

**KETCHIKAN GATEWAY BOROUGH  
REQUEST FOR PROPOSALS**

**CREDIT AND DEBIT CARD SERVICES FOR  
THE KETCHIKAN INTERNATIONAL AIRPORT**

**THIS IS NOT AN OFFER**

**RELEASE DATE: November 21, 2011**

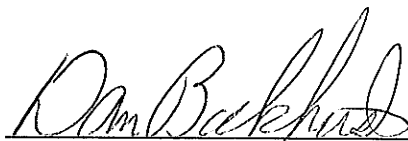
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The Ketchikan Gateway Borough (Borough) is soliciting sealed proposals from qualified general contractors, firms, or companies to provide credit card services at the Ketchikan International Airport. The project name for purposes of this Request for Proposals is:

**CREDIT AND DEBIT CARD SERVICES FOR  
THE KETCHIKAN INTERNATIONAL AIRPORT**

To receive the Request for Proposals (RFP), please contact: 907-228-6637, Office of the Borough Manager, Ketchikan Gateway Borough, 1900 First Avenue, Suite 210, Ketchikan, Alaska 99901. Requests for the RFP documents may be faxed to 907-228-6684 or emailed to [amyb@kgb.ak.us](mailto:amyb@kgb.ak.us). The RFP documents will also be posted on the Borough's website, <http://www.kgb.ak.us/>. Even though the RFP documents are provided online, each firm must register with the Borough by sending an email to: Amy Briggs, Purchasing Officer [amyb@kgb.ak.us](mailto:amyb@kgb.ak.us). **Proposals from unregistered respondents will not be accepted.** The required email must include the firm name, address, telephone number, and fax number. No faxed or oral proposals will be allowed.

Proposal Submission Deadline: To be considered, a complete sealed proposal package in the format requested **must be received at the Office of the Borough Clerk, 1900 First Avenue, Suite 115, Ketchikan, Alaska 99901 by 3:00 PM local time, December 21, 2011**



Dan Bockhorst  
Borough Manager

## PROPOSAL CONTENT AND FORMAT

The Borough recognizes that respondents are likely to commit significant resources in preparation of their proposals. Further, it is in the Borough's best interest to have maximum competition among respondents to provide services in order that the Borough retains the best value respondent. As such, it is in the best interests of the Borough and each respondent to avoid any question whether the respondent's proposal is responsive to this RFP. Therefore, it is crucial that respondents thoroughly read this entire RFP and carefully follow all instructions. It is not uncommon for a proposal to be deemed non-responsive by the Borough because of what some might consider are inconsequential errors or omissions by a respondent. For example, proposals have been rejected by the Borough because they were not sealed or properly marked on the outside as specified in the RFP. Respondents should assume that the form and content requirements of this RFP will be rigorously applied by the Borough in determining the responsiveness of proposals. A checklist is included in this RFP to help respondents avoid errors and omissions.

Respondents should also allow adequate time for mailing or special delivery of proposals to the Borough Clerk. It is not uncommon for one or more respondents to be disqualified in submitting proposals to the Borough because the proposals were not received in a timely manner. For example, one of the four respondents for project manager services for the Aquatic Center project was disqualified because of a late proposal. USPS mail and special deliveries to Ketchikan may be delayed because of weather or other circumstances. Couriers should be given clear and accurate instructions in terms of the deadline and location for delivery of proposals.

Proposals must respond directly to the evaluation criteria for this project. Additional material (other than that requested below) is not required or desired. Clarity and brevity are encouraged. Limit submittals as follows:

Proposal Documentation	Use forms provided in RFP
Cover Letter	1 page suggested maximum
Response to Criteria	5 pages suggested maximum
Resumes	Provide resumes for key personnel, 1 page Suggested maximum each resume.
Price proposal	Per instructions; use the Price Proposal Forms Provided

The following sections address the specific content expected for each portion of the proposal.

### COVER LETTER

In the cover letter, the respondent should:

- A. state its understanding of the services to be performed,
- B. explain why the respondent firm is the best qualified to provide those services,
- C. state why the respondent firm is most likely to help the Borough achieve the goals outlined in the Project Scope of Work portion of this request for proposals; and,
- D. Provide the name and contact information of the individual who is authorized to make representations and commitments on behalf of the respondent.

### RESPONSE TO CRITERIA

The narrative response to the Selection Criteria should specifically and accurately address each criterion in the order listed in this proposal. Respondents are encouraged to limit the

response to 5 pages. Project and individual experience must be verifiable by listed references. It is the responsibility of the proposer to make certain that contact information is current.

## **REQUIRED SIGNATURES**

NOTE: The price-proposal component forms must be signed and dated by a person who is authorized to bind the respondent.

In addition to the price-proposal component, the proposal itself must also be signed by a person who is authorized to bind the respondent. Specifically:

- A. A proposal by a corporation shall be executed in the corporate name by the president, vice-president, or other corporate officer. Evidence of authority to sign must also be provided. Such evidence may be in the form of a copy of the corporate bylaws, articles of incorporation, resolution of the board, corporate certificate, or other reliable evidence.
- B. A proposal by a partnership shall be executed in the partnership name and signed by a partner (whose title must appear under the signature), accompanied by evidence of authority to sign. Evidence of authority to sign may be in the form of a copy of the partnership agreement or other reliable evidence.
- C. A proposal by a limited liability company shall be executed in the name of the firm by a member and accompanied by evidence of authority to sign. Such evidence may be in the form of a copy of the corporate bylaws, articles of incorporation, resolution of the board, corporate certificate, or other reliable evidence.
- D. A proposal by an individual shall show the proposer's name and business address.

Failure to provide evidence of authority to sign on behalf of the respondent will not be grounds for rejection if the Borough is able to confirm the authority of the signer to bind the respondent.

## **RESUMES**

Provide resumes for each managing member of the team (i.e., project manager for the prime contractor and each known or planned subcontractor) that will be assigned to this project. List name, title, intended role and responsibilities for the duration of the contract, educational background, and specific qualifications related to role and responsibilities, past relevant experience, number of years of relevant experience, supervisory responsibilities if relevant, list of projects individual was associated with during the last five years including type of project and project cost.

For each managing member of the team, provide at least two Owner or two Firm references for recent relevant projects.

## **PROPOSAL DOCUMENTATION FORMS**

To be considered, respondents must complete, sign, and include the Proposal Documentation Forms provided in the RFP with submitted proposals.

# SUBMITTALS

## DEADLINE

All Proposals must be received by the Borough no later than the date outlined in this RFP.

## SUBMITTALS

All proposal documents must be submitted in a sealed envelope or box clearly marked on the outside to identify it as a proposal for the project specifically named in this RFP, and must be delivered to the address outlined, and in the required format, on or before the deadline.

Each respondent must submit its complete proposal divided into 2 parts:

### **Part One: Proposal Exclusive of Price Proposal Component**

Part One consists of the complete proposal exclusive of the price-proposal component. Part One must be signed and dated by a person who is authorized to bind the respondent. Failure to properly sign and date the proposal will be grounds for rejection.

For the convenience of the Borough, respondents are asked to include 3 paper copies and 1 copy in electronic format (MS Word or text-searchable PDF-document on a CD) of the Part One proposal. Because the printed and electronic copies are for the Borough's convenience, failure to provide the requested copies will not be grounds for rejection. However, if a respondent does not provide the copies, that respondent's proposal will receive a lower score for the criterion dealing with the form and content of the proposal.

***Important note: The Part One Proposal and copies of Part One Proposal must exclude all price proposal information.***

### **Part Two: Price Proposal Component**

Submit 1 set of the Part Two price proposal component enclosed in a separate sealed envelope placed within the sealed envelope or box containing the Part One proposal.

***The Part Two Price Proposal Component shall be submitted on the forms provided in this RFP for the specified project.***

Each price-proposal component must be signed and dated by the person who prepares it. If that person is not authorized to bind the respondent, the price-proposal component must also be signed by a person who is authorized to bind the respondent.

Failure to properly sign and date the Part Two Price Proposal Component and to include it in a separate sealed envelope inside the sealed envelope or box containing the Part One proposal will be grounds for rejection.

The surety bond, if required, shall be included in the sealed envelope containing the price proposal component.

For the convenience of the Borough, respondents are asked to include 1 copy in electronic format (MS Word or text-searchable PDF-document on a CD) of the Part Two Price Proposal Component.

Important note: If a respondent provides the requested electronic copy of the Part Two Price Proposal Component, it must also be sealed with the Part Two Price Proposal Component. Failure to properly seal the copy of a Part Two Price Proposal Component will be grounds for rejection.

However, because the electronic copy is for the Borough's convenience, failure to provide the requested copy will not be grounds for rejection. If a respondent does not provide the copy, that respondent's proposal will receive a lower score for the criterion dealing with the form and content of the proposal.

The envelope containing the price proposal component (price proposal, electronic copy of the price proposal, and surety if required) must be clearly marked on the outside as the price proposal component.

***Respondent's failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be opened or accepted for evaluation. Proposals submitted by fax will not be accepted.***

#### **INQUIRY DEADLINE**

Questions, objections, or protests relating to defects, errors, omissions regarding the project or this RFP should be submitted in writing no later than the date and time specified in this RFP. Substantive issues will be addressed in a written addendum to the RFP.

Address questions to:

**Borough Procurement Officer  
Amy Briggs  
Telephone: 907-228-6637  
Fax: 907-228-6684  
E-mail: amyb@kgb.ak.us**

#### **DELIVERY INSTRUCTIONS**

Proposals must be received by the Borough Clerk by the deadline specified in this RFP.

Be aware that Ketchikan is considered a remote location and, as such, mail and special deliveries by couriers to Ketchikan are commonly delayed beyond the advertised guaranteed arrival of carriers and couriers.

Proposals must be delivered to:

**Borough Clerk  
Kacie Paxton  
Ketchikan Gateway Borough  
1900 First Avenue, Suite 115  
Ketchikan, Alaska 99901**

## INSURANCE AND LEGAL REQUIREMENTS FOR SELECTED CONTRACTOR

### INSURANCE

Before execution of a contract, and during the entire period of the project, the contractor shall provide the types of insurance listed below. All policies shall have a mandatory 30-day cancellation clause. The Borough shall be named as additional insured on all insurance policies except professional liability policies. Insurance certificates will be required to be submitted for review by the Borough's Risk Manager before the Borough will issue a notice to proceed. Unless specifically marked "not applicable" or "n/a" below, the following insurances are required:

- Workers' compensation as required by law and employer's liability coverage at a minimum of \$1,000,000. The Workers' compensation policy shall include a Waiver of Subrogation in favor of the Ketchikan Gateway Borough.
- Commercial general liability insurance, not excluding explosion, contractual liability or product/completed operation liability insurance - \$1,000,000 per occurrence and \$2,000,000 aggregate.
- Comprehensive automobile liability, bodily injury and property damage, including all owned, hired and non-owned, automobile - \$1,000,000 per each accident.
- Professional liability insurance covering errors and omissions at \$1,000,000 per claim.
- Builder's all risk (course of construction) in the amount of 100% of the total contract amount, including change orders, as well as materials in place and/or stored at the site, whether or not partial payment has been made by the Borough. Deductible to be no more than 10% of the total contract amount.

### SURETY REQUIREMENTS

All projects \$25,000 and over are subject to surety requirements as outlined below. Unless specifically marked "not applicable" or "n/a" below, the following surety requirements apply:

- BID BOND:** Proposer shall submit with their bid or price proposal component, a bid bond accompanied by Power of Attorney, or cashier's check. Bids or price proposals between \$25,000 and \$100,000 require a surety of 10% of the total bid or price proposal. Bids or price proposals greater than \$100,000 require a surety of \$10,000 plus 5% of the bid or price over \$100,000 (e.g., a \$110,000 bid or price proposal requires a surety of \$10,500).
- PERFORMANCE BOND:** Performance Bonds are required on any and all contracts over \$100,000. All Performance Bonds will be in the amount of 100% of the contract.
- PAYMENT BOND:** Payment Bonds are required all construction contracts involving the use of subcontractors, where the total amount of the contract is \$100,000 or more. Payment Bonds shall be in the amount of 100% of the contract amount.
- BONDING INSURANCE:** The Proposer whose proposal is accepted shall execute the Contract and furnish the required bonding insurance within ten working days after

Notice of Award of the Contract is issued. The Contract shall be considered executed by the successful proposer when two copies of the Contract, signed by an authorized representative of the Contractor, the bond and required insurance are received by the Purchasing Officer. Failure or neglect of the Contractor to execute the Contract within the time specified may result in a forfeiture of the proposal Guarantee and award of the Contract to the next highest ranked proposer.

n/a **LABOR AND WAGE RATES:** Respondents must comply with all State of Alaska Department of Labor and Workforce Development Labor Laws and Wage Rates as specified in AS 36.05.010 and AS 36.10 as applicable.

**LICENSES AND REGISTRATION:** Before execution of a contract, the successful bidder or proposer must have a current State of Alaska business license and general contractors license; must have a current sales tax registration on file with the Borough, and must be in good standing in terms of sales tax, property tax, and all other taxes, fees, and monies due to the Borough.

## **COMPLIANCE WITH LAWS**

The Contractor shall observe and abide by all applicable laws, regulations, ordinances and other rules of the State of Alaska and/or any political subdivisions thereof, or any other duly constituted public authority wherein work is done or services performed, and further agrees to indemnify and save the Borough harmless from any and all liability or penalty which may be imposed or asserted by reason of the Contractor's failure or alleged failure to observe and abide thereby.

## **SELECTION CRITERIA**

Responsive proposals to this RFP will be reviewed by a Proposal Review Team (PRT) appointed by the Borough Manager. The Borough Manager, at his discretion, may replace members of the PRT at any time. The top-ranked respondents may be short-listed. The PRT may, at its discretion, decide to interview the short-listed firms. The PRT will present its rankings of the respondents to the Borough Manager for consideration. After reviewing the PRT's recommendations, the Borough's financial resources, and following a 5-day protest period, the Borough Manager will present a recommendation to the Borough Assembly for its consideration. The goal is to award the contract to the Proposer that best meets the selection criteria set out in this RFP. Final action will be solely at the discretion of the Borough Assembly.

The selection will be made on the basis of qualifications and price offered in accordance with the criteria listed in this RFP. The Borough reserves the right to cancel this procurement effort. The Borough will not reimburse respondents for any costs of preparation or submission of proposals.

All interested firms who plan to submit a proposal **must register with the Borough** by sending an email to the Procurement Officer stating the company name, address, telephone number, and fax number.

A confirming email will be sent within one working day of registration. Potential respondents who do not receive this confirmation should contact the Borough via phone to complete the registration process.

## **PROPOSAL SCORING**

Each proposal will be initially rated independently by each member of the PRT. The PRT members will then meet to discuss the proposals and initial scores. PRT members may change their scores following the meeting of the PRT. Scores may be further modified as a result of oral interviews. The final score will be based on the average of all final scores by the individual members of the PRT. The Proposer whose proposal is scored the highest may be asked to either negotiate a final Agreement or, if required, clarify their current proposal into a best and final offer. If negotiations are not successful with the top rated Proposer, negotiations may commence with the next highest rated Proposer until an Agreement is reached, or the Borough, at its sole discretion, elects to cancel the solicitation. The Borough will rate all proposals according to the form and content submitted. The Borough reserves the right to award a contract solely on the written proposal or through negotiations. The Borough further reserves the right to reject any and all proposals submitted.

The total score of all criteria combined will dictate the ranking of offers. Each offer will be evaluated based on the criteria provided below. The maximum weight (score) for each criterion is also provided.

0.9 - 1.0	Outstanding
0.7 - 0.8	Excellent
0.5 - 0.6	Good
0.3 - 0.4	Fair
0.1 - 0.2	Poor
0.0	Unsatisfactory

Evaluators may investigate and discuss factual knowledge of Proposers' and proposed Subcontractors' prior work experience and performance, including projects referenced in proposal, available written evaluations, et cetera, and may contact listed references or other persons knowledgeable of a Proposer's and/or a Subcontractor's past performance. Factors such as overall experience relative to the proposed contract, quality of work, control of cost, and ability to meet schedules may be addressed.

## **ORAL INTERVIEWS**

The Borough reserves the right to request oral interviews with the highest ranked/rated firms. The purpose of the interviews is to allow expansion upon the written responses. A second score sheet will be used to score those firms interviewed. The final selection will be based on the total of all PRT member scores achieved on the second rating. The same criteria and point ranges will be used during the second evaluation.

During the evaluation the Borough may require supplemental information in order to fairly evaluate a Proposer's offer. For this purpose, the Borough may request such information, including a best and final offer, from the Proposer after the initial submittal. If such information is required, the Proposer will be notified in writing and will be permitted a reasonable period of time to submit the information.

## **CONTRACT NEGOTIATIONS**

If contract negotiations are unsuccessful with Proposer(s) selected for negotiation, the Borough may either cancel the solicitation or negotiate with other Proposers in the order of ranking. After completion of successful negotiations, a Notice of Award/Protest will be provided to all Proposers.

In the manner provided in the request for proposals, the manager may negotiate with those responsible proponents whose proposals are determined by the manager to be reasonably responsive to the request for proposals. Negotiations shall be used to clarify and assure full understanding of the requirements of the request for proposals. The manager may permit proponents to revise their proposals after submission and prior to award to obtain best and final offers. Proponents deemed eligible for negotiations shall be treated equally regarding any opportunity to clarify and revise proposals. In conducting negotiations or requesting revisions, neither the manager nor any other borough officer or employee shall disclose any information derived from proposals of competing proponents.

### **REQUIREMENTS SPECIFIC TO EVALUATION CRITERIA:**

The narrative portion and the materials presented in response to this Request for Proposal shall be submitted in the same order as requested and must contain at a minimum, the following:

### **FORM AND CONTENT**

This criterion reflects the extent to which the proposal (1) is well organized (e.g., narrative and materials presented in response to this RFP submitted in the same order as requested), (2) is void of material that is neither required nor desired (as addressed in “Proposal Content and Format” section above), (3) does not exceed the suggested maximum number of pages (as addressed in “Proposal Content and Format” section above), and (4) includes the requested copies of the proposal for Part One and Part Two.

### **EVALUATION CRITERIA**

1. **SPEED AND SIMPLICITY OF USE. 35 POINTS**
  - a. Proposals should clearly outline the ways in which the number of required signatures is minimized. Electronic gathering of required signatures will score higher than paper signatures.
  - b. Proposal should explain how their system will not impede how the toll booth staff's ability to process the number of transaction required.
  - c. Proposal should explain how the system will enhance toll booth staff's ability to process the number of transactions required.
2. **RELIABILITY. 15 POINTS**
  - a. Proposals should clearly describe the reliability features of the proposed system.
  - b. Proposals should clearly describe how the system functions in a damp outdoor environment, and alternative procedures in the event of power or equipment failure.
3. **RELEVANT PROJECT EXPERIENCE AND QUALIFICATIONS OF THE FIRM. 20 POINTS**
  - a. What experience does your firm have providing services in similar environments, i.e. high-volume, high speed processing; rugged outdoor environments, etc.
  - b. How long has the firm been providing credit card services? How qualified is the firm to take on a project such as the one described in this RFP?
4. **COST OFFSET SUGGESTIONS. 15 POINTS**
  - a. What are acceptable approaches to offsetting the added costs for offering credit and debit services?

**NOTE: The PRT will not review Price Proposals until after Evaluation Criteria 1- 3 have been reviewed and scored.**

The Borough reserves the right to reject any or all proposals, to waive any irregularities or informalities in the offers received and to change the evaluation process described above if circumstances dictate this or it is otherwise in the best interest of the Borough to do so. In the event a proposal(s) is rejected or otherwise does not result in a contract award, the Borough shall not be liable for any costs incurred by the Proposer in connection with the preparation and submittal of the proposal.

**5. PRICE 15 POINTS**

- A. In addition to a technical proposal, the prospective contractor shall prepare a detailed cost proposal for the work to be performed. The cost proposal shall itemize all items that will be charged, including travel charges that will be involved in the project and included in the bid amount.
  
- B. For scoring purposes, a single price is to be submitted based on the following assumptions:

Transaction Type	Transaction Count	\$ Value of each Transaction
Single walk-on passenger, Visa	15,000	\$ 5.00
Single walk-on passenger, MasterCard	15,000	\$ 5.00
Single walk-on passenger, Amex	15,000	\$ 5.00
Single walk-on passenger, Discover	15,000	\$ 5.00
Single walk-on passenger, Debit	15,000	\$ 5.00
Multiple walk-on passenger, Visa	15,000	\$ 15.00
Multiple walk-on passenger, MasterCard	15,000	\$ 15.00
Multiple walk-on passenger, Amex	15,000	\$ 15.00
Multiple walk-on passenger, Discover	15,000	\$ 15.00
Multiple walk-on passenger, Debit	15,000	\$ 15.00
Multiple Passenger Vehicle, Visa	7,000	\$ 27.00
Multiple Passenger Vehicle, MasterCard	7,000	\$ 27.00
Multiple Passenger Vehicle, Amex	7,000	\$ 27.00
Multiple Passenger Vehicle,		

Discover	7,000	\$ 27.00
Multiple Passenger Vehicle, Debit	7,000	\$ 27.00
Total Number of Transactions	185,000	

C. List total cost of first year of service.

D. If any other assumptions must be made in order to build price component, list each assumption clearly.

The least-cost proposal will be awarded the maximum points. Higher cost proposals will receive a reduced award of points. The minimum score for the price criterion is zero points.

Proposer's Score = ([Maximum Points Available] X ([Lowest Price Received] / [Proposer's Price])

*EXAMPLE:* Price Receives 15 points.

Firm A proposes \$50,000; Firm B proposes \$60,000 and Firm C proposes \$70,000.

Firm A: (15 X (50,000 ÷ 50,000)) = 15.000 points

Firm B: (15 X (50,000 ÷ 60,000)) = 12.500 points

Firm C: (25 X (50,000 ÷ 70,000)) = 10.714 points

	EVALUATION CRITERIA	POINTS	PRT SCORE	WEIGHTED SCORE
	<b>Speed and Simplicity of Use, Reliability of the System, and Qualifications of the Firm: Evaluation will examine the proposed system, firm qualifications, related experience and cost to the Borough. The maximum total score is 100 points.</b>			
1.	<b>Speed and Simplicity of Use: 35 points</b>			
	a) Proposer has offered a high limit before signatures are required, thereby minimizing the number required. Proposer is able to collect signatures electronically.	10		
	b) Proposer has offered a convincing argument that their system will not impede toll booth's staff ability to process the number of transactions required.	5		
	c) Proposer has convincingly explained or demonstrated how the new process will enhance toll booth staff's ability to	10		

	EVALUATION CRITERIA	POINTS	PRT SCORE	WEIGHTED SCORE
	process the number of transactions required.			
	<b>d)</b> Describe your understanding of the project and its objectives	10		
2.	<b>Reliability: 15 points</b>			
	<b>a)</b> Proposer has convincingly explained or demonstrated high reliability of the system.	10		
	<b>b)</b> Proposer has suitable back-up or alternative processing methods in the event of power or equipment failure, such that system reliability approaches 100%.	5		
3.	<b>Relevant Project Experience and Qualifications: 20 points</b>			
	<b>a)</b> Discuss past project experience similar to this project. List projects with fast transaction processing requirements; rugged outdoor environments; and/or high reliability requirements.	10		
	<b>b)</b> Provide at least three (3) Owner references including contact persons and current telephone numbers. References with similar project requirements, and doing business in Alaska will score higher than others.	10		
4.	<b>Cost Offset Proposal: 15 points</b>			
	<b>a)</b> Proposer has offered credible suggestions for ways to offset increased costs of transaction processing, and assurances that proposed alternatives are legal, and acceptable to card issuers.	15		
5.	<b>Price Proposal: 15 points (Use Price Proposal Assumptions Provided)</b>	15		

**PROJECT OVERVIEW**

## **PROJECT**

Credit and debit card services for the ferry system at Ketchikan International Airport.

## **PROJECT GOALS**

To offer convenient and fast credit and debit card services to the traveling public, available at the ferry toll booth to both walk-up and drive-up customers. System must be fast and reliable.

## **PROJECT SITE**

Ferry toll booth at the Ketchikan International Airport on Gravina Island.

## **PROJECT BUDGET AND FUNDING**

The Ketchikan International Airport Enterprise Fund historically operates at a deficit. Proposals should include concrete suggestions to minimize or offset any increased costs which are incurred as a result of offering credit and debit card services at the ferry toll booth.

## **PROJECT SCHEDULE**

There will be a Pre-Proposal Conference, as scheduled below, which will be held in the Borough Assembly Chambers, 1900 First Avenue, Ketchikan, Alaska for discussion of the specifications. A site visit may follow if applicable.

- Request for Proposals Issued: November 22, 2011
- Deadline for questions, objections, or protests relating to defects, errors, omissions regarding the project or this RFP noon/December 14, 2011
- Proposals Due: 3:00pm/ December 21, 2011
- Proposal Review Meeting: December 22, 2011
- Interviews (If held): December 28, 2011
- Notice of Intent to Award: December 28, 2011
- Deadline for Appeal of Proposed Award: Noon/January 4, 2011
- Approval of Contract Award by Assembly: January 16, 2011

## **SCOPE OF WORK**

The Ketchikan Gateway Borough envisions a system readily available to both drive-up and walk-up ferry passengers. The system must be reliable, and each transaction must be fast and simple. There is no guarantee of minimum transaction size or volume.

In 2010, there were 337,996 total ferry passengers, and 79,538 vehicles. Statistics on the average transaction size are not available.

Speed, reliability, and ease of use are critical. During the busy summer months, the toll booth staff is currently able to process 24-48 cars and 200 passengers in a 10 minute turn around, accepting cash and checks only. Adding credit and debit cards must not impede the toll booth's ability to process this number of customers.

The toll booth is tied into the airport through a 100mb network. The airport is tied to the Borough's internal network via a 5mb hds1 connection. Internet access is provided through a primary ACS link 2Mb symmetrical and secondary KPU 4Meg down 384k up.

Requirements:

- A list of all associated fees including all installation, annual recurring, transaction and system fees must be individually identified and segregated, including various thresholds associated with varying dollar amounts and fees/fines associated with the return of a deposit from a credit and or debit card.
- The system shall provide a confirmation of the transaction to the card user.
- The system must use a high level of encryption.
- Reliability of the system is of the essence. The environment in which card readers must operate is often cold and consistently very damp.
- Proposal should include information about back-up operations; ie, how will the process operate in the event of a power or equipment failure.
- Proposer shall list and describe equipment to be used.
- The system shall provide daily transaction logs/reports that meet the requirements of the Borough. Monthly, quarterly and yearly summary reports are needed and must meet the Borough's requirements.
- There must be timely deposits and settlement of funds to the assigned Borough account. The times must meet the legal and procedural requirements of the Borough.
- All liability and indemnification provisions in cases of Credit Card/Identity Theft must be included in Proposers response.
- The Borough is in the process of purchasing a Point of Sale System, and the Proposer must work with the Point of Sale provider to ensure proper set up of a new system.

## PROPOSAL CHECKLIST

This Proposal Checklist is a summary of the forms and materials required as part of your firm's proposal. Respondents are urged to thoroughly read the entire proposal. It may be helpful to use this checklist to help ensure compliance with the submission requirements.

**Place a check mark (✓) in the box next to each qualification when completed.**

### PROCEDURAL QUALIFICATIONS

- Respondents must be registered (company name, address, telephone number, and fax number) with the Borough Procurement Officer as indicated in this solicitation.
- Proposals must be received in the Office of the Borough Clerk no later than the date and time indicated in solicitation.

### FORM AND CONTENT OF PROPOSALS

- Proposals must be in a sealed envelope or box clearly marked with the name of the project on the outside of the envelope or box in order to be considered responsive.
- The proposal (exclusive of the price-proposal component) must be submitted.
- At least three printed copies of the proposal (exclusive of the price-proposal component) are requested for the convenience of the Borough (one of the copies should be suitable for copying, specifically it should not be bound and it should be printed on one side of 8.5-inch by 11-inch white paper).
- At least one copy of the complete proposal (exclusive of the price-proposal component) in electronic format (MS Word or text-searchable PDF-document on a CD) is requested for the convenience of the Borough.
- Respondents must list and acknowledge receipt of each Addendum on the Proposal Documentation form by signing in the space provided and listing the date that it was received.
- Respondents must fill out the Subcontractors List included in the Proposal Documentation indicating the name(s) of any anticipated subcontractors for the proposed project. Use multiple pages if necessary. For portions of the work where a subcontractor will be selected by competitive proposals at a later date enter the type of Work to be subcontracted followed by "To be Determined". For example: "Electrical – To Be Determined". **If the use of subcontractors is not anticipated, "N/A" or "NONE" is to be written on the form.**
- Should the proposer have any deviations, modifications or proposed alternatives to the proposal, they must be indicated on an Exception Summary included in the Proposal Documentation. **If there are no exceptions to the proposal or any of the proposals accompanying documents, "N/A" or "NONE" be written on the form.**
- The Proposal Documentation Forms must be signed by an individual authorized to bind the respondent. All proposers, other than individuals, must include evidence of

authorization to sign on behalf of the corporation, partnership, limited liability company, or other organization. Failure to provide evidence of authority to sign on behalf of the respondent will not be grounds for rejection if the Borough is able to confirm the authority of the signer to bind the respondent.

- The Price Proposal must be submitted in a separate sealed envelope marked as the price proposal component. The separate sealed and marked envelope containing the price proposal must be placed within the sealed envelope or box containing the proposal. Price proposals must be submitted on the forms supplied.
- One electronic copy (CD) of the Price Proposal is requested for the convenience of the Borough. If provided, the CD must be included in the separate sealed envelope marked as the price proposal component.
- N/A If required by the RFP, Respondents must provide a properly executed Bid Bond (Bids or price proposals between \$25,000 and \$100,000 require a surety of 10% of the total bid or price proposal. Bids or price proposals greater than \$100,000 require a surety of \$10,000 plus 5% of the bid or price over \$100,000 (e.g., a \$110,000 bid or price proposal requires a surety of \$10,500)). Use the Bid Bond Form included in the Price Proposal Form package. If a Bid Bond is not necessary for this project, "N/A" or "NONE" is to be written on the form. If a bid bond is required, it must be included in the separate sealed envelope marked as the price proposal component.
- Proposals must respond directly to the evaluation criteria for this project as specified in the Select Criteria Section and must include the contents specified in the Proposal Content and Format section. (Note: The determination whether a proposal responds directly to the evaluation criteria for this project will not be made by the Borough Clerk or designee at the time of the opening of the proposals. Instead the Proposal Review Team or the Borough Manager will, during the proposal review process, determine whether each proposal responds directly to the evaluation criteria. Proposals that do not meet that requirement will be considered non-responsive.

**Completion of this checklist does not guarantee that a proposal will be considered to be responsive. The checklist is provided strictly as a courtesy to respondents.**

**PROPOSAL DOCUMENTATION FORMS**

**GENERAL ACKNOWLEDGMENTS**

**CREDIT AND DEBIT CARD SERVICES FOR THE KETCHIKAN INTERNATIONAL AIRPORT**

Award of Project. The Borough shall have the right to reject this proposal and such proposal shall remain open and may not be withdrawn for a period of sixty (60) days after the date prescribed for its closing.

Notice of Acceptance. Notice of acceptance and award of the project or requests for additional information may be addressed to the undersigned Respondent at the business address set forth in this proposal.

Minimum Standards. The required work and/or specifications attached herein shall be considered as the minimum standards acceptable to the Borough. Any deviations, modifications, or alternatives proposed shall be specified and clarified by the respondent on the provided form as an EXCEPTION SUMMARY. Insufficient information pertaining to exceptions shall be at the respondent’s risk and may result in rejection of the proposal.

Respondent certification.

By signature on this proposal documentation, the undersigned respondent certifies that:

- A. The respondent will comply will all insurance requirements in this RFP;
- B. The respondent will comply with all applicable local, state, and federal laws, including but not limited to, wage and hour laws and non-discrimination laws;
- C. The respondent will comply with all terms and conditions set out in this RFP;
- D. The respondent’s proposal was independently arrived at, without collusion, under penalty of perjury; and
- E. The proposal will remain open and valid for at least 60 days from the closing date of the RFP.

Receipt of Addenda. Receipt of the following Addenda to the RFP Documents is hereby acknowledged.

ADDENDUM NO.	DATE OF RECEIPT OF ADDENDUM	SIGNED ACKNOWLEDGMENT
1	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

(Note: Failure to acknowledge receipt of each addendum will be considered an irregularity and will result in rejection of the proposal.)

**RESPONDENT:**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Alaska Business License No. \_\_\_\_\_

Company/Firm Name \_\_\_\_\_

Telephone \_\_\_\_\_

Fax No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

Business Address \_\_\_\_\_

Email \_\_\_\_\_

Pursuant to and in compliance with the Request for Proposals, the undersigned respondent, being fully familiarized with all the terms of the specifications hereby proposes and agrees to deliver, within the time and in the manner stipulated in the proposal for the following:

**CREDIT AND DEBIT CARD SERVICES FOR  
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\_\_\_\_\_  
Signature of Individual Authorized to Bind the Respondent

\_\_\_\_\_  
Printed Name and Title of Individual Authorized to Bind the Respondent

\_\_\_\_\_  
Date



## SUBCONTRACTOR LIST

SUBCONTRACTORS: The respondent may not subcontract greater than fifty percent of this project without prior written approval of the Borough. List all subcontractors who will be providing greater than 5 percent of the project work and an approximate percentage of their individual participation by discipline. ” If the use of subcontractors is not anticipated, “N/A” or “NONE” is to be written on the form. Use additional copies of this form as needed.

SUBCONTRACTORS:

Company/Firm Name \_\_\_\_\_

Estimated percentage of subcontractor’s participation by discipline \_\_\_\_\_

Telephone \_\_\_\_\_

Fax No. \_\_\_\_\_

Business Address \_\_\_\_\_

Company/Firm Name \_\_\_\_\_

Estimated percentage of subcontractor’s participation by discipline \_\_\_\_\_

Telephone \_\_\_\_\_

Fax No. \_\_\_\_\_

Business Address \_\_\_\_\_

Company/Firm Name \_\_\_\_\_

Estimated percentage of subcontractor’s participation by discipline \_\_\_\_\_

Telephone \_\_\_\_\_

Fax No. \_\_\_\_\_

Business Address \_\_\_\_\_

**BID BOND**

KNOW ALL MEN BY THESE PRESENTS,

That we \_\_\_\_\_  
(Proposer) as PRINCIPAL, and \_\_\_\_\_  
(Bonding company) as SURETY, a corporation incorporated in the State of \_\_\_\_\_ and authorized to do business in the State of Alaska, are held and firmly bound unto the Ketchikan Gateway Borough, a municipal corporation, hereinafter called the BOROUGH, as Obligee, in the penal sum of \_\_\_\_\_ Dollars (\$ \_\_\_\_\_), for the payment of which sum in lawful money of the United States, well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these presents.

WHEREAS the PRINCIPAL has, by written proposal, submitted a proposal to the said BOROUGH on that certain contract for the performance of the work, services, and materials for which proposals are to be opened on \_\_\_\_\_, 2011, at \_\_\_\_\_m. for:

**CREDIT AND DEBIT CARD SERVICES FOR  
THE KETCHIKAN INTERNATIONAL AIRPORT**

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH THAT if the aforesaid PRINCIPAL shall not withdraw said proposal within the period specified therein after the opening of the same, or, if no period be specified, within sixty (60) days after said opening, and, if awarded the Contract, shall within the period specified therefore, or such additional time as is allowed by the BOROUGH, or, if no period be specified, within ten (10) days after the prescribed forms are presented to said PRINCIPAL for signature, enter into a written contract with the BOROUGH in the prescribed form, in accordance with the proposal as accepted, and delivers to the BOROUGH good and sufficient performance and payment bonds on the forms and as required to guarantee the faithful performance of the terms and conditions of the Contract, and the required certificates or policies of insurance, and other instruments as called for by the Contract Documents, then this obligation shall be null and void; otherwise, it shall be and remain in full force and effect.

IN WITNESS WHEREOF, we have hereunto set our hands and seals on this \_\_\_\_\_ day of \_\_\_\_\_, 2011.

PRINCIPAL

By: \_\_\_\_\_

Title: \_\_\_\_\_

ATTEST: (If Corporation)

By: \_\_\_\_\_

Title: \_\_\_\_\_

Corporate Seal

SURETY

By: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
(Address)

Corporate Seal

**ATTORNEY-IN-FACT ACKNOWLEDGMENT OF SURETY**

STATE OF ALASKA )  
 ) ss.  
\_\_\_\_\_ JUDICIAL DISTRICT )

On this \_\_\_\_ day of \_\_\_\_\_, 2011, before me, \_\_\_\_\_, a notary public in and for said district and State personally appeared known to me to be the person whose name is subscribed to the within instrument as the attorney-in-fact of, \_\_\_\_\_, the corporation named as Surety in said instrument, and acknowledged to me that he subscribed the name of said corporation thereto as Surety, and his own name as attorney-in-fact.

**(SEAL)**

\_\_\_\_\_  
**NOTARY PUBLIC FOR** \_\_\_\_\_  
My Commission Expires: \_\_\_\_\_

- NOTE:
- (a) Signature of those executing for Surety must be properly acknowledged.
  - (b) The Attorney-in-Fact must attach a certified copy of the Power of Attorney.

## **BOND/SURETY INSTRUCTIONS**

1. This form shall be used whenever a bid bond is required.
2. The surety on the bond may be any corporation or partnership authorized to do business in Alaska as an insurer under AS 21.09. In lieu of furnishing a bid bond, the proposer may submit a certified check, cashier's check or money order payable to the Borough in the amount of the bid bond required.
3. The name, including full name and business or residence address of each individual party to the bond shall be inserted in the space provided therefore, and each party shall sign the bond with his usual signature on the line opposite the scroll seal.
4. If the principals are partners, their individual names shall appear in the space provided therefore, with the recital that they are partners composing a firm, naming it, and all members of the firm shall execute the bond as individuals.
5. If the principal or surety is a corporation, the name of the State in which incorporated shall be inserted in the space provided therefore, and said instrument shall be executed and attested under the corporate seal as indicated in the form. If the corporation has no corporate seal the fact shall be stated, in which case a scroll or adhesive seal shall appear following the corporate name.
6. The official character and authority of the person or persons executing the bond for the principal, if a corporation, shall be certified by the secretary or assistant secretary, according to the form herein provided. In lieu of such certificate there may be attached to the bond copies of so much of the records of the corporation as will show the official character and authority of the officer signing, duly certified by the secretary or assistant secretary, under the corporate seal, to be true copies.
7. The date of this bond must not be prior to the date of the instrument in connection with which it is given.
8. Individual Surety will not be accepted as bid security.

**PRICE PROPOSAL FORM**

**CREDIT AND DEBIT CARD SERVICES FOR  
THE KETCHIKAN INTERNATIONAL AIRPORT**

Contract Documents that are the basis for the proposal:

- 1. This RFP and any and all Addenda
- 2. Contract
- 3. Proposer's response to this RFP
- 4. Other
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_

Single price based on the table listed in Section 5. Price Proposal of this RFP.

\_\_\_\_\_ \$ \_\_\_\_\_  
**Written** **Figures**

***Attached a detailed explanation or chart for all applicable fees***

Clarifications and Assumptions made by Contractor (use additional sheets if required):

\_\_\_\_\_  
\_\_\_\_\_

TOTAL: \_\_\_\_\_ \$ \_\_\_\_\_  
Written Dollar Amount Figures

\_\_\_\_\_  
Company Date

\_\_\_\_\_  
Signature and Title Printed Name









