BID 974-11871

PAYMENT KIOSKS

ADCOMP SYSTEMS' "JACK"

Cities, utility companies and customers across the country know and love the kiosk payment solution called JACK. Jack stands for Justified Automated Collections Kiosk and to customers, this means better service for a more economic investment. We would be honored for The City of Ft. Lauderdale to be a client we serve.

January 24, 2017

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IF YOU HAVE ANY QUESTIONS ABOUT THE PROPOSAL WE INVITE YOU TO CONTACT:

DAVE FINER

EMAIL: DAVEFINER@ADCOMPSYSTEMS.COM

DIRECT: 508.509.4780

EXECUTIVE SUMMARY

Fort Lauderdale Kiosk Solution: It is our pleasure to present the following proposal to the City of Fort Lauderdale. AdComp Systems, LLC has a deep rooted foundation in payment system technology and its owners are some of the most highly regarded leaders in the industry. Mansur Plumber is the Founder and CEO who runs the headquarters in Dallas, Texas. This specific account will be managed by Vice President, Dave Finer who resides in Florida and supported by the team of experts and IT specialists in the home office. Some of the key elements of our proposal and approach to business is highlighted below and detailed in content of the proposal response.

We know jack. We brought Jack to life over 20 years ago. Ever since, cities, utility companies and customers across the country know and love the kiosk payment solution with customization options, reliability, safety, mobile capabilities and of course, real-time results. Making jack your payment solution improves efficiencies and increases the bottom-line for your business.

Experience and Qualifications. Payment kiosks aren't just a piece of our business, it is our business. We have been providing payment kiosks since 2003 with some major telecom companies to city and government offices. We are proven and live and breathe utility payment kiosks. Together, the AdComp team has over 60 years of combined experience in our talented roster of kiosk and payment experts. Our specialties are in payment collections through kiosks, web, IVR and smartphone apps. Today our kiosks are in 15 states bringing convenience to utility, city, government, and court payments every single day.

Approach to Scope of Work. Your business drives us. We make things easy. We make thing happen. As a certified HUB small business, we believe in partnerships and problem solving. There's nothing our clients and city or government partners can't ask us to handle. We are navigators of the payment process and automated collections kiosk landscape. You wouldn't go on a new journey or into unchartered territory alone. We don't expect business challenges or payment initiatives to be any different. We will be your partner every step of the way and can install and launch four payment kiosks in the effortless timeline of 6-8 weeks. We would be honored to be your vendor of choice.

IN THE FOLLOWING PROPOSAL WE WILL OUTLINE IN DETAIL HOW THE CITY CAN EFFECTIVELY AND EFFICIENTLY PURCHASE PAYMENT KIOSKS THAT WILL PROVIDE CUSTOMERS SELF-SERVICE UTILITY BILL AND MISCELLANEOUS PAYMENT OPTIONS USING CASH, CHECKS, AND CREDIT/DEBIT CARDS. THE INITIAL KIOSKS WILL BE LOCATED OUTSIDE CITY HALL IN THE CITY OF FORT LAUDERDALE AND IN THE DRIVE-THRU AT CITY HALL LIKE AN ATM, WITH THE ABILITY TO ADD MORE KIOSKS AT OTHER CITY FACILITIES, IF NEEDED, IN THE FUTURE.

SECTION III - TECHNICAL SPECIFICATIONS/SCOPE OF SERVICES

SECTION III - SCOPE

1.1
The City desires to purchase or lease payment kiosks that will provide customers self-service utility bill and miscellaneous payment options using cash, checks, and credit/debit cards. The initial kiosks will be located outside City Hall in the City of Fort Lauderdale and in the Drive-thru at City Hall like an ATM, with the ability to add more kiosks at other City facilities, if needed, in the future. An estimated four payment kiosks will be purchase over the three year time of the contract.

1.2
The kiosk will accept currency (U.S. Dollars only) with an internal secure safe and provide no change back to the customer. It is preferable the bill acceptor unit be able
to accept a batch of bills rather than one bill at a time (similar to the acceptor units in bank ATMs). The kiosk will also accept credit/debit cards, and checks. The debit and
credit card acceptor preferably be chip enabled by the Visa US Merchant standards.

1.3
The kiosk will transmit payment transaction data in real time to the payment processor of The City's choice and to the billing application Cayenta Utilities through an API. The ability to interface and accept payments for additional municipal payment systems (Parking, Alarms, Fire Inspections, and Business Tax) is preferable.

1.4
The kiosk will be delivered and set up with the selected hardware configuration.

1.5
The resulting contract for the kiosk will include hardware components, operating system software and application software that allow the operation of the kiosk as a separate unit (i.e. stand-alone), a networked unit in a local area network (LAN) or a networked unit in a wide area network (WAN), an integrated part of a computer system, or any combination of the four.

1.6
Proposers should include an initial warranty on materials and labor from the date of installation of a payment Kiosk. Describe routine services and/or maintenance that may be required by the kiosk to be out of the included warranty and maintenance agreement.

SECTION III (A) - KIOSK REQUIREMENTS

2.1
The city prefers a kiosk with a finish that can be easily painted or wrapped with a graphic wrapper. We also desire the ability to add branding and logos. ***** We provide you with custom graphics on your kiosks - just provide us the artwork and we can take care of it for you *****

2.2

Paint resistance against normal wear is desire. The enclosure should be made of metal or a metal composite that is applicable for this type of device. ***** our kiosks are very rugged and made out of 16 gauge steel and powder coated *****

2.3

The "stand alone" kiosk should be weather proof. The display screen should be visible in harsh daylight and may be covered with a protective 'curtain' while not in use. ***** Our kiosks are weatherproof and come installed with automated curtain to protect the screen that automatically closes when it is idle *****

2.4

All components should be easily accessible and exchangeable by our vendor support staff, whether through the front or rear of the kiosks. ***** Our kiosks are designed to be easily serviced by even non-technical people and we have front service and rear service cabinets available - *****

2.5

The kiosk will be compliant with the Americans with Disabilities ACT (ADA). All computer and peripherals must be easily accessible by individuals with disabilities. ***** Yes our kiosks are ADA compliant *****

2.6

The kiosks' electrical and cooling must meet or exceed all electrical and cooling requirements necessary for computer components and enclosed hardware. It must use standard 110-120v. ***** yes it does *****

2.7

The kiosk must meet the Underwriters Laboratories requirements (i.e. UL 291 certification for all 24 hour ATM's). The safe of this unit must also meet or exceed this legally required certification. ***** Every component of our kiosk meet UL requirements *****

2.8

The kiosk is to be delivered with all display screens and logos already in place and ready for final testing by City staff. All screens should offer in Spanish and Creole. ***** Yes our kiosks are customized with your logos, colors and flow approved by your staff. They come standard with English and Spanish and we can add Creole as another language *****

2.9

Customers should be able to pay a different amount than the amount due. Explain how your system accommodates this. ***** We allow the customer to change the amount they are paying on the kiosk. The screen displays the amount due as the default amount, but, the customer can change that and pay a different amount. *****

2.10

The kiosk should not allow cash only customers to pay with anything other than cash. Those customers will have alerts on their accounts, which will pass through the API. ***** yes we can read "cash only" flags or any such alerts that the API provides *****

2.11
Customer transactions that are not completed within a pre-determined time limit should be timed out or customer should be warned of time limit approaching. ***** Yes we have a countdown timer on each screen and a pop up screen that says " do you need more time?" and if a transaction should time out, it would show up as a timed out transaction on the reports. *****

2.12
Customers should be able to access their account by using any of the following methods: 1) an account number, 2) a look up feature with either name or address using a verification of either a PIN or other personal identifying information associated with the account on record. Explain how your product will meet these needs. Ability to scan payment stubs at kiosk locations if desired, but not required. ***** We already have all of those features in all our existing kiosks - See this dropbox link - https://www.dropbox.com/s/e5ktv7nc4k9fbu0/EaglePass.mp4?dl=0 *****

2.13
Please describe the transactional data flows to and from clearing houses, bank accounts and the City, including estimated timing, for each of the activities listed below. ***** The Transactional data flows directly from kiosk to AdComp's servers and to Cayenta in real time. CC processing goes via AdComp's payment gateway Verifone Payware In realtime for real time authorization. *****

2.14
The ability for Kiosk to provide customers with change when the amount tendered exceeds the amount owed. ***** You have indicated that you don't want to give back change above. But, if you do want to give back change, we can install a Bill Dispenser or a Bill Recycler and a coin dispenser if needed. If there is no change given, the kiosk applies the excess payment to the customer's account *****

2.15
The ability for Kiosk to provide customers with a paper receipt, to display at a minimum, the utility account number, payment amount, date and time paid, form of payment,
and location of the payment agency
*** we will customize and format the payment receipt as needed by you. In addition to a paper receipt, we can text message and email payment receipts too***

2.16
Receipts must be issued and provide for functions that include but not limited to a presenter or retractor, variable ejection cut lengths (programmable), full and partial cut options, and alert sensors for jams and low paper warnings. ***** All of these are standard features on our kiosk receipt printers *****

2.17

Checks may be processed via a reader scanner depositor for check 21 processing or through manually entering the bank routing number and bank account information. Either option will be considered.
*** Our kiosks are capable of imaging and reading the MICR off of checks and submitting to the bank electronically. We have also recently developed a mobile application that allows your customers to pay by simply submitting an image of their check taken from their smartphones. ***

2.18

Summarize the process for posting payments to the City including data transmitted, transport methods and encryption. What methods are used to ensure this data is secured?
*** All sensitive account information is transmitted using the highest level of encryption from secure SSL interfaces to Cayenta. None of this data is stored locally on the kiosks ***

2.19

Describe the level of redundancy that exists to ensure timely processing in the event of equipment breakdown. Specify if offer includes RAID on hard disk and UPS or other back up power supply.
*** there is an extra drive in the kiosk that can be simply attached and fired up and updated instantly with the latest version of the software. All kiosks come with UPSs already installed. All transaction data is on a remote server anyways, so not much to backup on the kiosks themselves ***

2.20

Provide a list of outages over the previous 12-month period, including the date and time of the outage, whether they were scheduled or non-scheduled and the duration of the outage.
*** No outages over the last 12 months ***

2.21

Explain the administrative tools available for City employee access and provide samples of daily reports. Explain whether additional or custom reports can be requested. ***** Sample reports can be found at**
https://app2.teleasy.com/Gothamcity/
Username: batman pwd: joker
We will customize reports for you at no extra cost ***

2.22

It will be considered as an additional option if customers will have the ability to make a one-time donation to the "SHARE" fund (or various voluntary charitable organizations). Explain whether your product accommodates this and how this process works, from a customer interface to data output. ***** already completed.**

2.23

CITY OF FORT LAUDERDALE BID 974-11871 - AdComp Systems

Explain the typical implementation process. In addition to estimated timelines and project milestones, we would like to know what data, interfaces and resources are required from the City. **It takes 6-8 weeks from the time the order is placed, implementation, delivery and set up. Requirements are standard 110V power and a high speed internet connection.**

2.24
What Firm-provided training or testing on a live demo site is included in your proposal for City employees? *** **Adcomp would provide any online training and testing as part of the setup and installation. If needed on site training can also be provided at no additional cost ***

2.25
Successfully test all components to be implemented within 90 days from the contract effective
Date as directed by City of Fort Lauderdale and to its satisfaction. Vendor will not provide Walk-in Services until successful completion of test. *** **OK ***

2.26
Provide local field support for Kiosk (hardware and software support) *** **OK, This also can be done remotely as well. ***

2.25
Collect a reasonable fee (to be specified in the proposal) from customers making payments to cover costs associated with accepting and processing payments (other than the initial set-up fees, which shall be paid by City of Fort Lauderdale). The fee must be stated and the customer must accept the fee before the payment is processed. *** **OK for CC transactions we will collect a fee that we can mutually agree upon so that AdComp can pay the processing fees ***

2.28
Provide daily electronic reports of payment transactions of all Payment Kiosks (explain daily settlement process) *** **OK, this is provided in our realtime back-end services and reporting. ***

2.29
Support the production of system reports and the ability to export data in a standard format for custom
reporting through an electronic remote query. *** **All our reports can be exported to csv / excel files ***

2.30
Accuracy and integrity of Payment Kiosks *** **We have been in the business producing turnkey kiosks for hundreds of cities and major corporations worldwide and everything is accurate down to the penny ***

2.31
Optional : provide digital image photography of customer completing transaction for security purposes with time and date recording, *** **We already provide that as

an option and can store the image of the person and store the image with each transaction in the database and those images will be linked to each transaction on our reporting page. This option will cost an additional $1500 per kiosk - includes all software and hardware needed to implement. ***

2.31
The response shall include: Any and all fees to the customer; Any and all fees to the City of Fort Lauderdale such as start-up, annual maintenance and monthly costs.**OK**

SECTION III (B) – SYSTEMS INFORMATION

3.1
Provide a description of the back end programming used to develop your interactive solutions. For example: How will kiosk payments interface with our billing / management software to ensure that payments are reflected on customer accounts in real time? *** **We will interface directly with your billing software company Cayenta. This can also be done via lockbox file.**

3.2
Describe security and encryption capabilities. ***** Everything is PCI compliant and all data is encrypted and transmitted through secure channels with SSL and no data is stored on the local PCs *****

3.3
General description of internal hardware and software (processor speed, etc.). ***** The kiosk is equipped with a 19.5" touch enabled Dell AIO PC with 500GB Hard drive, wired and wireless interface, windows 10 operating system *****
3.4
Describe any reporting tools available to assist in our reconciliation process.
*** We have very sophisticated reconciliation reporting tools available - see the file in this link
https://www.dropbox.com/s/zrz61exlwtsm6la/AdComp%20-%20Merchant%20-%2 0Reconciliation%20Reports%20Documentation.pdf?dl=0
***

3.5
Describe capability of working within a network environment. ***** Our kiosks are capable of working within and network environment - Wireless, hard wired ethernet or cellular *****

3.6
Describe how your proposed system is designed to be cost-effective and reliable.
We have 20 years experience and provide the best components in the industry. Some of our kiosk have been operation since early 2000 and have a lifeline of 15 plus years.

3.7
Describe how the system conducts self-diagnostic tests. ***** Our kiosk has diganostic software on it and also it has server based software that is constantly polling the**

kiosk to detect error conditions. Through these tools we get instant alerts via text and email on any events that need attention ***

3.8

Describe any remote diagnostic capability. **We can remote into the kiosk at anytime using teamviewer and other softwares to provide us instant access.**

3.9

Describe any experience and relationship in working with our CIS system, Cayenta Utilities. **We have been working with Harris and their products for many years. Cayenta as well. This is a very simple integration.**

3.10

Describe the expansion capabilities, if any, to incorporate additional City Functions in the future (i.e. accept payment and produce receipts/permits, traffic citations, request for building permits, employee payments, etc.). **This is not a problem at all and at anytime we can add additional departments. There typically is an additional setup and integration cost for additional departments. Cost is $4500 per department.**

3.11

Describe your approach to ensuring that data integrity is maintained within the databases of your proposed solution(s) and also the Jurisdiction's host database. ***** Data is exchanged and reports are independently created from the kiosks and we provide reconciliation reports / summary reports to make sure that our clients can compare reports that come out of Cayenta and make sure that everything balances on a daily basis. If we for any reason can't post a payment to Cayenta, we will generate an alert on those transaction and provide exception reports so that they can then be handled individually, based on what happened. *****

3.12

Describe how credit card numbers are stored & securely managed? (Currently Master Card, Visa, AMEX, Discover). *** **We are 100% PCI-DSS Compliant and we do not store any c/c data. We accept all cards *****

3.13

Provide information on the project implementation plan, including time line, intermediate objectives, tasks, project management details. **It takes approx 6-8 weeks to receive the unit from time of order. This is also based on all parties cooperating in a timely manner. There may 3-4 hours combined over this time with some basic testing we may require from one of your employee's.**

This flowchart shows the entire project implementation cycle
https://www.dropbox.com/s/d8jigy2fkv5zyzg/Kiosk_Project_Typical_Workflow1.pdf?dl=0
***

3.14

Explain the development/evaluation/acceptance testing periods, including duration.

*** development / evaluation / acceptance testing generally takes about 4 weeks within our total timeline ***

3.15
Define the roles and responsibilities of the city staff and your company in the project implementation.
*** City staff defines business rules and provides any artwork / logos and will ok software flows / designs ***

3.16
Provide a timeline for implementation with intermediate objectives defined.
*** Total timeframe after receiving order is about 8-10 weeks to ship the kiosks with software version already installed. After receiving kiosk, we will do some more testing on site with the client and then once installed in place we could go live within days ***

3.17
Identify any third party relationships within the project implementation period.
*** Relationships with CC processing gateways & software companies like Cayenta ***

3.18
Describe the procedure for installing new software releases into a production environment.
*** After extensive testing on our test environments in our office, the new release is installed and tested on the production environment, re-tested and after receiving a sign off from our client, we will deploy the new software release and monitor it closely for any potential issues, if for any reason we have to rollback to the previous version we are always prepared to do so. ***

3.19
Describe the capability to upgrade/install/add new internal hardware.
*** Cabinet is built to accommodate, Bill Dispenser, Barcode Reader, Coin Manager, check scanner, Bill Acceptor, Receipt printer. Any devices that are not ordered can be added later ***

3.20
Describe the city's ongoing routine maintenance responsibilities.
*** City is only responsible to change paper and collect funds from the kiosk and dust / wipe the screen ***

3.21
Describe any routine maintenance that requires the Kiosk be out of service.
*** Other than software updates which are performed remotely by us only as needed at 3am in the morning and times when the kiosk is being collected or receipt paper being changed, there are not other reasons for the kiosk to be unavailable ***

3.22

Describe the support options available to the City; include a copy of your standard warranty and maintenance contracts for our review.

*** 24/7 - 365 days support is provided. All hardware is warrantied for the period of the contract as required and the warranty includes online real time reporting alerts monitoring and support the support agreement is in this dropbox link
https://www.dropbox.com/s/6xzmptwvxxxngm5/Support%20Agreement%20AdComp.pdf?dl=0

3.23

Identify the documentation, manuals, reference guides available for the kiosk. ***** manuals and videos are provided for all hardware and software *****

3.24

Describe what training programs are available for implementation of the system.
*** We provide extensive hardware / software training to people in your organization that manage the kiosks and also training to people that manage the accounting / reporting ***

3.25

Describe additional costs for follow up training after implementation of the system.
*** Training is included at no additional charge - it is included with the price that we quote you ***

3.26

Provide additional costs of custom programming after implementation (Hourly Rate). ***** Typically, we don't charge for minor upgrades or changes (the cost is covered under the annual maintenance contract. Unless there are some major changes like you replace Cayenta with another software company or you decide to add new departments to collect payments for etc. in which case we can charge either $75 per hour or $7000 per department - depends on the change thats needed. *****

3.27

Provide photos, drawings, etc. of possible kiosk solutions.
*** Please look at the pictures and videos in this dropbox folder:
https://www.dropbox.com/sh/5hwnhyqz97zcyad/AADCuOR5nFnpgd2c2KrAHEJba?dl=0
***

3.28

Provide sample reports and system screen shots associated with the support of this application.
*** For sample reporting please go to:
https://app2.teleasy.com/Gothamcity/Dashboard.aspx
Username: batman / pwd: joker
For sample screen shots:

https://www.dropbox.com/s/bcikfa2b4tfro1q/Pecos-Utility-Payment1.mp4?dl=0 *******

3.29
Provide additional functionality/features of the proposed solution that have not been defined within this RFP. ***** We have the ability to take web / IVR / payments and E-checks and Mobile Checks. One of our newest innovations is called Utility Express. It increases collections and reduces disconnects because it reminds people to pay on time.**
https://www.dropbox.com/s/n0tb8lew0j6kjc7/Utility%20Express%20Flier.pdf?dl= 0

We also are able to take payments on our kiosks for Courts and have another patent pending product to increase collections and reduce warrants.
https://www.dropbox.com/s/pf1uhag5di47cqj/CitationExpress%20Flier.pdf?dl=0

All of AdComp's capabilities are shown in this dropbox folder.
https://www.dropbox.com/sh/qc41rgykigyqmqn/AADfN-MPVOgaKGtDjSdTXFq3a ?dl=0

ADDENDUM

- ❖ REFERENCES

- ❖ PROPOSAL CERTIFICATION

- ❖ COST PROPOSAL

- ❖ NON-COLLUSION STATEMENT

- ❖ CONTRACT PAYMENT METHOD

- ❖ INSURANCE CERTIFICATE

- ❖ ITEM RESPONSE FORM

- ❖ WARRANTY AGREEMENT

- ❖ CERTIFICATE OF INCORPORATION

- ❖ HUB CERTIFICATION

- ❖ USER MANUAL

- ❖ BROCHURE

- ❖ SUPPORT AGREEMENT

AdComp References

Dalton Utilities/OptiLink
Rhonda L. James - **Financial Services**
1200 VD Parrott Parkway | PO Box 869 | Dalton, GA 30720
Tel: (706) 529-1084
rjames@dutil.com

- Description of work.
  - Provided 9 payment kiosks Indoor & outdoor that collect payments for Dalton Utilities and Optilink. Our kiosks are bi-lingual and accept cash, check and credit card payments.
- Year the project was completed.
  - November 2015
- Total cost of the project, estimated and actual.
  - $210,000 to date.

Energy United
Cindy Campbell
PO Box 1831 Statesville, NC 28625
704.878.5138
cindy.campbell@energyunited.com

- Description of work.
  - Provided outdoor payment kiosk that collects payments for Energy United. Our kiosks are bi-lingual and accept cash, check and credit card payments.
- Year the project was completed.
  - October 2015
- Total cost of the project, estimated and actual.
  - $23,168 to date

Eagle Pass Water Works
Jorge Barrera
2107 N Veterans Blvd, Eagle Pass, TX 78852
830-773-2351
jbarrera@epwaterworks.org

- Description of work.
  - Provided 2 outdoor payment kiosks that collects payments for Eagle Pass Water Works. Our kiosks are bi-lingual and accept cash, check and credit card payments.
- Year the project was completed.
  - October 2015
- Total cost of the project, estimated and actual.
  - $65,000 to date

BID/PROPOSAL CERTIFICATION

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit http://www.dos.state.fl.us/).

Company: (Legal Registration) | AdComp Systems Inc.

Address: | 534 S. Edmonds Lane, suite 103

City: | Lewisville   State: | TX   Zip: | 75067

Telephone No. | 877-275-7694   F A X   N o . | 877-767-9747   E m a i l :
| mansur@adcompsystems.com

Delivery: Calendar days after receipt of Purchase Order **(section 1.02 of General Conditions)**: | 42

Payment Terms **(section 1.04 of General Conditions)**: | Net 45 days - To be discussed. See cost proposal page.

Total Bid Discount **(section 1.05 of General Conditions)**: | NA

Does your firm qualify for MBE or WBE status **(section 1.09 of General Conditions)**:   MBE ☒ WBE ☐
We are a HUB certified company

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No.	Date Issued	Addendum No.	Date Issued
1			

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDSYNC you must also click the "Take Exception" button.**

N/A

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated

subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal.   I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars ($500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Mansur Plumber
Name (printed)

Signature

01/24/2017
Date:

CEO
Title

SECTION VI - COST PROPOSAL PAGE

Proposer Name: Adcomp Systems

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Notes:
Attach a breakdown of costs including but not limited to labor, equipment, materials and parts.

*** Hosted KIOSK at no cost to the city.
AdComp can provide kiosks to accept payments and charge the user $1.50 per transaction across the board. The only cost not included in this would be that the city of Fort Lauderdale would pay the CC Processing fees.
If the city allows AdComp to charge $2.95 per transaction then, AdComp will also pay the convenience fees, so the city incurs no costs whatsoever. ***

Purchase Option

	Number of kiosks	Cost per item	Total Cost
Purchase and Installation of Payment Kiosk (does not include any construction services).	4	$22,425 each	$89,700
Additional Years of Optional Extended Warranty	4	$1200 each	$4,400
Software integration fee **- price is included at a fixed cost in the base price of the kiosks.**	**Software Integration - price is included at a fixed cost in the base price of the kiosks.**	$0	$0
Additional Fees (If applicable)	20% annual support covers real-time reporting, alerts, software updates, phone/tech support. This get's billed once the kiosk goes live.	$4,485 each	$17,940 annually for all 4 kiosks.
Shipping / Handling	4	$500	$2000
Software integration fee **- price is included at a fixed cost in the base price of the kiosks.**	**Software Integration - price is included at a fixed cost in the base price of the kiosks.**	$0	$0
Total Project Cost.	Payment terms need to be discussed in regard to section 2.6 due to the custom nature of the project we generally get a portion of the payment at the signing of the project. However we can discuss in more detail.	$36,280	$149,920, includes 3 years support and 3rd year warranty.

Lease Option

Apply for equipment financing through Paramount Financial online here: https://bit.ly/1DWSBo1

	Number of kiosks	Cost per item	Total Cost Per Year
Lease and Support of Payment Kiosk includes shipping costs	4	$15,150	$60,600
Software Integration Fee (If applicable) Included in above cost.	4	$0	$0
Additional Fees (If applicable)		$	$
Total Project Cost for 3 years	**Deposit: 1st & Last Payment in Advance + $295.00 Doc. Fee**	**$45,450**	**$181,800 with a $1 buyout**

Submitted by:

Name: Mansur Plumber   Signature

Date 1/24/17 Title: President

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME	RELATIONSHIPS

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

(1)

Business Name

is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C 12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt **and** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(2)

Business Name

is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt **or** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(3)

Business Name

is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

(4)

Business Name

requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(5)

Business Name

requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(6)

Business Name

is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

BIDDER'S COMPANY: | AdComp Systems Inc.

AUTHORIZED COMPANY PERSON:

| Mansur PLumber | | 1/26/2017 |
| NAME | SIGNATURE | DATE |

CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

☒ Master Card

☒ Visa Card

Company Name: | AdComp Systems Inc.

| Mansur Plumber | | Signature |
| Name (Printed) | | Signature |

| 01/24/2017 | | CEO |
| Date: | | Title |

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
01-24-2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	BRENDA HORNYAK		
Hendry Insurance LLC	PHONE (A/C, No, Ext): (972) 380-9223		FAX (A/C, No): (972) 248-6623	
9300 John Hickman Parkway Suite 603	E-MAIL ADDRESS: brenda@hendryinsurance.com			
Frisco, TX 75035	INSURER(S) AFFORDING COVERAGE			NAIC #
	INSURER A : OHIO CASUALTY INSURANCE COMPANY			
INSURED	INSURER B : OHIO SECURITY INSURANCE COMPANY			
ADCOMP SYSTEM INC. & TELEASY CORPORATION	INSURER C : NETHERLANDS INSURANCE COMPANY			
534 S EDMONDS LANE SUITE 103	INSURER D :			
LEWISVILLE TX 75067	INSURER E :			
	INSURER F :			

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	**GENERAL LIABILITY** X COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE X OCCUR	Y	Y	BKO55349120	03/04/2016	03/04/2017	EACH OCCURRENCE	$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$1,000,000
							MED EXP (Any one person)	$15,000
							PERSONAL & ADV INJURY	$1,000,000
							GENERAL AGGREGATE	$2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$2,000,000
								$
B	**AUTOMOBILE LIABILITY** ☐ ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS	Y	Y	BAS55349120	03/04/2016	03/04/2017	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED RETENTION $10,000	Y	Y	USO55349120	03/04/2016	03/04/2017	EACH OCCURRENCE	$1,000,000
							AGGREGATE	$1,000,000
								$
C	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WC1039570	03/28/2016	03/28/2017	X WC STATU-TORY LIMITS ☐ OTH-ER	
							E.L. EACH ACCIDENT	$1,000,000
							E.L. DISEASE - EA EMPLOYEE	$1,000,000
							E.L. DISEASE - POLICY LIMIT	$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER	CANCELLATION
CITY OF FORT LAUDERDALE FORT LAUDERDALE, FL	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Brenda Jo Hornyak, ACSR <BJH>

ACORD 25 (2010/05)   The ACORD name and logo are registered marks of ACORD

Bid 974-11871
Payment Kiosks Services (Lease or Purchase)

Bid Number	974-11871
Bid Title	Payment Kiosks Services (Lease or Purchase)

Bid Start Date	Dec 28, 2016 11:55:30 AM EST
Bid End Date	Jan 31, 2017 2:00:00 PM EST
Question & Answer End Date	Jan 13, 2017 2:00:00 PM EST

Bid Contact	Hendry J Lopez
	Procurement Specialist I
	Finance / Procurement
	hlopez@fortlauderdale.gov

Contract Duration	**3 years**
Contract Renewal	1 annual renewal
Prices Good for	**120 days**

Bid Comments	**The City of Fort Lauderdale, Florida (City) is seeking qualified, experienced and licensed firm(s) to provide proposals for payment kiosks for Citywide use, in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).**
	All questions must be submitted in writing through the BidSync questions and answers section. BidSync will charge no fee on awards made by the City of Fort Lauderdale.
	All pricing should be identified on the Cost Proposal page provided in this RFP. No additional costs may be accepted, other than the costs stated on the Cost Proposal page. Failure to use the City's Cost Proposal page and provide costs as requested in this RFP may deem your proposal non-responsive.
	All pricing must include delivery and installation and be quoted FOB: Destination.
	For further information, go to www.bidsync.com.

Item Response Form

Item	**974-11871--01-01 - Payment Kiosks**
Quantity	**4 each**
Unit Price	$22,425 each (excludes shipping)
Delivery (business) days after receipt of PO	6-8 weeks
Warranty	1 year parts only
Delivery Location	**City of Fort Lauderdale**

City of Fort Lauderdale Finance Department	City of Fort Lauderdale - Transportation and Mobility Department
100 N. Andrews Avenue	290 NE 3RD Ave
6th Floor	Fort Lauderdale FL 33301
Fort Lauderdale FL 33301	

Qty 2   **Qty** 1

<u>Department of Sustainable Development</u>
700 NW 19 Avenue
Fort Lauderdale FL 33311
Qty 1

Description
The City of Fort Lauderdale, Florida (City) is seeking qualified, experienced and licensed firm(s) to provide proposals for payment kiosks for Citywide use, in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP). See cost proposal page for details.

AdComp Systems Standard Limited Warranty

THIS PRODUCT IS PROVIDED TO YOU UNDER THE FOLLOWING TERMS AND CONDITIONS THAT CONTAIN LIMITATIONS ON WARRANTIES AND LIABILITIES AND YOUR REMEDIES. BY USING THIS PRODUCT YOU AGREE TO THE TERMS AND CONDITIONS BELOW:

1) The original end-user purchaser ("Customer") of the enclosed <u>Public Access Kiosk (PAK) ("Product")</u> from AdComp Systems, Inc. or one of its authorized suppliers ("Vendor"or "AdComp"), is offered a personal, non-transferable, limited warranty that: The products are provided with a one year limited warranty on all parts. The warranty is valid for all products shipped within the United States of America and elsewhere where AdComp agrees to sell the Product.

2) All parts that need replacement under warranty must be shipped to AdComp packed in a suitable and safe manner by adhering to the procedure given in the Return Merchandise Authorization (RMA) form. No material shall be accepted without prior authorization.

3) AdComp shall provide return shipping (one way) for replacement parts under warranty.

4) Occasional Hardware and Software malfunctions occurring during the operations of the Product either by Customer or end-users are expected and will not constitute sufficient reason for returning the Product.

5) Warranty is void if the product is modified in anyway, other than modifications that are approved by AdComp in writing or those carried out by AdComp's authorized technicians.

6) AdComp's liability for parts or components that fail within the warranty period shall be limited to replacing the parts and paying for return ground shipping (one way). **ADCOMP SHALL NOT BE RESPONSIBLE FOR ANY LOSS OF REVENUE WHETHER DIRECT OR INDIRECT, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE FORM OF THE ACTION OR CLAIM, EVEN IF ADCOMP HAS BEEN ADVISED AS TO THE POSSIBILITY OF SUCH DAMAGES.**

7) The warranty is void if (i) if any part(s) are physically damaged or put to misuse or neglect. (ii) if the terminal is subjected to extreme temperatures, moisture, rain, high winds, direct sunlight or other harsh climatic conditions (iii) if warranty labels or tags are removed defaced or tampered with (iv) if the product is subjected to improper voltages or other magnetic or electrical interferences (v) if parts not compatible or not tested for compatibility by AdComp are replaced without the written consent of AdComp. The Products are for indoor use only. Please see User Manual for appropriate care instructions.

8) AdComp utilizes Microsoft Windows operating system and other third party software in its products. AdComp is not responsible for any malfunction or breakdown in the software provided by these companies.

9) The warranty does not cover damage caused to the system due to viruses. Customers are also advised to install compatible software to guard against access to inappropriate websites. Customers having the capability of processing Credit Card transactions and ACH transactions from their terminals are responsible for ensuring that their terminals are protected by a "Firewall" and other software and hardware that may be required to safeguard the credit card and banking information of their customers from being accessed by unauthorized persons. Customers are required to comply with all regulations regarding online transactions and electronic processing of payments. PCI compliance information is available at https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml. AdComp will not be responsible for security vulnerabilities and lapses resulting from Customer's inability to maintain data security. AdComp may discontinue access to online reports, data access and other services provided to the Customer, until the security vulnerabilities are addressed by the Customer and proof of such action is provided to AdComp.

10) Warning: The AdComp software is provided for use under license and is the property of AdComp Systems, Inc. Duplicating, modifying, sharing, transferring or putting it to any use other than for its intended purpose is a violation of copyright rules and is punishable by law.

*The trademarks and names are the property of their respective owners.

CERTIFICATE OF INCORPORATION

OF

ADCOMP, INC.

Under Section 402 of the Business Corporation Law

IT IS HEREBY CERTIFIED THAT:

1. The name of the corporation is:

ADCOMP, INC.

2. The purpose or purposes for which the corporation is formed are as follows; to wit:

To engage in any lawful act or activity for which corporations may be formed under the Business Corporation Law. The corporation is not formed to engage in any act or activity requiring the consent or approval of any state official, department, board, agency or other body without such consent or approval first being obtained.

To own, operate, manage, acquire and deal in property, real and personal, which may be necessary to the conduct of the business.

The corporation shall have all of the powers enumerated in Section 202 of the Business Corporation Law, subject to any limitations provided in the Business Corporation Law or any other statute in the State of New York.

3. A director of the corporation shall not be held liable to the corporation or its shareholders for damages for any breach of duty in such capacity except for

(i) liability if a judgment or other final adjudication adverse to a director establishes that his or her acts or omissions were in bad faith or involved intentional misconduct or a knowing violation of law or that the director personally gained in fact a financial profit or other advantage to which he or she was not legally entitled or that the director's acts violated BCL Section 719, or

(ii) liability for any act or omission prior to the adoption of this provision.

4. The county in which the office of the corporation is to be located in the State of New York is: New York

5.   The aggregate number of shares which the corporation shall have authority to issue is: 200 shares, no par value.

6.   The Secretary of State is designated as agent of the corporation upon whom process against it may be served.   The post office address to which the Secretary of State shall mail a copy of any process against the corporation served upon him is:

The corporation
33 Rector Street
Suite 302
New York, New York 10006

The undersigned incorporator is of the age of eighteen years or over.

IN WITNESS WHEREOF, this certificate has been subscribed June 2, 1993 by the undersigned who affirms that the statements made herein are true under the penalties of perjury.

Deneane M. Rogers
Deneane M. Rogers
33 Rensselaer Street
Albany, New York 12202

SUSAN COMBS

TEXAS COMPTROLLER *of* PUBLIC ACCOUNTS

P.O. Box 13186 · Austin, TX 78711-3186

The Texas Comptroller of Public Accounts (CPA) administers the Statewide Historically Underutilized Business (HUB) Program for the State of Texas, which includes certifying minority and woman-owned businesses as HUBs and is designed to facilitate the participation of minority and woman-owned businesses in state agency procurement opportunities.

We are pleased to inform you that your application for certification/re-certification as a HUB has been approved. Your company's profile is listed in the State of Texas HUB Directory and may be viewed online at http://www.window.state.tx.us/procurement//cmbl/hubonly.html. Provided that your company continues to meet HUB eligibility requirements, the enclosed HUB certificate is valid for four years.

You must notify the HUB Program in writing of any changes affecting your company's compliance with the HUB eligibility requirements, including changes in ownership, day-to-day management, control and/or principal place of business. *Note: Any changes made to your company's information may require the HUB Program to re-evaluate your company's eligibility.*

Please reference the enclosed pamphlet for additional resources, such as the state's Centralized Master Bidders List (CMBL), that can increase your chance of doing business with the state.

Thank you for your participation in the HUB Program! If you have any questions, you may contact a HUB Program representative at (512) 463-5872 or toll-free in Texas at (888) 863-5881.

- -

Texas Historically Underutilized Business (HUB) Certificate

Certificate/VID Number:	**1133725607400**
File/Vendor Number:	**038609**
Approval Date:	**05-APR-2013**
Scheduled Expiration Date:	**05-APR-2017**

The Texas Comptroller of Public Accounts (CPA), hereby certifies that

ADCOMP SYSTEMS INC.

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed 05-APR-2013, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, business location) provided in the submission of the business' application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

Paul A. Gibson

Paul Gibson, Statewide HUB Program Manager
Texas Procurement and Support Services

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/VID Number identified above. Agencies and universities are encouraged to validate HUB certification prior to issuing a notice of award by accessing the Internet (**http://www.window.state.tx.us/procurement/cmbl/cmblhub.html**) or by contacting the HUB Program at **1-888-863-5881** or **512- 463-5872**.

Rev. 09/12

Bill Payment Kiosks

User Manual

INSTALLATION INSTRUCTIONS

A MINIMUM OF THREE PEOPLE ARE RECOMMENDED FOR UNPACKING AND INSTALLING THIS EQUIPMENT

CAUTION

Do not open or disassemble the product as this can cause electric shock, only trained technicians can do maintenance on this machine.

INSTRUCTIONS

1. Look for and remove all packaging material from inside the unit.
2. Remove the transport bolts / screws from the bottom metal plate of the unit attached to the palette.
3. Position the unit and use mounting holes to secure the unit firmly to the ground, if required.
4. Use the network cable for connecting to the internet or to the internal computer network. Connect the power cord to a 110 Volts AC Outlet. (USA and Canada only).
5. Call Technical Support for walkthrough of basics and for any questions.

IMPORTANT

- **This unit is unsuitable for outdoor use**. For best operation it is recommended that this unit be in a location where the temperature can be maintained between 40'F-98'F.
- Use only a dry soft cloth or clean room wiper when cleaning the LCD panel surface.
- Do not touch the LCD panel surface with hard or sharp or objects.
- Do not use abrasive cleaners, waxes or solvents for your cleaning and do not allow liquid cleaner to drip down into the seam/border.
- Do not operate the product under the following conditions:
    *Extremely hot, cold or humid environment.
    *Locations exposed to excessive dust or dirt.
    *Near any appliance that generates a strong magnetic field
    *Placed in direct sunlight.
- Disconnect the power plug from the AC outlet if the product is not used for a long period of time.
- Use only approved replacement parts.

User Care and Operation instructions follow (for general bill payment kiosk hardware):

A Bill Payment Kiosk consists of the following important components:

- Outer enclosure: There are two main types of enclosures – Outfacing and Indoor.
- Computer (PC) unit and its power supply.
- Touch screen: This also serves as the human interface for transactions on the kiosk.

Depending upon the features selected, your kiosk may have one or more of the following optional devices below:

- Credit Card Reader
- Bill Acceptor Unit (BAU)
- Printer
- Bill Dispenser Unit (BDU)
- Check scanner
- Coin Manager or Coin Dispenser Unit
- Pin pad or Key pad
- Multimedia Display Screen (or advertising screen)
- Multimedia Player
- Security Camera system
- Barcode Reader

Other custom devices may also be a part of the kiosk.

For Pre-installation support or for trouble-shooting any issue with the kiosk please contact our technical support at (877) 275 7694.

Bill Acceptor:

CLEANING

The AE2800 series will not need cleaning as often as magnetic sensing Bill Acceptors. If cleaning is required, use a soft cloth moistened with mild, non-abrasive detergent. Refer to label on the back of the magazine for cleaning instructions.

Problem Solving:

Unit dead (does not power up).	1. Harness(es) may be loose, not properly connected, or bent pins. 2. Check source voltage to ensure that power is being supplied to the bill acceptor.
Read message light flashing twice:	NOTE: If flashing other that twice refer to label on back of the magazine. OR Call Technical Support (877) 275 7694
Unit takes a bill, but does not credit:	Call Technical Support (877) 275 7694

To Remove Bills from the Bill Magazine: (See Figure below)

1) Press the Blue Latch Tab at the bottom of the Bill Magazine.
2) Slide the Bill Magazine upwards and then outwards.
3) Open the spring loaded flap on either side of the magazine to access the bills.
4) Once the bills have been emptied, align the round tabs on the side of the of the Bill Magazine to the slots on the Bill Acceptor, slide-in and then down until the Blue tab locks in place.

Round Tab

Spring-loaded
Flap

Round Tab

Blue Latch Tab in the center, at
the bottom of the Bill Magazine.
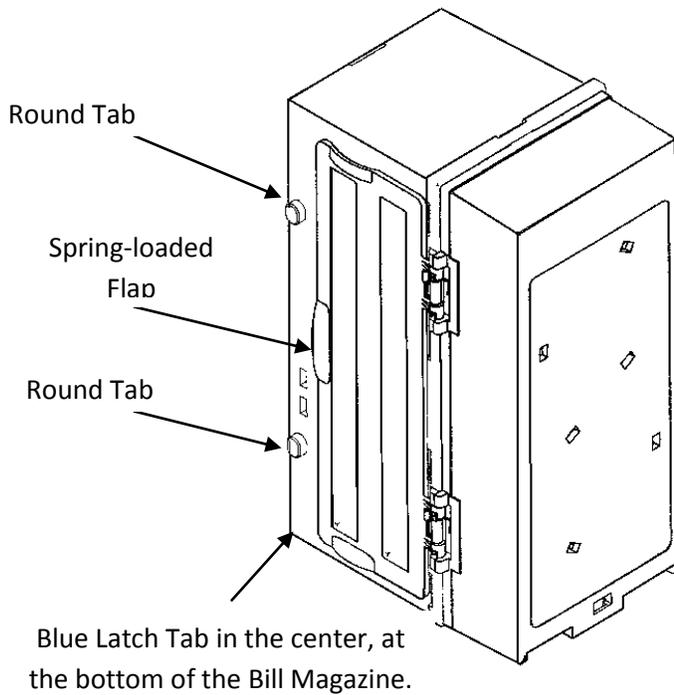
Printer:

Printer Specific Safety and Care Instructions

Instructions and recommendations below are important and must be followed to avoid voiding product warranty. If unauthorized persons perform any repairs or modifications to the printer mechanism and the controller, the warranty shall expire.

Unapproved types of thermal paper may dramatically reduce the life of the print head and may cause the warranty to expire. For pre-printed thermal paper make sure that only appropriate inks are used. Details for types of paper are provided below.

The connector for power supply must not be plugged in or disconnected under load in order to avoid damage to the electrical components and the thermal printhead.

Avoid strong vibrations, shocks and impacts since they may damage or even ruin sensitive electronic and mechanical components. Do not touch the surface of the printer control board in order to prevent static electricity from damaging sensitive components.

The thermal printer must not be used near to high-frequency apparatus or strong magnetic fields in order to prevent undefined magnetic disturbance.

USB Interface

24 VDC Connector on controller board

Mounting

Thermal

Hinge pin

Eject Chute

Thermal paper roll

Base unit
with paper
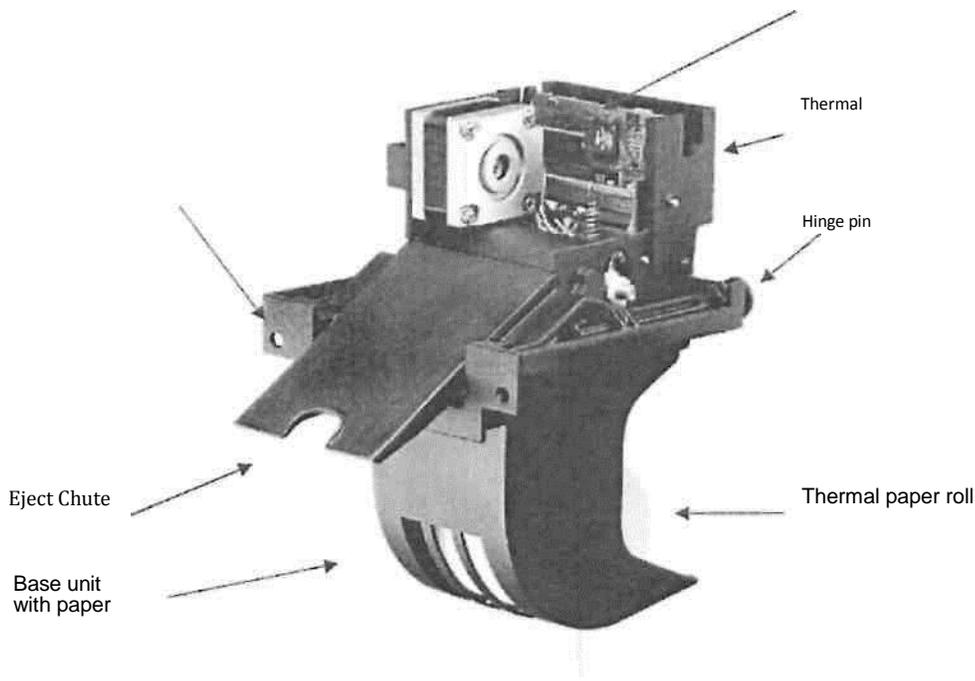
Fig.1

Thermal printer, front view left hand

Printer Operation

Once the thermal printer is connected to the power supply and the PC's USB port, and the driver (if needed) is installed, the printer is ready for use.

4.1   System Start up
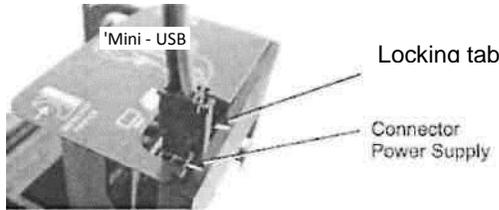
Fig. 3 Connections of the thermal printer to the system
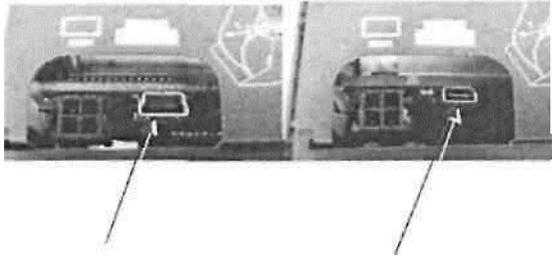
1. The connection to power supply is to be done exclusively by means of the supplied cable. Make sure that the power supply is always switched off before the connector is plugged in our out. The locking tab of the connector should always be directed towards the paper insert side.

2. Connect the mini-USB port of the printer mechanism with a USB - interface, or b) mini -RS232 port with a RS232 interface of your PC, using the supplied USB / RS232 cable. Windows will then automatically recognize the new connected device and install the appropriate driver software.

3. Install the driver software on the host system (PC). Please, consider the coordination of the drivers with the operating systems and respect the current instructions supplied together with the drivers.

4.2 Loading of Paper

Please only use paper of the recommended quality. Thermal paper with other specifications or poorer quality may reduce the service life of the thermal printhead considerably and will invalidate the printer's warranty.

1. Pull the protective sheathing from the paper roll and cut the paper end at right angles to the direction of feed as far as possible. Truncated, lacerated or folded paper edges can produce a paper jam during automatic insertion. Also perforations of the paper web or rounded edges are not acceptable.

2.   Lay the paper roll into the paper tray as shown in the illustration. The thermal sensitive paper surface must be situated outside or on top.

3. Insert the paper into the printer mechanism. As soon as the sensor in the paper guide detects paper, the controller starts the automatic paper insertion.

Fig. 4   Loading of the paper roll

4. Cut off the paper appearing in the eject chute by pulling it straight out.

5.0 Troubleshooting

The paper path in the printer mechanism is almost straight so that proper paper feed and guiding will prevent paper jams (See Fig 2)

Paper Insert Error

In case the 'Automatic Paper Insertion1 starts, but the paper has been held back by hand too long time or has been fed in skewed, the paper path can indicate a 'Paper Insert Error' caused by a time out of the sensor routine. As failure corrective action, pull the paper back. In case the paper has already been transported by the platen, lift the printhead, pull back the paper and restart the loading procedure.

No Paper Insertion

In case the 'Automatic Paper Insertion' does not start and the motor stalls, with a characteristic rattling sound. If the printer has been left with no paper inserted for a longer period (e.g. a day or more), the printhead can cause a temporary depression of the platen and the motor will not start turning. Lift the printhead using the head lift lever (see Fig. 5) and insert paper. Release the head lift lever after the motor begins to run smoothly and the platen begins to pull the paper. Continue the auto loading procedure.

Paper Jam

During operation, paper jam may occur in the eject chute due to paper scraps etc. As failure corrective action, tilt the printer mechanism open and remove any paper scraps found at the entrance into the eject chute. In case the eject chute has been clogged deliberately (vandalism), the chute will have to be dismounted and cleaned. Afterwards repeat the paper loading routine.

Paper End

The sensor L1 (a or b according to the variant of elements placement) will detect the end of the paper e.g. in case of a torn paper web. As failure corrective action, remove the document that has already partly been printed (see Paper Jam) and repeat the paper loading routine. If necessary, load a new paper roll.

Paper Pre-End

The sensor L1 recognizes the 'paper pre-end mark' so that the controller can emit the status message 'Paper Pre-End'. The printing of further documents will not be blocked unless the printer detects 'Paper End.' A new loading operation will cancel this message.

Undefinable Error

In case none of the above mentioned failures is detected, the printer may be blocked by the operating system because e.g. the printer is not recognized by the PC. If no other obvious disorder of the operating system is found, we recommend as failure corrective action to disconnect the USB cable from the PC. The operating system will then deactivate the driver software. Reestablish the USB connection after an interruption of about 1 minute in order to re-activate the driver software.

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In case there is still paper between the printhead and the platen, remove the friction between head and platen by pressing down the lever and then pull the paper back by hand.

⚠ Never actuate this lever during the printing operation or else the printhead will overheat.

Push to Lift Print Head
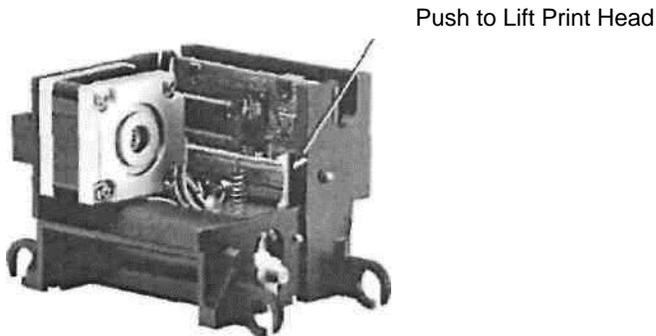
5.1 Clearing Paper Jams

In order to clear a paper jam, detach the document that is already present in the eject chute and retract the remaining paper manually. Paper scraps remaining in the area between the print mechanism and eject chute can be removed after the printer is tilted open.

LED2   Drive Pinion

Partly Printed Paper

Hinge Pin
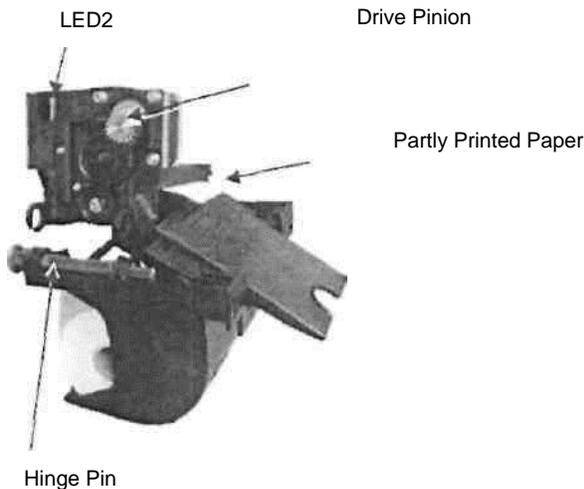
Fig. 6   Tilt the printer mechanism open for paper removal

If a partly printed document lies in the printer mechanism, e.g. in the event of a paper end signal due to a tear, and it does not appear in the eject chute, the printer mechanism will have to be tilted open and the document be taken out by hand.

1.   Pull the hinge pin back into its tilt position.

2. Then tilt the printer open as illustrated. Now, the partially printed document will be visible and can be pulled out over the eject chute.

3. Eject the document by twisting the motor pinion gear clockwise until the document leaves the friction area of the platen.

4. Remove the partially printed document. Then again tilt the printer mechanism back into its operating position and secure it by snapping the hinge pin into its operating position.

Paper Specifications

Recommended Paper Qualities: Thermal papers 50 to 60 g/m^2; sensitive surface on top, (Paper Specification

D 684 012)

Paper Roll width: 58 to 60 mm (2.28" to 2.36")

Paper Roll diameter: up to 100 mm (4") Typical

This product carries warranty that gives the purchaser certain rights and the warranty is limited to the terms provided in the Standard Limited Warranty provided with the product.

Bill Dispenser Unit (BDU) SERVICE INSTRUCTIONS

1): Open the safe.

2): Remove the white bracket by removing the wing bolt and hold bracket as shown in **Figure 1**.

FIGURE 1
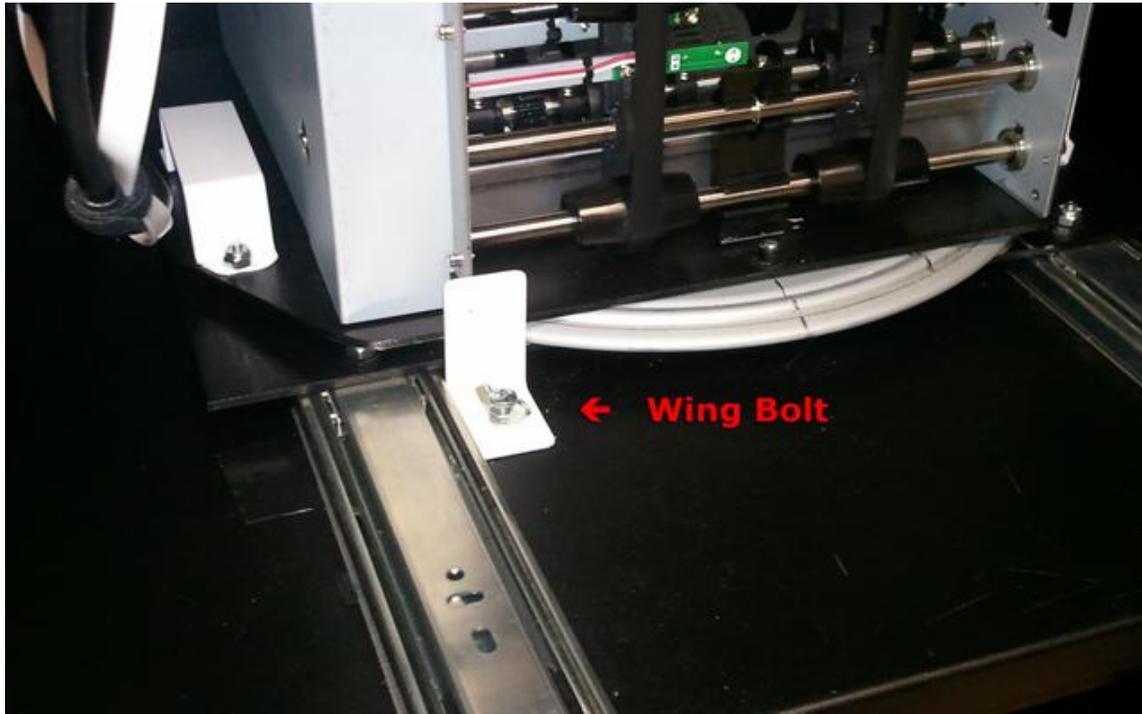
3): Pull BDU Tray straight back using both handles marked in **Figure 2,** until it stops.

FIGURE 2
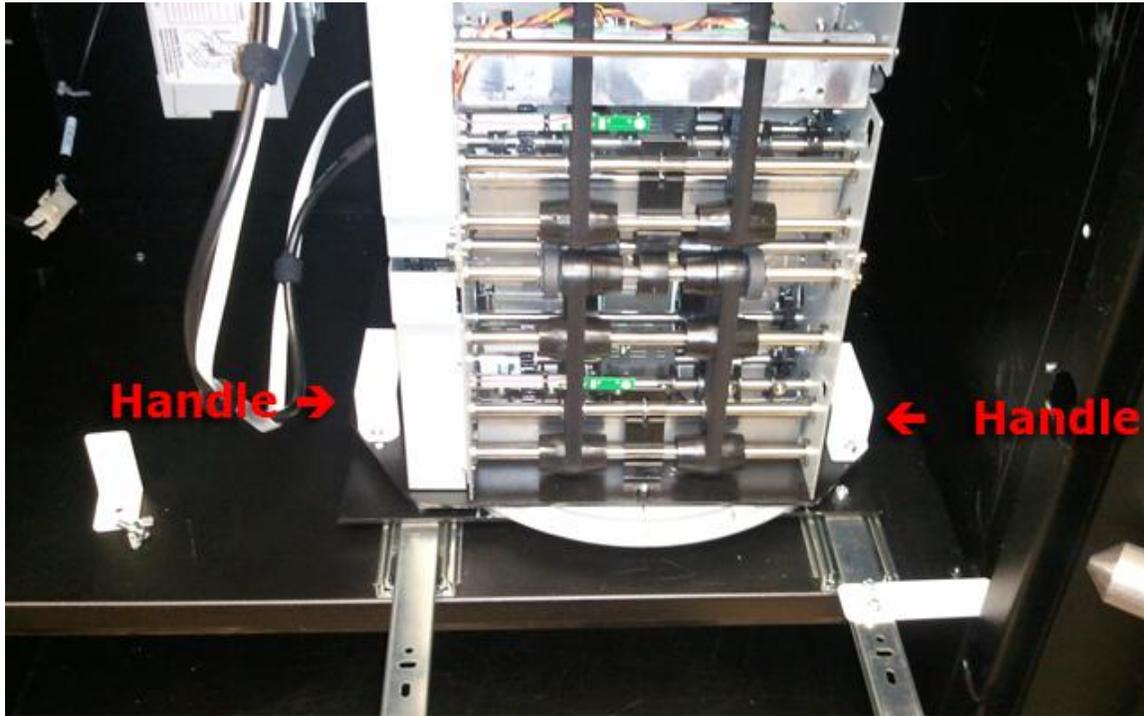
4): Rotate BDU counterclockwise until you see doors of cassettes as shown in **Figure 3**:

5): To open the door and gain access to Cassette doors, rotate lever clockwise as shown in **Figure 3**.

FIGURE 3
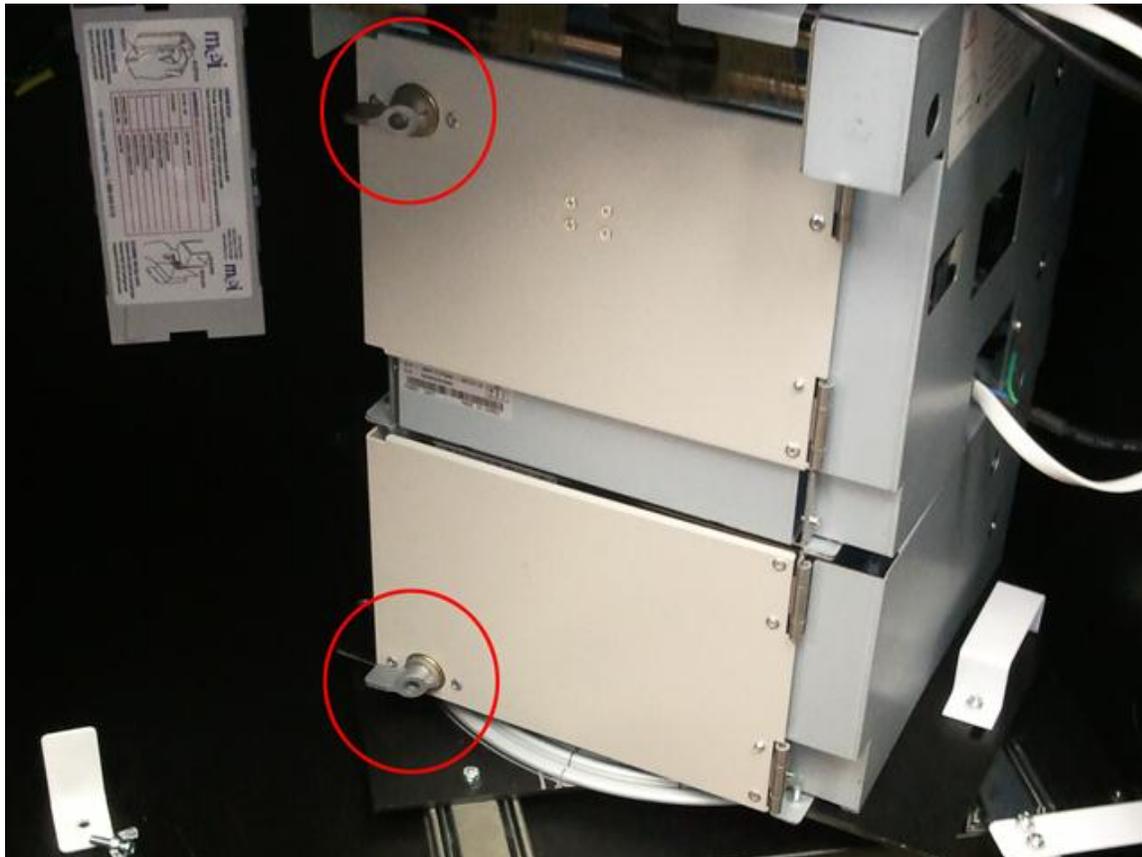
FIGURE 4

6) When adding Bills to the BDU cassette compartments, ensure that the correct denomination bills are added. Typically, the smaller denomination should be loaded in the top bin, larger in the lower bin, i.e. $1 bills in the top, $5 in the lower bin.

7) Check the Reject Bin for bills. Count these with money still in the cassettes. These bills were rejected by the BDU, possibly due to defect in the bill or because it was stuck to another bill. You should not reload these into the cassette.

FIGURE 5

8) Open the cassette by pulling back the spring loaded pressure plate until it clicks. Load bills as shown in Figure 6. When loading new bills, make sure to flip through the bills so they're not sticking to each other, flex them and shuffle them a few times. This will minimize dispense errors and rejected bills.

FIGURE 6

9) Drop the bills in the cassette as you see here(test media is shown). Press the blue button to release the pressure plate onto the bills, as shown in Figure 6. Make sure bills are not descending from the feed slot in the front of the cassette, as shown in Figure 7.

FIGURE 7
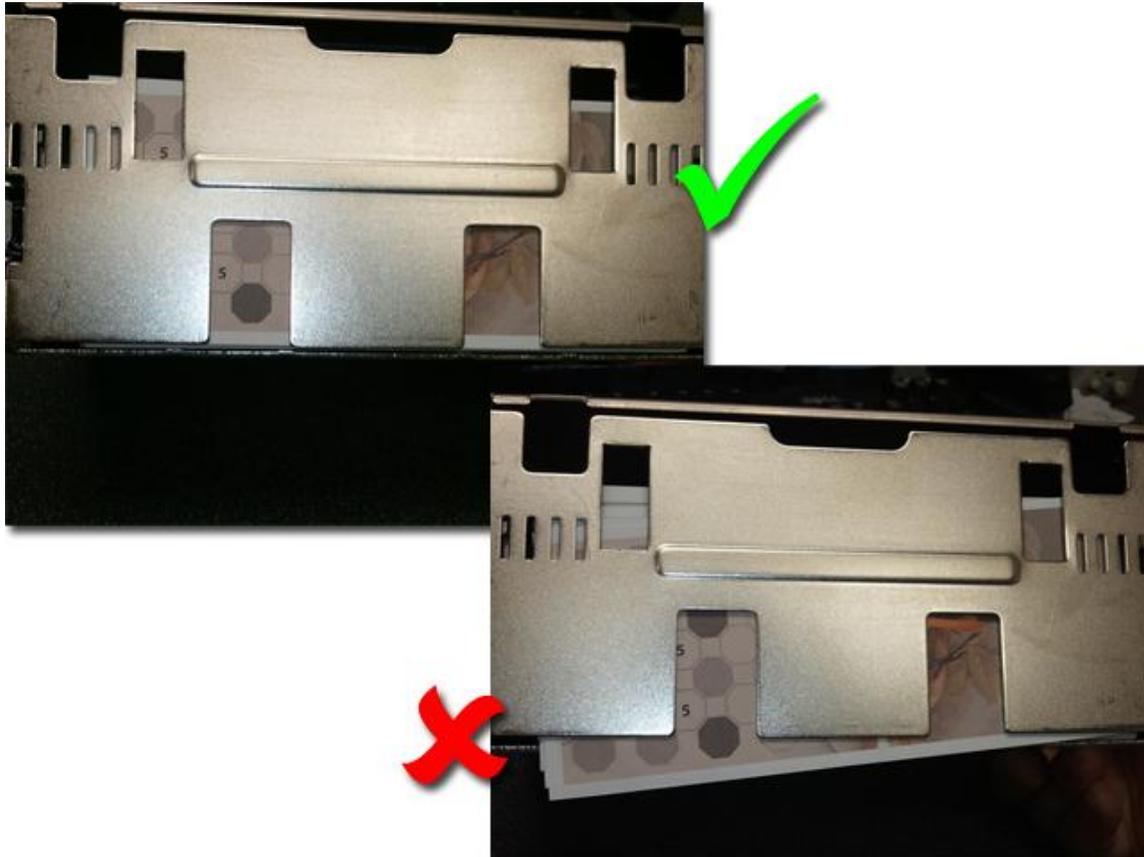
10) Insert the cassette back into the BDU in the appropriate bin until you feel it latch, then lock the compartment by rotating the lever counter-clockwise one quarter turn.

11) Once you have replaced the cassettes, rotate the BDU clockwise and slide the BDU straight forward with both handles until the slides click into place. The BDU will not click into place if it's not aligned with bill catch. See Figure 8.

FIGURE 8

AdComp Systems, Inc. Bill Pay Kiosk User Manual V. 0911.1
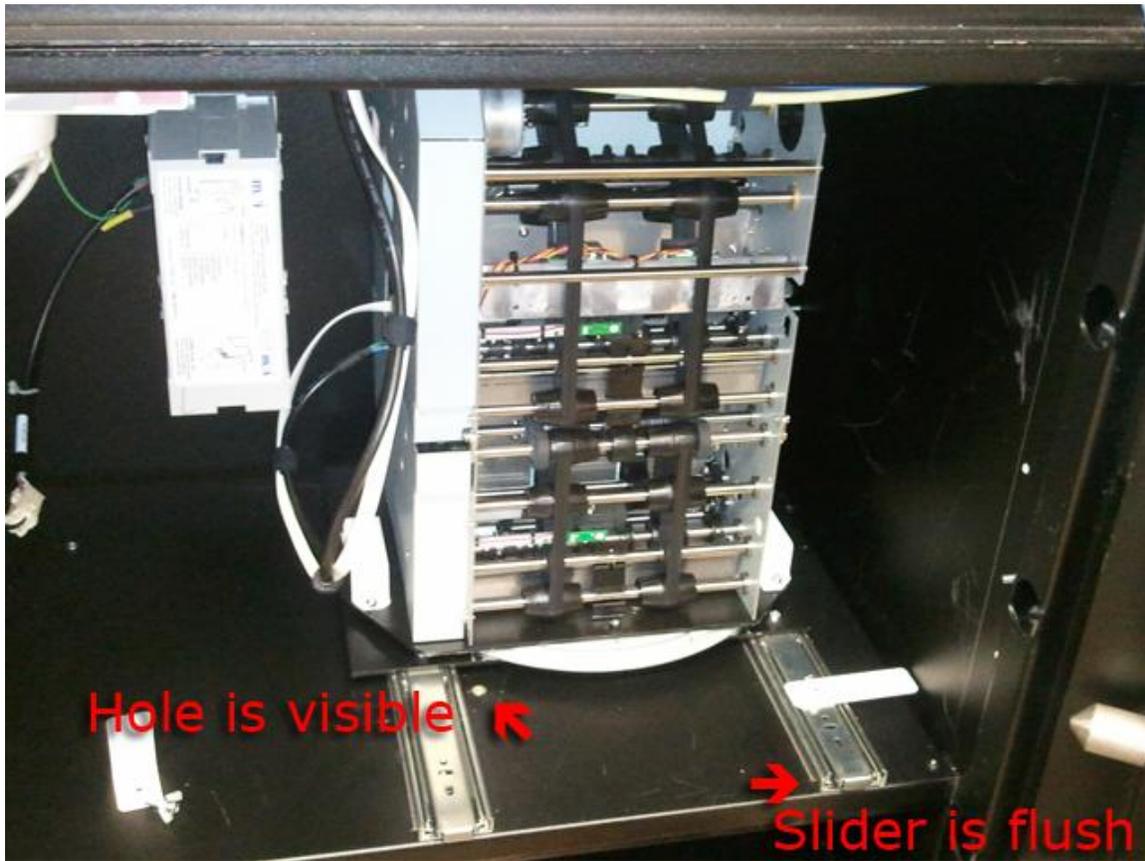
FIGURE 9

12) Place hold bracket here and secure with wing bolt as shown.

13) Lock the safe.

IMPORTANT:

For trouble-shooting any issue with the Kiosk, it is best to call Technical Support at (877)275-7694. Or send an email to support@adcompsystems.com

Return Merchandize Authorization (RMA) information:

Do not ship any parts or units without receiving the RMA number or proper authorization. Any shipment received without a RMA number listed on the outside of the package or proper authorization will be refused.

When returning parts for repair or replacement ensure packaging is adequate. Parts received damaged due to improper packaging will void its warranty and the replacement part will be charged for.

One-way return shipping will be paid for by the company for parts that are under warranty only.

Please check our website for RMA forms and complete RMA instructions.
www.adcompsystems.com/support.html

Notify, Remind, Locate & get them to Pay

Citation Smart
Patent Pending

When Issuing Citation Officer Collects Cell Phone Number

⬇

Cell Phone Number & Citation Details get Uploaded to Citation Smart

⬇

It's Easy!

Citation Smart

Sends Initial Text Notification
Sends Periodic Reminders
Offers Plea & Payment Options

Warrants On The Go

Warrants Officers & Bailiffs

View outstanding warrants as markers on a Warrants on the Go map

The markers are color coded by amount and can be filtered by various criteria

After officer contacts the defendant, officer can offer the defendant the option to pay up by sending them a payment link via text message.

Defendant's smartphone receives text message of citation or warrants to facilitate payment
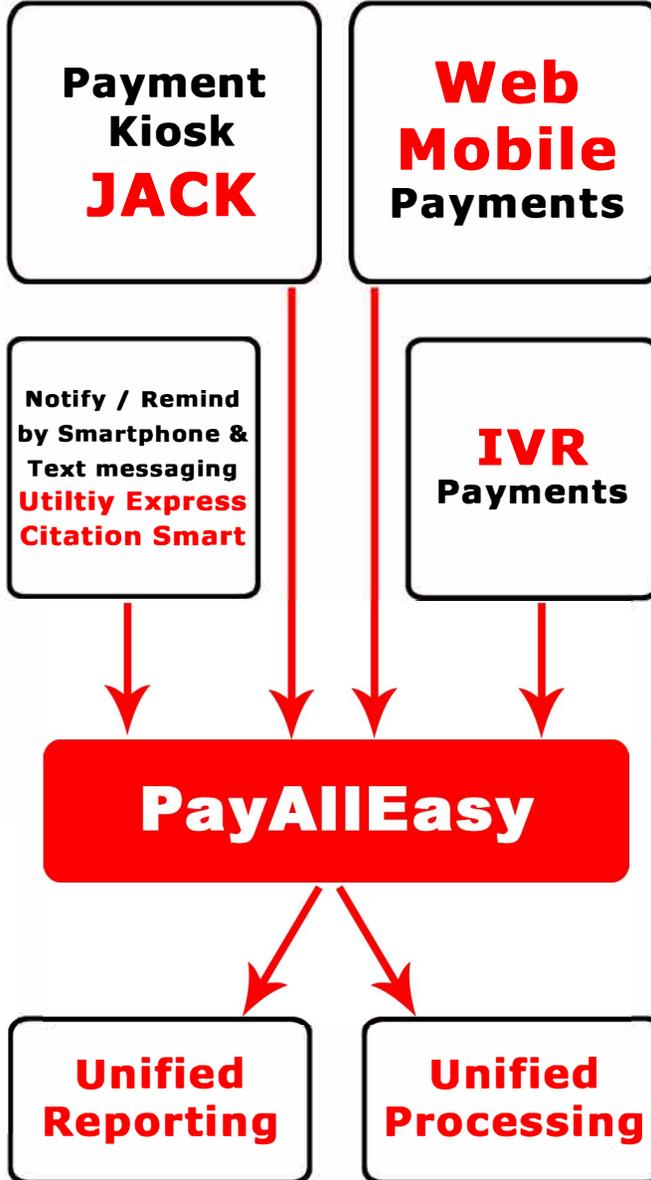
Benefits
Reduce Warrants
Collect on Warrants
Map & Find outstanding Warrants
Paperless Processing
Realtime Notification & Reporting
Officer **NEVER** Handles Payments
Integrates with Court Software

Payment Kiosk
JACK

Notify / Remind by Smartphone & Text messaging
Utiltiy Express
Citation Smart

Web Mobile
Payments

IVR
Payments

⬇

PayAllEasy

Unified Reporting

Unified Processing

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24 HOURS / 7 DAYS A WEEK

Customer Benifits :

- Savings from eliminating postage costs
- The ability to review real time balances and receive immediate acknowledgment of payment
- Pay securely by Credit Card or Check through PCI certified gateways
- No usernames or passwords need to be setup

Organization Benifits :

- Savings from not having to answer account balance inquiry calls
- Payments are directly applied to billing software
- Instant authorization on CC payments and deposited into bank.
- Check payments directly deposited into bank
- Get online reports of all payments made

CITATION SMART WARRANTS ON THE GO

PayAllEasy

CREDIT CARD & CHECK

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<u>**Exhibit A**</u>

AdComp Systems Kiosk Service and Support Guidelines

The annual support provided by AdComp, includes the following services. Depending on the hardware installed AdComp will provide some or all of the services below.

Normal business hour telephone support for any questions or help that client might need.
All support requests are responded to within 4 to 8 hour business hours. Response time during non-business hours may vary between 12 and 24 hours.

Online Remote Support: AdComp support staff relies on providing efficient support by logging in to the kiosk and troubleshooting the issues and fix any problem that may occur.

Software Updates: Any updates that are provided by third-party vendors (such as Windows Updates by Microsoft) shall be updated on the kiosk, if compatible, at no charge.

Trouble-Shooting and Repairs: AdComp shall strive to resolve most issues as soon as possible and usually within one or two business days, unless the issue requires changes to the software (bug fixing) and/or hardware parts replacement, in which case it might take longer to remedy the issue. Hardware issues requiring change of parts shall be handled through normal RMA procedures. Hardware parts under warranty shall be provided free of cost and free one-way return ground shipping. The customer will bear the cost of shipping the defective part back to AdComp. Estimates for parts not under warranty will be provided for approval prior to shipment.

Support Method and Hours: AdComp provides support by telephone and by remotely logging into the unit. If the remote connection is not working or available, the customer has to assist the technician to trouble-shoot and fix the connectivity issue first. Once the connectivity is established the technicians will attempt to resolve the issue remotely. AdComp will provide technical support to the customer for replacement of parts that are shipped. Support is available between 9:00am and 5:00pm (Central Time) from Monday to Friday, except major holidays. Customers calling outside of business hours for any critical issues, should leave a message for a call back. A technician on-call will call back at the earliest occasion.

Services that are available at no additional charge to customers who are covered under the Annual Maintenance plan are listed below:
Real time Transaction reports - AdComp provides real time reports of all transactions and all activity that occurs on the kiosk.
Statistical reports - AdComp provides statistical reports of peak transaction times, English or Spanish language usage, Credit card versus Cash versus Check transactions. Transactions per day, week and month.
Filtered Transaction reports - AdComp provides filtered and sorted transaction reports of Credit Card, Cash and Check usage.
Detailed, click logs - Every touch, every transaction is recorded. Used for technical troubleshooting by AdComp's techs.
Hardware support - AdComp will provide telephone and online troubleshooting to rectify any hardware malfunctions.
In case of hardware replacement, the client will ship the defective part to AdComp's repair facility at their cost and AdComp will ship back a repaired or replacement part to the client. In most cases, replacement parts can be cross-shipped by AdComp. Hence, the part is shipped to the client before AdComp receives the defective part, as long as the client places a deposit on a Credit Card for the price of the part until the defective part is returned.
Through AdComp's annual service agreement, AdComp offers a tremendous value for the proper functioning of every kiosk deployed, through its experienced personnel and structured support software features.