



DALLAS/FORT WORTH
INTERNATIONAL AIRPORT

October 26, 2009

ADDENDUM NO. 3

Re: 8004082 Payment Processing Systems
RFQ Due Date and Time: November 2, 2009 at 3:00 p.m. (CST)

THIS ADDENDUM IS AN INTEGRAL PART OF THE SOLICITATION AND MUST BE SIGNED AND RETURNED WITH THE PROPOSAL.

Please be advised of the following change or clarification to the above referenced Solicitation.

Change 1: Please note the questions and answers below.

1. In section 2.6 concerning the requirement for “the cashier’s lane’s credit card devices must have the ability to read the driver’s license magnetic stripes and capture embedded tracking information (customer’s contact/billing information)” can you answer the following questions:
 - a. How is this tracking information captured (i.e. is it displayed on the terminal screen, stored somewhere for future use, transmitted to another system, manually written down, combination of these, etc.)? ***The information is captured by the credit card swiping device and transferred to the vendor’s database.***
 - b. If the tracking is stored, what system is used to store it, for how long, and can you provide an API interface for this system? ***The information is stored in a separate database table. The information is stored indefinitely. The API interface will need to be provided by the selected vendor.***
 - c. What DL formats need to be read – only Texas or all 50 states? Do other government issued formats need to be supported (such as military IDs, passports, work visas, etc.)? ***All states that support the magnetic stripe technology. This support is used for drivers’ license only.***

- d. Will the same or additional functionality be utilized within the new Parking Control System? **The same functionality will be utilized within the new Parking Control System..**
2. What quantity of Driver's Licenses are read on a daily basis? How many of the locations will need this functionality? **Approximately 93 per day. All Control Plaza exit lanes and Remote Lot exit lanes.**
3. What are the preferred start and stop times for transaction to be included in "your virtual midnight processing" as described in section 2.4.4? **Virtual midnight starts at 2 a.m. and ends when the batch has completed processing.**

SOW Section

1. 2.4.2 - Floor limits – The associations allow for \$25 floor limits.
 - a. What is the current floor limit? **\$100 and 2nd floor limit is \$200**
 - b. Who will be liable for any amounts greater than the association amounts? **If the clearinghouse gives an approval code but the charge subsequently fails after receipt of the approval code, the vendor shall be liable.**
2. 2.4.3 – Gift cards
 - a. The current DFW Gift Cards are multifunction with maximum value single-use gift cards. Will multifunction maximum value single use gift cards be required in the new solution? **Yes**
 - b. What are the reporting requirements for Gift Card usage? **Amount should be captured by the system**
3. 2.5.1 – What are the processing requirements for each department listed in 2.1 and 2.8.3? Please see answer to question #1 below
 - a. Parking Operations
 - b. What communications options are currently available in the booths at the Plazas and Remotes?
 - i. Ethernet? **Control Plazas and Remote Lots**
 - ii. Dial-up? **No**
 - iii. Wireless? **Control Plazas**
 - c. Will FAA and DFW approval be required for wireless networks/communications? **No, this has already been approved for current system installed**
 - d. The current provider had to get FAA and DFW approval for a specific range and a specific Access Point brand, as well as provide engineering analysis of the broadcast range. Will this be required of a new provider? **New provider may use existing frequency.**
 - e. What wireless ranges are allowed for this purpose (802.11a/b/g/n – 2.4Ghz/5.8Ghz)? If any of the above are not currently available in the booths, will the addition of these communication services be the responsibility of DFW or the Proposer? **802.11a/b/g/n range is allowed. The proposer is responsible.**
 - f. If these are the responsibility of the Proposer, please provide detailed wiring requirements so that Proposers can appropriately bid the wiring or WiFi installation.
 - g. If Ethernet communications are installed by the Proposer, will the final communications to the Proposer's credit card processor be allowed on DFW networks? **No, all credit card communications will be implemented on a separate network via a switch, firewall and specific port allocation.**
4. 2
 - a. The current contract requires dedicated communications circuits from the Processor to DFW. Will this be a requirement for the new proposer? **Yes**

- b. How will transactions be handled in the event of a communications outage? **All transactions will be stored inside credit card device until communications are restored at which time they will be processed.**
 - c. The current system provides “stand-in” processing – which provides auto-approvals and store-and-forward functionality. Will “stand-in” processing be required in the new system? **Yes**
 - d. Is there a processing time requirement? **Please refer to the scope of work**
 - e. In order to help keep the exit lanes moving, the current contract calls for 4 seconds or less from swipe-to-approval (including receipt). Does this time requirement still exist? **Please refer to the scope of work**
 - f. Please describe the requirements of the software on the POS system in the booths. **Vendor to provide their system solution.**
 - g. Is there a requirement for Clerk Login/validation? **Yes**
 - h. Since shifts overlap, how do Clerks specify the appropriate shifts? **Shifts are based upon the time the cashiers log into the credit card devices. The devices should allow for time shift parameters to be defined/configured.** What are the reporting requirements of the terminal/POS systems at each booth? The POS systems at each booth should have the capability to generate an end-of-shift summary report that captures relevant real-time transaction details. This includes sales, voids, and refunds.
 - i. What transaction functionality is allowed in the booths? **Sales, voids and refunds.**
 - j. Sales/Voids/Refunds? **yes**
 - k. Will clerks be required to “batch out”? **No, but clerks are required to log out of terminal devices at each break or end of shift period.**
 - l. The current POS system provides 2048 bit encryption of track data from the time the card is swiped to completion of the transaction. This ensures that DFW exceeds all current and future PCI-DSS security requirements. Will this functionality be required in the new system? **Yes**
 - m. Will contactless transaction processing capabilities be required at each booth? Not at this time
 - n. If construction is required for installation of a new POS system in the booths, will an asbestos survey be required? If so, at whose expense? **DFW Board will be responsible for asbestos survey if required**
 - o. Will 24/7 real-time monitoring of the POS systems in the booths be a requirement of the new contract? **Yes**
 - p. The current system provides for real-time monitoring of the POS systems so that the processor will be aware of any communications issues before DFW. Will this be required for a new POS system? **Yes**
 - q. What software or POS system is utilized by each department? **Please refer to the answers as indicated in #1 below.**
 - r. What is the IRMS application that is utilized by ACO and ETC? **Please refer to the answer as indicated in #2 below**
 - s. How are credit cards processed via IRMS? **retail**
 - t. Are credit card numbers stored in this application? **No**
 - u. If so, what level of encryption is included to make the database PCI Compliant?
 - v. Will 3rd party development/changes be required in order for this application to interface with a new processor? **Yes**
 - w. If so, who will be responsible for the development costs for these changes? The Proposer or DFW? **DFW Board**
5. 3
- a. What are the compatibility requirements for the desktop software?
 - i. Desktop platform? **Windows XP**
 - ii. Input method? **Question unclear/ Vendor to provide examples and a methodology for each example**
 - iii. How is new software installed on desktop computers? **manually**

- iv. If remotely installed by DFW IT, what are the DFW requirements for desktop software installations?
6. 2.5.2.2 – Funding
 - a. What are the funding expectations? The current contract provides next day funding and Net deposits (Gross less processing fees) daily. Will next-day-funding be required in the new contract? **Please refer to the scope of work**
 7. 2.5.2.4 – Support Research
 - a. How will Chargebacks be processed? **Please provide your methodology for this situation.**
 - b. Who is liable for all Chargebacks? **Please provide your methodology for this situation.**
 - c. Is the Proposer responsible for chargeback indemnification? **Depends on the pricing proposed**
 - d. Onsite support – the current contract requires 2 hour onsite response times for critical outages. Will this be a requirement of the new contract? **Yes**
 8. 2.6 – UCF's
 - a. What receipt reports are required to be generated by the POS system in the booths to handle UCF processing? **A receipt copy should be issued for both the cashier and the guest**
 - b. What level of reporting is required for DFW in regards to UCF transactions? **The system shall capture and record guest information and the data available for detailed and Summary report level generation.**
 9. 2.7 – Reporting
 - a. The current reporting system provides the capability of securely processing customer refunds without the need to have full card numbers. Will this be a requirement of the new reporting system? **Yes. The system should adhere to PCI compliancy**
 10. 2.8 – Billing and Administration
 - a. The current contract requires daily reconciliation and reporting of all credit card fees. Reports are provided daily, weekly, and monthly with gross deposit details less fees, per Merchant ID. Will this be required in the new contract? **Yes**
 - b. Currently, the processor is responsible for all daily reconciliation of credit cards for all departments and all revenues and fees reported for each department. Will this be required in the new contract? **Yes**
 - c. Or will DFW assume these responsibilities? **The vendor shall be responsible.**
 11. 7.9 (page 3) – Alternate Proposal
 - a. If an alternate proposal is submitted, would it need to be a complete proposal (6 copies in 3 ring binders, etc) or just the section(s) that are affected by an alternate proposal? **Just the section(s) affected by the alternate proposal. The alternate proposal does need to be properly labeled**
1. In order to commit to supporting current credit/debit card acceptance, it is critical to understand the current POS used by DFW Airport Board and Board Departments. Please detail the equipment make and model or software (include quantity and type of connectivity) used at the locations below. In addition, please indicate if the transactions are retail or card not present.
 - a. Parking Operations (Plazas/Remote) **Exadigm XD1000 wireless devices at the Control Plazas – Retail. Remote Lots are Exadigm devices XD1000 on Ethernet cabling – Retail. Current desktop application software provided by vendor and is proprietary**
 - b. Parking Guest Services (Administration) **No POS devices. Transactions (such as debits/credits to accounts) are processed using current vendor's proprietary desktop application**
 - c. Department of Public Safety (DPS) Fire Training. **No POS devices, uses desktop application proprietary to current vendor**
 - d. DPS Gun Range - **1 Exadigm XD1000 on Ethernet cabling-Retail**
 - e. Ground Transportation **Exadigm XD1000 on Ethernet cabling - Retail**

- f. Finance **No POS devices, uses desktop application proprietary to current vendor**
 - g. Parking ETC **No POS devices, uses desktop application proprietary to current vendor**
 - h. Parking Privileges – **1 Exadigm XD1000 on Ethernet cabling-Retail**
 - i. Access Control Office (ACO) **Exadigm XD1000 devices on ethernet cabling. – Retail.**
2. Please provide the website for IRMS **The IRMS application was designed by MachB technologies. The firm is located in Irving, Texas and their website is : <http://www.machbtech.com/>**
3. Of the 500 employees, what percentage works the night shift? **42%**
4. Does DFW use a centralized host to process all of the transactions which generate from the various divisions? Or are the divisions and their point of entries connecting directly to their current provider? **The divisions and their point of entries are connected directly to the current provider.**
5. Section 2.1 – can you tell us the point of payment devices that are used within each division? **See answers to question #1 above.**

NOTE: A copy of this addendum shall be acknowledged by appropriate signature and attached to the submitted proposal.

Company Name

Signed

Date

If you have any questions regarding this addendum, contact **Shannon Hamilton** during normal working hours (8:00 a.m. to 4:30 p.m., Monday through Friday) at 972-973-5620 or 972-973-5601 (fax).

Sincerely,

Shannon Hamilton
Contract Administrator
Procurement and Materials Management