



Procurement and Contracting Services

**Request for Proposals for a Vendor to Furnish
the University of Arizona Student Unions with
Automated Teller Machines (ATMs)**

Addendum 2

**Please mark all Bid submission
Files with the following information**

**Sealed RFB # S192323
Due on May 4, 2023 no later than 2:00 PM, MST**

The following questions were received prior to the close of the Technical Question period on February 1, 2023 at 12:00 PM MST:

- 1. The RFP had a Lease Agreement included. Do we need to use this version, or can we send a new/different version for consideration?**
 - a. The University prefers to use the Lease Agreement included in the RFP for all successful vendors. However, please feel free to propose and include any edits your company would need for the Lease Agreement and submit everything with your proposal.
- 2. Do you have ATM transaction volumes by location and by machine?**
 - a. No, transaction volume data is not available.
- 3. There was a Wells Fargo bank branch in the Student Union Memorial Center (Level 1). When did it close?**
 - a. The Wells Fargo bank branch closed June 30, 2022.
- 4. Does the University plan to put a new branch on campus?**
 - a. No.
- 5. Are there plans for an RFP for the University to resume the bank branch and campus card association services?**
 - a. No.
- 6. What services are currently provided at the ATMs?**
 - a. Services provided at the ATMs may vary by ATM provider but typically include: cash withdrawal from checking/savings accounts, balance inquiries, transfer of funds from/to checking/savings, payments, deposits, and cash advances from credit card accounts.
- 7. Are deposits required at the ATMs?**
 - a. No.
- 8. When do current ATM agreements expire?**
 - a. June 30, 2023.
- 9. How many positions are we able to have in each area?**
 - a. Per Section 5.2, successful vendors may bid for a maximum of two positions in any area, except for the Indoor Area where only one space is available. The University's goal is to offer the campus community a variety of ATM services, which is why there is a limit.
- 10. Do you have any issues with ATM machine vandalism?**
 - a. No. Surely some scratching/etching or writing on the machines from time to time, but even that is limited and not anything of substance that would be reported.

11. Can you provide the ATM hours of operation by location/area?

- a. SUMC Canyon Area and SUMC East Area – 24 hours/day public access
 - i. Please note: the back service room for the SUMC Canyon Area is only accessible during SUMC building hours, which are currently 6:30am-10:00pm Monday-Friday and 8:00am-10:00pm Saturday-Sunday. See <https://union.arizona.edu/infodesk/hours/> as building hours do change periodically.
 - ii. SUMC Indoor Area and SUMC Lower Area – only accessible during SUMC building hours, which are currently 6:30am-10:00pm Monday-Friday and 8:00am-10:00pm Saturday-Sunday. See <https://union.arizona.edu/infodesk/hours/> as building hours do change periodically.

12. What happens if more than one vendor submits a proposal with bids on the same position(s) in the same area(s)?

- a. The University will consider all vendor bids based on the Evaluation Criteria listed in Section 3.9.8: total financial package, vendor qualification, and total services offered. ATM location assignments will be at the sole discretion of the University with the intent of providing the campus community with a variety of ATM services.

13. Do the residence halls have ATMs? If so, how many?

- a. The on-campus residence halls used to have ATMs inside, but due to declining usage they were removed 2-3 years ago.

14. Are there minimum bid requirements?

- a. No, but please see Section 3.9.8 for the Evaluation Criteria and Section 5.14 for a list of items required in the Proposal Response.

15. Can students withdraw funds from an ATM using their CatCard?

- a. No.

16. The RFP stipulates a term of five years. Can this be negotiated differently? For example, a two-year initial term with three one-year renewal options.

- a. Yes, you may propose a different term structure than a straight five-year agreement, so long as the total term is five years.

17. Section 5.5.2.2 mentions the University can conduct inspections on Real Property Installed Equipment (RPIE) at any time. Who will conduct this and what is the purpose?

- a. The purpose of these inspections is more for the physical facilities and not the actual ATMs. Maintenance and inspection of the ATMs is the responsibility of each successful vendor.

18. Have there been any issues or challenges with an armored car and armed guard pick-ups?

- a. No. The Student Unions uses similar services for all dining locations in SUMC and across campus, so the campus community is used to seeing armored cars and armed guards for pick-ups.

19. Section 5.3.2 mentions an Annual Sponsorship Payment to support programs, events, services, etc. Can you please tell us more about:

- a. **What is covered and required?**
 - i. As noted in Section 5.3.2 vendors are required to include an annual sponsorship payment as part of their proposal to the University. These funds are used to support programs, events, services, and scholarships within the Arizona Student Unions and the allocation will be left to the discretion of the Student Unions administration.
- b. **Will vendors receive sponsorship notices and recognition during sponsored events using their funds?**
 - i. Yes, if vendors would like to received notification and recognition for their sponsorship funds, they should include those details in their proposals.
- c. **How are sponsored events decided and when is funding earmarked?**
 - i. Sponsored events and activities can vary each year, but funding is typically earmarked on an annual basis and then reviewed at least quarterly.

20. What is the current surcharge for using the ATMs on campus? Is there a surcharge requirement for participation in the RFP?

- a. Current surcharges may vary by bank/vendor, but there is typically no surcharge if you're using the ATM associated with your account. There is no surcharge requirement for participation in this RFP, but any surcharge you expect to charge users should be clearly stated in your proposal.

21. You mentioned that other providers are not present today. When is the next meeting/walkthrough scheduled?

- a. The additional Pre-Proposal Conference and Site Visit is scheduled for Wednesday, April 19, 2023 at 1:00pm in SUMC Room 403.

22. Please clarify Section 5.5.5. around Marketing and Promotions. Can vendors have marketing on the ATMs themselves (branding)? Can the ATMs have third-party advertising on their digital screens?

- a. The successful vendors may brand their ATMs to match their company's branding (i.e. Bank of America logo with red and blue to match), but they cannot co-brand or use the name/logo of the University or the Arizona Student Unions in their branding or in their company's marketing materials. Adding the on-campus ATM location(s) as part of the available service options on the company website is allowed.

- b. Third party advertising on the ATM itself (i.e. screensavers, video toppers, etc.) is prohibited, but the successful vendor may advertise their own financial service offerings on their screens/machines.

23. The Wells Fargo branch location had ATMs. Are those locations included/available for bid?

- a. Yes, they are included as the SUMC Indoor Area and SUMC Lower Area ATM positions 7, 8, and 9.

24. Is there any data you can share on the below post-covid?

- a. **Enrollment:**
- b. **Dining traffic:**
- c. **ATM usage:** N/A – same as Question #2 above.

Site Visit Questions

- 1. Can you provide the ATM alcove dimensions:**
 - a. SUMC Indoor Area:
 - b. SUMC Lower Area:
- 2. Can you confirm the ATM positions are numbered from left to right?**
 - a. Yes, confirmed.
- 3. Will all ATM areas/positions have their own power and data available/provided by the University?**
 - a. Yes.
- 4. Would we be able to add ATM signage for the SUMC Indoor Area if awarded that ATM position?**
 - a. Yes, the successful vendor can work with the Student Unions' Facilities Team to install approved ATM signage above/near the SUMC Indoor Area.

End of addendum, all else remains the same.