
SAN ANTONIO WATER SYSTEM PURCHASING DEPARTMENT

Issued By: Joseph Ramon
BID NO.: 16-1133

Date Issued: November 1, 2016

**FORMAL INVITATION FOR BEST VALUE BID (BVB)
FOR LEASE OF KIOSKS
ADDENDUM 1**

Sealed bids, one (1) Original and seven (7) copies, addressed to the Purchasing Director, San Antonio Water System, 2800 US Hwy 281 North, Administration Bldg., 5th Floor, San Antonio, TX 78212 will be received until **3:00 p.m. November 8, 2016** and then publicly opened and read aloud for furnishing materials or services as described herein below,

The San Antonio Water System Purchasing Department is willing to assist any bidder(s) in the interpretation of bid provisions or explanation of how bid forms are to be completed. Assistance may be received by visiting the Purchasing Office in the SAWS Main Office, 2800 US Hwy 281 North, San Antonio, TX 78212, or by calling (210) 233-3819.

This invitation includes the following:

Invitation for Bids
Terms and Conditions of Invitation for Bids

Specifications and General Requirements
Price Schedule

The undersigned, by his/her signature, represents that he/she is authorized to bind the Bidder to fully comply with the Specifications and General Requirements for the amount(s) shown on the accompanying bid sheet(s). By signing below, Bidder has read the entire document and agreed to the terms therein.

Signer's Name: _____ Firm Name: _____
(Please Print or Type)

Address: _____

Signature of Person Authorized to Sign Bid _____ City, State, Zip Code: _____

Email Address: _____ Telephone No.: _____

Fax No.: _____

Please complete the following:

Prompt Payment Discount: _____% _____days. (If no discount is offered, Net 30 will apply.)

Please check the following blanks which apply to your company:

Ownership of firm (51% or more):

Non-minority Hispanic African-American Other Minority (specify) _____

Female Owned Handicapped Owned Small Business (less than \$1 million annual receipts or 100 employees)

Indicate Status: Partnership Corporation Sole Proprietorship Other (specify) _____

Tax Identification Number: _____

To report suspected ethics violations impacting the San Antonio Water System, please call 1-800-687-1918.

***** This **Addendum 1** is issued to make the following changes on Bid 16-1133.

1. Questions and Responses to questions

IT IS **NOT NECESSARY** TO RETURN THIS ADDENDUM 1 AS PART OF YOUR BID SUBMISSION

I. QUESTIONS: General

- 1) If credit card functionality is deployed on kiosk. Is SAWS intending to pay the fee or to have the customer pay the fee?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

- 2) What is the average credit card payment for residential customers?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

- 3) What is the average credit card payment for commercial customers?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

- 4) Today how many residential credit card transactions does SAWS process each month?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

- 5) Today how many commercial credit card transactions does SAWS process each month?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

- 6) Do bills need to be paid in full or is partial payment allowed?

Response: Partial payments are allowed.

- 7) Will there be a return to merchant RTM process in place?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

- 8) What is the maximum payment amount allowed?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

9) What is the minimum payment amount allowed?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

10) Does SAWS want to accept Visa, MasterCard, Discover?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

11) Will AMEX cards be accepted?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

12) Do you desire separate pricing for residential and commercial customers?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

13) (Europay, MasterCard and Visa) is a technical standard for smart payment cards and for payment terminals and ATMS that can accept them. Since there are upcoming requirements for credit and debit transactions, does all equipment need to be certified by the EMVCo? And if so, to what level?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

14) Do all technicians who service the equipment need to be EMV certified?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

15) What merchant level of PCI DSS is required?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

16) Will an encrypted pin pad be required?

Response: At this point all we are asking is they have the functionality to be used at a later date if we request it.

17) How will SAWS provide access to customer data for balances?

Response: This will be accomplished by a data transfer extracted daily.

18) Will this be via secure web services and if so what type?

Response: SFTP – process

19) What information is required to look up a unique account? Driver's License, Barcode scan off the bill, account number?

Response: Account Number, phone number and zip code.

20) Are the kiosks are required to be fully accessible to the blind (Section 508 compliant), to include screen reading capability?

Response: Yes

21) Are there any provisions that have been considered for users with prosthetics? If so, this impacts the type of touchscreen technology selected.

Response: No

22) Will the kiosks need to be bolted to the floor and is this the contracts or SAWS responsibility?

Response: No. The Kiosk will be free standing non-bolted.

23) Are the units required to have specific SAWS branding on the exterior?

Response: The Kiosk will have the following information on the Kiosk- SAWS logo....you can pay your bill here.