-time Credit Card payment.
iv. Average and maximum time required to process real-time ACH payment.
v. A guarantee of the time required to complete a batch process.

**8** Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**5** Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**5** Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
1. **Automatic Reporting of Credit Card Expiration & Card Number Updates** – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

2. **Additional Transaction Capability** – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

3. **Micro-Payment Transaction Capability** – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

4. **Contractor Account Representative & After Hours Technical Support** – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

5. **Advanced Notice of Contractor Downtime** – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

6. **Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations** – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

7. **Maintenance of Credit Card Processing Operations & Disaster Recovery** – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 115 points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 13 points

Evaluation Committee Member Initials

Review Comments:

8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 18 points

Evaluation Committee Member Initials

Review Comments: 
**TECHNICAL PROPOSAL SCORING RECAP**

1. Firm Qualifications (70 points max.)  
   - Score: 10

2. Firm Experience (25 points max.)  
   - Score: 23

3. Organization (15 points max.)  
   - Score: 13

4. Staff Qualifications (15 points max.)  
   - Score: 12

5. Financial Qualifications (10 points max.)  
   - Score: 10

6. Response to Scope of Services (130 points max.)  
   - Score: 115

7. Solution Implementation Functionality & Features (15 points max.)  
   - Score: 13

8. Quality Control/Quality Assurance Program (20 points max.)  
   - Score: 18

**Subtotal**  
294 Points

**TECHNICAL PROPOSAL TOTAL SCORE**  
294 Points

Evaluation Committee Member Signature
Committee Member: Tranetta Dennis

PROPOSER: Moneris Solutions

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY
EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR
CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 20 points

Evaluation Committee Member Initials

Review Comments: √ did not clear state/demonstrate
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm's experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer's staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 5 points
Evaluation Committee Member Initials

Review Comments:
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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm's total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 5 points
Evaluation Committee Member Initials

Review Comments:
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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 5 points

Review Comments:
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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 0 points

Review Comments: **Could not bring up website based on linked provided**
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6. **Response to Scope of Services** - (130 points out of 300)

This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

- **Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

- **Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

- **Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
  i. Connection speed expected from communications link.
  ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
  iii. The methods used for voiding and reversing transactions for real-time payments.
  iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
  v. The methods used for voiding all or part of the transactions on a particular batch.

- **PCI Data Security Standard Compliance** – Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

- **Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
  i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
  ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
  iii. Average and maximum time required to process a real-time Credit Card payment.
  iv. Average and maximum time required to process real-time ACH payment.
  v. A guarantee of the time required to complete a batch process.

- **Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

- **Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

- **Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services ____________ points

Evaluation Committee Member Initials ____________

Review Comments:

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7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features \[14\] points

Evaluation Committee Member Initials

Review Comments:

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program \[5\] points

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)
   20

2. Firm Experience (25 points max.)
   5

3. Organization (15 points max.)
   5

4. Staff Qualifications (15 points max.)
   5

5. Financial Qualifications (10 points max.)
   0

6. Response to Scope of Services (130 points max.)
   71

7. Solution Implementation Functionality & Features (15 points max.)
   14

8. Quality Control/Quality Assurance Program (20 points max.)
   5

Subtotal

125

TECHNICAL PROPOSAL TOTAL SCORE

125 Points

Evaluation Committee Member Signature
PROPOSER: Online Resources Corporation

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. **Firm Qualifications** - (70 points out of 300)

This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:

1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

**Firm Qualifications** 70 points

Evaluation Committee Member Initials

Review Comments:

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2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience \[ \underline{20} \] points
Evaluation Committee Member Initials \[ \underline{D} \]

Review Comments:

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization \[ \underline{14} \] points
Evaluation Committee Member Initials \[ \underline{D} \]

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** [15] points

Review Comments: ____________________________________________
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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** [10] points

Review Comments: ____________________________________________
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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

15 Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

10 Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

15 Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15 PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

5 Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

5 Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

5 Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

5 Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of 130)
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 120 points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features

13 points

Evaluation Committee Member Initials

Review Comments:

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program

20 points

Evaluation Committee Member Initials

Review Comments:

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8
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   90

2. Firm Experience (25 points max.)  
   22

3. Organization (15 points max.)  
   14

4. Staff Qualifications (15 points max.)  
   15

5. Financial Qualifications (10 points max.)  
   10

6. Response to Scope of Services (130 points max.)  
   120

7. Solution Implementation Functionality & Features (15 points max.)  
   13

8. Quality Control/Quality Assurance Program (20 points max.)  
   20

Subtotal  

TECHNICAL PROPOSAL TOTAL SCORE  

284 Points

Evaluation Committee Member Signature
PROPOSER: U.S. Bank Payment Solutions

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 05 points

Evaluation Committee Member Initials

Review Comments:
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2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 19 points

Evaluation Committee Member Initials

Review Comments: Didn’t identify scope of work/most references Identified. Did identify staff in engagements of similar scope and requirements.

3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 10 points

Evaluation Committee Member Initials

Review Comments: Part-time employees not identified.
4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 15 points

Review Comments: ____________________________________________________________
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Evaluation Committee Member Initials __________

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 9 points

Review Comments: ____________________________________________________________
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Evaluation Committee Member Initials __________
6. **Response to Scope of Services** - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.
ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
iii. The methods used for voiding and reversing transactions for real-time payments.
iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
iii. Average and maximum time required to process a real-time Credit Card payment.
iv. Average and maximum time required to process real-time ACH payment.
v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 92 points

Evaluation Committee Member Initials

Review Comments: Is the PEJ current for a 2012 date

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features [4] points

Evaluation Committee Member Initials

Review Comments:

8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program [10] points

Evaluation Committee Member Initials

Review Comments:
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  165
2. Firm Experience (25 points max.)  19
3. Organization (15 points max.)  10
4. Staff Qualifications (15 points max.)  15
5. Financial Qualifications (10 points max.)  9
6. Response to Scope of Services (130 points max.)  92
7. Solution Implementation Functionality & Features (15 points max.)  14
8. Quality Control/Quality Assurance Program (20 points max.)  10

Subtotal  234

TECHNICAL PROPOSAL TOTAL SCORE  234 Points

Evaluation Committee Member Signature
PROPOSER: TransFirst Health & Government Services Inc

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 70 points

Evaluation Committee Member Initials

Review Comments:

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2
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 32 points

Evaluation Committee Member Initials

Review Comments:
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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 13 points

Evaluation Committee Member Initials

Review Comments:
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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 13 points

Evaluation Committee Member Initials

Review Comments:

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5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Evaluation Committee Member Initials

Review Comments:

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6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)

i. Connection speed expected from communications link.

ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.

iii. The methods used for voiding and reversing transactions for real-time payments.

iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.

v. The methods used for voiding all or part of the transactions on a particular batch.

**PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)

i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.

ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.

iii. Average and maximum time required to process a real-time Credit Card payment.

iv. Average and maximum time required to process real-time ACH payment.

v. A guarantee of the time required to complete a batch process.

**Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 94 points

Evaluation Committee Member Initials

Review Comments:

[Blank lines for comments]

[Signature]
7. **Solution Implementation Functionality and Features** - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

**Solution Implementation Functionality and Features**

- [ ] 3 points

Evaluation Committee Member Initials

Review Comments: Could not locate this response

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8. **Quality Control/Quality Assurance Program** - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

**Quality Control/Quality Assurance Program**

- [ ] 8 points

Evaluation Committee Member Initials

Review Comments: Could not locate this response
TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  
   70

2. Firm Experience (25 points max.)  
   22

3. Organization (15 points max.)  
   13

4. Staff Qualifications (15 points max.)  
   13

5. Financial Qualifications (10 points max.)  
   10

6. Response to Scope of Services (130 points max.)  
   94

7. Solution Implementation Functionality & Features (15 points max.)  
   8

8. Quality Control/Quality Assurance Program (20 points max.)  
   8

Subtotal  
238

TECHNICAL PROPOSAL TOTAL SCORE  
238 Points

Evaluation Committee Member Signature
The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

The firms with a minimum average score of a 250 point total after evaluation of the criteria in 4.2 will be shortlisted. Only the Fee Proposals of shortlisted firms will be opened. Interchange rate sheets from each Proposer shall be included within the Price Proposal sealed envelope to verify interchange rates annotated on schedules one and two of the Price Proposal. Rates on the interchange rate sheets will prevail if different from Price Proposal. The shortlisted Proposers will be put in ranked order based upon their Total Price. The lowest responsive and responsible Fee Proposal submitted will be ranked first and so on. Rankings will be submitted to the Authority Board for review and appropriate action. No Presentations are being conducted.
1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 0/70 points

Evaluation Committee Member Initials

Review Comments: ____________________________________________________________
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2
2. Firm Experience - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer’s staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

Firm Experience 23 points

Evaluation Committee Member Initials D

Review Comments:

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3. Organization - (15 points out of 300)
This section includes soundness and completeness of the Proposer’s organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

Organization 13 points

Evaluation Committee Member Initials D

Review Comments:

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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** 10 points

Review Comments: _____________________________________________________________

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Evaluation Committee Member Initials  

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** 10 points

Review Comments: _____________________________________________________________

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Evaluation Committee Member Initials  

4
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

**15 Batch Credit Card Processing** – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

**15 Point-of-Sale Processing** – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

**15 Real-Time Credit Card and ACH Payment Processing** – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

**15 PCI Data Security Standard Compliance** - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

**5 Performance Metrics** – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

**4 Normal Business Day** – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

**D Compatibility & Interface with Legacy Systems** – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

**5 Reporting** – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out of...
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 19 points

Evaluation Committee Member Initials

Review Comments:

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features        15 points

Evaluation Committee Member Initials

Review Comments:
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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program  19 points

Evaluation Committee Member Initials

Review Comments:
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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.)  70
2. Firm Experience (25 points max.)  23
3. Organization (15 points max.)  13
4. Staff Qualifications (15 points max.)  18
5. Financial Qualifications (10 points max.)  10
6. Response to Scope of Services (130 points max.)  119
7. Solution Implementation Functionality & Features (15 points max.)  15
8. Quality Control/Quality Assurance Program (20 points max.)  19

Subtotal 219

TECHNICAL PROPOSAL TOTAL SCORE 219 Points

Evaluation Committee Member Signature
PROPOSER: SunTrust Merchant Services

ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY

EVALUATION COMMITTEE SCORING SHEET FOR TECHNICAL PROPOSALS FOR

CREDIT CARD PROCESSING SERVICES; CONTRACT NO. 000900

The Evaluation Committee will consider the following areas in ranking the Proposers through information provided by each Proposer in the Technical Proposal.

The Committee members should strive to provide objective evaluations during all phases and for all parts of the review/evaluation process. Each proposal shall be evaluated on its own merit without comparison to the proposals submitted by other Proposers. Additionally, the evaluations must be done individually by each Committee member. Evaluations should not be done in a meeting type environment where a consensus is determined.

Each Committee member should provide a narrative explanation for his or her score. All individual evaluations should be signed and dated by the Committee member.

When a Committee member has completed evaluation of each proposal, the scores shall be transmitted to the Chairman of the Committee who will calculate the average score for each proposal.

Each member of the Committee must base his/her evaluation on the same criteria so that value uniformity can be established. The following considerations have been established as the review/evaluation criteria. These criteria have been provided to the Proposers in the RFP package.

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1. Firm Qualifications - (70 points out of 300)
This section must convince the Committee that the Proposer is qualified to provide credit card processing.

Does the Proposer have a national presence and scope of operations?

Does the Proposer demonstrate current compliance with all applicable Visa, MasterCard, American Express and Discover association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Does the Proposer demonstrate current compliance with all applicable National Automated Clearing House Association (NACHA) association rules, regulations, policies, and other relevant criteria governing the type of services required by this RFP?

Did the Proposer confirm that it processes at least $500 million in revenue annually and 10 million credit card transactions with at least one client for whom the Proposer processes at least $100 million in revenue annually and 2 million transactions?

Did the Proposer provide evidence of authority to conduct business in the State of Florida?

Did the Proposer submit a current Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or approved equivalent? The SSAE, or equivalent, shall present an “unqualified opinion” indicating that:
1. The Proposer’s description of its organizational controls is presented fairly;
2. Such controls are designed effectively;
3. Such controls are placed in operation as of a specified date; and
4. Such controls are operating effectively over a specified period of time.

Though an “unqualified opinion” where the above items have been accomplished is highly desirable, in the case of a “qualified opinion,” the Authority reserves the right to evaluate the qualifications and at its sole discretion and either accept or disqualify the proposer.

Firm Qualifications 70 points

Evaluation Committee Member Initials

Review Comments:

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2
2. **Firm Experience** - (25 points out of 300)
This section shall demonstrate the firm’s experience, staffing quality and availability in providing the required services.

Did the Proposer demonstrate adequacy of experience of its firm and staff in engagements of similar scope and requirements; proven ability of Proposer's staff to provide required services; time commitment to the project?

Did the Proposer submit a minimum of three (3) references for the most significant customer relationships performed in the last five (5) years as a credit card processor to entities that are similar to the Authority? Did the Proposer indicate the scope of work, date, engagement partners, and the name and telephone number of the principal contact?

<table>
<thead>
<tr>
<th>Firm Experience</th>
<th>24 Points</th>
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<td>Evaluation Committee Member Initials</td>
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Review Comments: 

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3. **Organization** - (15 points out of 300)
This section includes soundness and completeness of the Proposer's organization and management policies.

Did the Proposer provide information on the size of the firm’s total staff, the number and classification of the professional staff employed for the services on a full-time basis and the number and classification of the staff to be employed on a part-time basis? Did the Proposer provide the location of the office that will provide customer and technical support?

Did the Proposer provide details of its organization and lines of communication to demonstrate its effectiveness in running a responsive credit card processing organization that supports a 24 hour per day, seven (7) days a week business operation?

<table>
<thead>
<tr>
<th>Organization</th>
<th>12 Points</th>
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<td>Evaluation Committee Member Initials</td>
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</table>

Review Comments: 

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4. **Staff Qualifications** - (15 points out of 300)
Those individuals directly involved in the project must have demonstrated specific and substantial experience in the areas detailed in the Scope of Services.

Did the Proposer identify the principal supervisory and management staff, including managers, supervisors and specialists who will be assigned to the contract?

Did the Proposer provide resumes for these individuals that show education, years of relevant management experience, experience with toll system operations, and other relevant experience?

**Staff Qualification** \( \frac{12}{15} \) points

Review Comments:

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Evaluation Committee Member Initials

5. **Financial Qualifications** - (10 points out of 300)

Did the Proposer submit information on its financial qualifications to demonstrate backing and financial strength to undertake and support a project of this size through the term of the Contract and any renewals?

**Financial Qualification** \( \frac{10}{10} \) points

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Evaluation Committee Member Initials
6. Response to Scope of Services - (130 points out of 300)
This section must convince the Committee that the Proposer completely understands the complexity and magnitude of the Scope of Services. The Proposer shall demonstrate its understanding of the Scope of Services by responding to each of the following:

14. Batch Credit Card Processing – Did the Proposer confirm that it will comply with the requirements in the Scope of Services? (15 points out of 130)

15. Point-of-Sale Processing – Did the Proposer describe its Point-of-Sale processing solution? (15 points out of 130)

14. Real-Time Credit Card and ACH Payment Processing – Did the Proposer include the following to describe the real-time and/or batch processing procedure and the communication and encryption protocol used to exchange files? (15 points out of 130)
   i. Connection speed expected from communications link.
   ii. The method in which problems such as loss of communication or system errors are handled and resolved for real-time payments.
   iii. The methods used for voiding and reversing transactions for real-time payments.
   iv. The method in which problems such as partial transfers or systems errors are handled and resolved for batch payments.
   v. The methods used for voiding all or part of the transactions on a particular batch.

15. PCI Data Security Standard Compliance - Did the Proposer provide a current PCI Certificate of Compliance? (15 points out of 130)

4. Performance Metrics – Did the Proposer provide the following performance metrics for the system? (5 points out of 130)
   i. Average and maximum time required to process an entire Credit Card payment batch containing 1,000 records.
   ii. Average and maximum time required to process an entire Credit Card payment batch containing 4,000 records.
   iii. Average and maximum time required to process a real-time Credit Card payment.
   iv. Average and maximum time required to process real-time ACH payment.
   v. A guarantee of the time required to complete a batch process.

9. Normal Business Day – Did the Proposer confirm that the processing day shall be structured with the Authority’s current business day which is midnight to midnight? (5 points out of 130)

4. Compatibility & Interface with Legacy Systems – Did the Proposer confirm that an interface with the Authority’s automatic payment authorization process will be provided? (5 points out of 130)

5. Reporting – Did the Proposer submit samples of required reports and indicate how long data is stored for and how far back reports can be created for printing and download? (5 points out of 130)
Automatic Reporting of Credit Card Expiration & Card Number Updates – Did the Proposer confirm that automatic updates for credit card expiration dates and replacement card numbers for credit cards on file will be made available at no additional cost to the Authority if desired? (2 points out of 130)

Additional Transaction Capability – Did the Proposer confirm that its solution will be easily modifiable to accept additional credit card types and debit cards and ACH check transaction via the Authority’s retail locations in the event the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Micro-Payment Transaction Capability – Did the Proposer confirm that its solution shall be easily modifiable to handle micro-payment electronic transactions at Authority toll lane booths in the event that the Authority elects to upgrade its payment capability in the future? (2 points out of 130)

Contractor Account Representative & After Hours Technical Support – Did the Proposer confirm that it will provide an account representative to answer questions and handle account inquiries during the normal business hours of the Service Centers and that technical support for the automatic batch replenishment process and all other processes will be provided on a 24 hours per day, 7 days a week, 365 days per year basis at no additional cost to the Authority? (10 points out of 130)

Advanced Notice of Contractor Downtime – Did the Proposer confirm that it will notify the Authority of any scheduled downtime as soon as possible, but no less than 96 hours advanced notice is required and that in the event of unscheduled downtime, the Proposer will verbally notify Authority’s IT staff of the service outage as soon as possible? (5 points out of 130)

Secondary Back-Up Provisions for Normal On-Line Transaction Processing Operations – Did the Proposer confirm that its backup means to perform on-line transaction processing operations for both point-of-sale and automatic batch processing so that the Authority will be able to process transactions at all times; that point-of-sale batch processing and real-time processing shall remain functional even if a direct connection is unavailable; and that if special hardware is required in addition to what the Authority already has available to provide backup on-line processing and/or communications capabilities, the Proposer will provide maintenance and all supplies for that equipment at no cost to the Authority? (5 points out of 130)

Maintenance of Credit Card Processing Operations & Disaster Recovery – Did the Proposer identify two (2) distinct processing locations (primary and back-up) with adequate capacity, capability, accessibility, availability and geographic separation to maintain processing operations in the event of unforeseen disaster that disables the Proposer’s primary processing facility including, but not limited to, communications outages, etc.? Did the Proposer provide an overview of its contingency plan to maintain operations under such conditions? (10 points out
Optional Maintenance & Support for Legacy VeriFone Equipment – Did the Proposer confirm that it will provide maintenance and support services for the Service Centers legacy inventory of VeriFone terminals and receipt printers if requested by the Authority? (2 points out of 130)

Optional Purchase of New Credit Card Processing Equipment and Associated Maintenance & Supplies – Did the Proposer confirm that it will furnish and deliver credit card terminals and receipt printers (latest industry standard) to the Service Centers and provide complete specifications, including interface requirements, associated maintenance including parts and labor, and paper rolls and printer ribbons for the VeriFone equipment at no additional cost for the duration of the Contract and all renewals? (2 points out of 130)

Transition Plan – Did the Proposer submit a preliminary Implementation/Transition Plan that includes a preliminary schedule (timeline) detailing the time frame for acceptance testing and deployment of a live system? (10 points out of 130)

Did the Proposer address, in no more than 5 pages, the transition process and identify key elements such as staffing, transferring of responsibilities and other milestones to ensure that the process is completed within 60 days after the Notice to Proceed has been issued to the successful Proposer or by August 1, 2013, whichever comes first?

Did the Proposer submit a written discussion of the transition of services? (This written discussion will not be scored however, failure to submit the document, or submitting a document that the Committee determines is non-responsive to the intent of this directive, may result in up to ten (10) points being subtracted from the Proposer’s score for Response to Scope of Services.)

Response to Scope of Services 111 points

Evaluation Committee Member Initials 0

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7. Solution Implementation Functionality and Features - (15 points out of 300)

Does the Proposer demonstrate the soundness and clarity of its approach (implementation solution) to the attainment of project objectives presented in the Scope of Services, making specific references to work encompassed, including a discussion of potential difficulties and probable effectiveness of the approach with respect to objectives?

Does the Proposer demonstrate its understanding of the project objectives and the means by which these objectives will be attained?

Did the Proposer describe characteristics of the proposed system implementation solution in terms of performance, functionality, additional features, and physical attributes? Did the Proposer elaborate on any additional features provided that enhance and provide a well-rounded solution?

Solution Implementation Functionality and Features 15 points

Evaluation Committee Member Initials

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8. Quality Control/Quality Assurance Program - (20 points out of 300)

Did the Proposer submit an overview and summary of its Quality Assurance/Quality Control Plan to address activities required by the Scope of Services? Did the Proposer define its quality control program, namely the policies followed to assure a complete, accurate and quality level of service as it relates to the required services? Did the Proposer provide its procedures and techniques for quality assurance, as well as description of the quality control program in place for existing clients?

Quality Control/Quality Assurance Program 19 points

Evaluation Committee Member Initials

Review Comments:

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TECHNICAL PROPOSAL SCORING RECAP

1. Firm Qualifications (70 points max.) 70
2. Firm Experience (25 points max.) 24
3. Organization (15 points max.) 12
4. Staff Qualifications (15 points max.) 12
5. Financial Qualifications (10 points max.) 10
6. Response to Scope of Services (130 points max.) 114
7. Solution Implementation Functionality & Features (15 points max.) 15
8. Quality Control/Quality Assurance Program (20 points max.) 19

Subtotal 213

TECHNICAL PROPOSAL TOTAL SCORE 213 Points

Evaluation Committee Member Signature