



SOLICITATION ADDENDUM

Solicitation Number: AVN RCS 24-007 Addendum #1

Response Due Date: Thursday, May 30, 2024 at 11:00 AM Local Phoenix Time

CITY OF PHOENIX
Aviation Department
Contracts & Services
2485 E. Buckeye Road
Phoenix, AZ 85034

The following changes are made to the **Cash to Card Kiosk Services** solicitation:

DELETE

1. Delete Section I – Instructions, Subsection H. Guarantee Instructions, Item 2. Employee Fidelity Bond.

DELETE AND REPLACE

1. Delete Section II – Scope Overview, Subsection D. Cash to Card Kiosk Services Overview, 12th bullet point and replace with the following:

Successful Respondent must acknowledge service requests (e.g., Kiosk isn't accepting cash or dispensing cards) from the City within four (4) hours if the service request is made before 8:00 p.m. local Phoenix time. If the service request is made after 8:00 p.m. local Phoenix time, Successful Respondent will be required to acknowledge service request by 8:00 a.m. the next day.

QUESTIONS AND RESPONSES

The following questions were submitted by prospective Respondents:

Question 1:	There is a request to get an <u>"Employee Fidelity Bond"</u> – We don't have any employees that handle the cash in the kiosk, this is all done through 3 rd party vendors. Can you please elaborate on what the expectations are if we hire through a 3 rd party to render these services?
Response 1:	Please see <u>DELETE</u> section, item 1 within this addendum.
Question 2:	Under the <u>"Cash to Card Kiosk Services"</u> there is also an operational item that entails that the successful respondent's cash vendor must respond to service calls within 4 hours, can you please elaborate on this? I don't believe armored carrier/cash handling companies can do this within 4 hours and in the same day due to security reasons, so we'd like to get a better understanding of this request as it related to operations.
Response 2:	Please see <u>DELETE AND REPLACE</u> section, item 1 within this addendum.

The balance of the specifications and instructions remain the same. Respondent must acknowledge receipt and acceptance of this addendum by returning the entire addendum signed with the response submittal.

Company: _____

Address: _____

Print Name and Title: _____

Authorized Signature: _____