

Following is an interactive PDF simulating a customer making a utility payment. Do not scroll from page to page but actually make the on screen selection as if you were at the kiosk making the payment. Some of the data has been pre-populated. All of the screens can be customized to meet your City requirements. This is a sample of the business flow and screen shots as requested in section 3.28. Please press 'Start Here'.

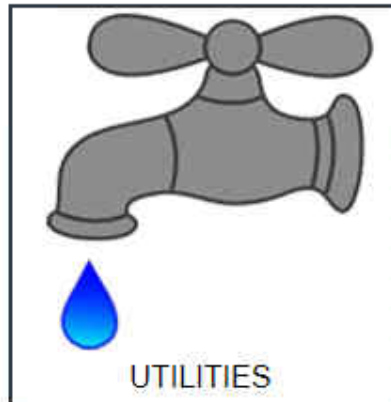




Facility: Huntington Park

SELECT A SERVICE

Press an image button below to select a service. This is a touch screen.



PREVIOUS

MAIN MENU



Facility: Huntington Park



Service: Utilities

UTILITIES

Please confirm that you have selected the correct service

1. You are making a payment for **UTILITIES**.
2. Partial payments are accepted, however penalties will be assessed on past due balances.
3. There are fees associated with this transaction. All fees will be disclosed prior to accepting payment. You may cancel at any time.
4. This payment is by and between the payer and the city of Huntington Park. EZ Payment System is the payment processing company. If you're having a technical issue with the kiosk, please call (888) 497-2387.

PREVIOUS

MAIN MENU

I AGREE



Facility: Huntington Park



Service: Utilities

BILL SEARCH

Fill out the form below to search for a person

ACCOUNT NUMBER:



ENTER YOUR FULL ACCOUNT NUMBER WITH HYPHENS. EXAMPLE: #####-8000

PREVIOUS

MAIN MENU

NEXT



Facility: Huntington Park



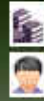
Service: Utilities

ACCOUNT INFORMATION

	Account Number	Name	Address	Due Date
Select	13491-8000	JUAN MANUEL HERRERA	6730 HOOD AVE	11/12/2014
				1 - 1 of 1

PREVIOUS

MAIN MENU



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

ACCOUNT DETAILS

Account Number: 13491-8000**Name:** JUAN MANUEL HERRERA**Address:** 6730 HOOD AVE**Due Date:** 11/12/2014 8:28:16 AM

	Bill ID	Owed Amount
Pay Now	13491-8000	\$124.96
		1 - 1 of 1

[PREVIOUS](#)[MAIN MENU](#)



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

SELECT A PAYMENT METHOD

Press a button below to select a payment method.



Cash



Credit

PREVIOUS

MAIN MENU



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

INFORMATION REQUIRED

Fill out the form below and make sure all required fields are complete

NAME

Chris Trujillo



PLEASE ENTER YOUR FIRST AND LAST NAME.

PHONE NUMBER

7144609200



10 DIGIT PHONE NUMBER STARTING WITH THE AREA CODE.

PREVIOUS

MAIN MENU

NEXT



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

ENTER PAYMENT AMOUNT

Press the on-screen keypad to enter a dollar amount

Bill Amount: \$124.96

			124.96
1	2	3	←
4	5	6	Clear
7	8	9	
0	00	.	

PREVIOUS

MAIN MENU

DONE



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

INSERT CASH

Please insert your cash now and press the FINISHED button to continue.

Service Charges: \$3.00

Total Amount Due: \$127.00

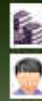
Amount Inserted: \$0.00

Amount Applied to Bill: \$0.00

Service Charges: \$0.00

PREVIOUS

MAIN MENU



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

INSERT CASH

Please insert your cash now and press the FINISHED button to continue.

Service Charges: \$3.00

Total Amount Due: \$127.00

Amount Inserted: \$127

Amount Applied to Bill: \$124.00

Service Charges: \$3.00

FINISHED



For assistance please call 888-497-2387



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

INSERT CASH

Please insert your cash now and press the FINISHED button to continue.

Service Charges: \$3

Total Amount Due

Amount Inserted

Amount Applied

Service Charges

Confirm Your Inserted Amount

▲ Please confirm this is the correct amount
you have inserted:

\$127

Confirm Amount

Cancel

FINISHED



Facility: Huntington Park



Service: Utilities



Person: FOOD 4 LESS, *

INFORMATION REQUIRED

Fill out the form below and make sure all required fields are complete

NAME

Chris Trujillo



PLEASE ENTER YOUR FIRST AND LAST NAME.

PHONE NUMBER

7144609200



10 DIGIT PHONE NUMBER STARTING WITH THE AREA CODE.

PREVIOUS

MAIN MENU

NEXT



Facility: Huntington Park



Service: Utilities



Person: FOOD 4 LESS, *

ENTER PAYMENT AMOUNT

Press the on-screen keypad to enter a dollar amount

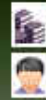
Bill Amount: \$1,802.48

			124.00
1	2	3	←
4	5	6	Clear
7	8	9	
0	00	.	

PREVIOUS

MAIN MENU

DONE



Facility: Huntington Park



Person: FOOD 4 LESS, *



Service: Utilities

SWIPE CREDIT CARD

The following will be charged to your credit card. Please swipe your card now.

Subtotal: \$124.00

Service Charges: \$9.99

Total: \$133.99



PREVIOUS

MAIN MENU



Facility: Huntington Park



Service: Utilities



Person: FOOD 4 LESS, *

SWIPE CREDIT CARD

The following will be charged to your credit card. Please swipe your card now.

Subtotal: \$124.00

Service Charges: \$9.99

Total: \$133.99

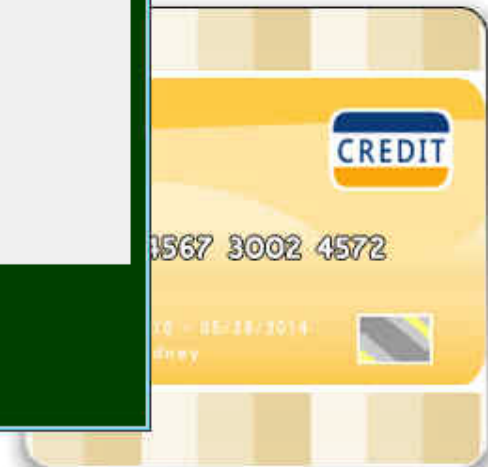
Credit Charge Confirmation

Name: CHRISTOPHER TRUJILLO
CC Num: XXXXXXXX7802 **CC Exp:** 10/17

Amount: \$133.99

THIS SCREEN WILL EXPIRE IN 25 SECONDS

OK

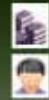


PREVIOUS

MAIN MENU



For assistance please call 888-497-2387



Facility: Huntington Park



Service: Utilities



Person: JUAN MANUEL HERRERA, *

PAYMENT ACCEPTED

Your cash payment was accepted. Please take your receipt.

Subtotal:\$124.96

Service Charges:\$2.04

Total:\$127.00



[View Reports](#)

[MAIN MENU](#)

Summary

Kiosk	Cash \$	Cash #	Credit \$	Credit #	Check \$	Check #	Total	Total #
Assisted			\$819.83	7			\$819.83	7
Harrisburg Supermarket (801)	\$276.00	2	\$45.93	1			\$321.93	3
Online			\$21,468.80	147			\$21,468.80	147
Totals	\$276.00	2	\$22,334.56	155			\$22,610.56	157

Summary of transactions for all Kiosks, Web and Call Center assisted transactions

Individual Transaction Information

Report Data



Export To Excel

Post All

Payment ID	Created Date ▼	Account Number	Last Name	First Name	Payment Type	Description	Kiosk ID	Subtotal	WSO			
909937	3/27/2015 05:09 PM	130150080000	LOOS	NICOL	Online	Remote Credit		\$38.01		Post	Reject	Details
909388	3/27/2015 11:23 AM	130100090000	MURPHY	MARY-BRIGID	Online	Remote Credit		\$181.45	WSO	Post	Reject	Details
907301	3/25/2015 06:10 PM	620411020000	EDMAN	KIMBERLY	Online	Remote Credit		\$89.61	WSO	Post	Reject	Details
906571	3/25/2015 05:45 AM	130470580000	VALVERDE JR	JOSE F	Online	Remote Credit		\$234.38		Post	Reject	Details
906556	3/25/2015 04:39 AM	130260240000	ADELANWA	ABISOLA A	Online	Remote Credit		\$160.00	WSO	Post	Reject	Details
905817	3/24/2015 03:02 PM	060290210000	BOYD	JACKSON E	Online	Remote Credit		\$201.58		Post	Reject	Details
903853	3/23/2015 10:00 AM	620570060000	LANDIS	PAUL J	Online	Remote Credit		\$132.21	WSO	Post	Reject	Details
903760	3/23/2015 07:34 AM	620695890000	JACKSON	LATASHA C	Online	Remote Credit		\$201.02	WSO	Post	Reject	Details

Sample Reporting



Utilities

Payment ID 879799
Created Date 3/7/2015 2:45:51 PM
Account Number 6206[REDACTED]
Service Utilities
Payment Type Cash
Description Kiosk Cash
Kiosk ID Supermarket (801)
Subtotal \$74.00
Fee Total \$3.00
Total \$77.00
Posted Date 3/9/2015 1:00:37 AM
Payer First Name NICK
Payer Last Name TROUTMAN
Phone Number 71744[REDACTED]
Street Number 2805
Street Name BOAS ST
Email [REDACTED]K@GMAIL.COM
Payer Image

Transaction Details



	A	B	C	D	E	F	G
1	906984	3/25/2015 14:23	Parking Tickets	Assisted	\$50.00		
2	906896	3/25/2015 13:08	Parking Tickets	Online	\$50.00		
3	906644	3/25/2015 9:42	Parking Tickets	Online	\$50.00		
4	906597	3/25/2015 7:55	Parking Tickets	Online	\$50.00		
5	906495	3/25/2015 0:23	Parking Tickets	Assisted	\$50.00	\$250.00	Total Parking Tickets
6							
7	907583	3/25/2015 20:42	Real Estate Taxes	Online	\$539.30	\$539.30	Real Estate Taxes
8							
9	907301	3/25/2015 18:10	Utilities	Online	\$89.61		
10	906571	3/25/2015 5:45	Utilities	Online	\$234.38		
11	906556	3/25/2015 4:39	Utilities	Online	\$160.00	\$483.99	Total Utilities
12							
13						\$1,273.29	TOTAL
14							
15							
16							

Sample Transfer Report



PROPOSAL SIGNATURE PAGE

How to submit proposals: Proposals must be submitted by hard copy only. It will be the sole responsibility of the Proposer to ensure that the proposal reaches the City of Fort Lauderdale, City Hall, Procurement Services Division, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the proposal due date and time listed. Proposals submitted by fax or email will not be accepted.

The below signed individual hereby agrees to furnish services subject to all instructions, terms, conditions, specifications, and addenda contained in the Request For Qualifications (RFQ). I have read the RFQ and all attachments including the specifications and fully understand what is required. By submitting this signed Proposal I understand any resulting City contract will be subject to RFQ instructions, terms, conditions, specifications, and addenda.

Submitted by: [Signature] (Signature) 3/27/15 (Date)

Name (Printed) Cheri Tuccelli Title: VP operations

Company: (Legal Registration) General Payment Systems, INC

FOREIGN CORPORATIONS 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/>).

Address: 15375 Barranca Pkwy C102
City IRVINE State: CA Zip 92618

Telephone No. 7144609200 FAX No. 949 333200 Email: Rfp@ezcardandKiosk.com

Does your firm qualify for MBE or WBE status (General Conditions Section 1.09)? MBE WBE

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

Addendum No.

1

Date Issued

3-5-15

Payment by P-CARD: Will your firm accept the City's Credit Card (VISA/MasterCard) as payment for services performed under a resulting contract?

VISA YES / NO

MasterCard YES / NO



ADDENDUM NO. 1

RFP #755-11580
PAYMENT KIOSK

ISSUED: March 5, 2015

This addendum is being issued to make the following change:

1. Section II – Scope of Services is changed to add the following:

2.1.32 Kiosk(s) must be equipped with chip-enabled technology for processing Europay, MasterCard, and Visa (EMV) credit cards.
2. All other terms, conditions, and specifications remain unchanged.

Kirk W. Buffington, CPPO, C.P.M., MBA
Director of Finance

Company Name: General Payment Systems
(please print)

Bidder's Signature: [Signature]

Date: 3/27/15

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

_____	_____
_____	_____
_____	_____
_____	_____

none

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.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/17/2014

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 PAYCHEX INSURANCE AGENCY INC 150 SAWGRASS DR ROCHESTER, NY 14620 (877) 362-6785	CONTACT NAME: PHONE (A/C, No, Ext): (877) 362-6785 FAX (A/C, No): (877) 677-0447 E-MAIL ADDRESS: paychex@travelers.com
INSURED CONTINENTAL PRISON SYSTEMS INC 15375 BARRANCA PKWY STE C102 IRVINE, CA 92618	INSURER(S) AFFORDING COVERAGE INSURER A : TRAVELERS PROPERTY CASUALTY COMPANY OF AMERICA INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :

COVERAGES

CERTIFICATE NUMBER: 325766713531153

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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	UB-9A37617A-15	01/10/2015	01/10/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> 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 (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CONTINENTAL PRISON SYSTEMS INC
15375 BARRANCA PKWY STE C102
IRVINE, CA 92618

CANCELLATION

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

Mary J. Swan

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07-30-2014

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 SCHENONE INSURANCE AGENCY 4 W 4TH AVE STE 402 SAN MATEO CA 94402		CONTACT NAME: MIKE SCHENONE PHONE (A/C, No, Ext): 650-323-5618 FAX (A/C, No): 650 329-1009 E-MAIL ADDRESS: michael.schenone@yahoo.com	
INSURED CONTINENTAL PRISON SYSTEMS, INC. DBA: EZ CARD AND KIOSK 15375 BARRANCA PARKWAY SUITE C-102 IRVINE CA 92618		INSURER(S) AFFORDING COVERAGE INSURER A: USLI INSURER B: INSURER C: INSURER D: 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 SUBR INSR WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	X	Y	879536778	07-13-2014	07-13-2015
						EACH OCCURRENCE \$ 1000000
						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50000
						MED EXP (Any one person) \$ 5000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$					
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A			
						WC STATUTORY LIMITS E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

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

CERTIFICATE HOLDER**CANCELLATION**COUNTY OF ORANGE
320 NORTH FLOWER STREET #108

CONTRACT NUMBER MA06011012050
SANTA ANA CA 92703

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

© 1988-2010 ACORD CORPORATION. All rights reserved.



March 27, 2015

City of Fort Lauderdale
Review Committee
Room 619, City Hall
100 North Andrews Avenue
Fort Lauderdale, Florida, 33301

Thank you for the opportunity of presenting this request for qualifications. General Payment Systems, Inc. DBA EZ Card and Kiosk has been providing reliable payment automation services to government entities since 2008. We pride ourselves on our fanatical commitment to customer service. Your account manager will ensure the city remains fully satisfied with the solution for the entire length of the contract.

EZ Card has a flexible platform that can be configured to meet virtually any requirements. We have presented a couple options based on the information provided. However, please keep in mind; it's not our only solutions. With respect to the limitation in pages and to not completely overwhelm the committee, we have attempted to convey our flexibility herein. Should we be given the opportunity to understand the City's requirements thoroughly, we may have an even better fit.

We have been installed at the Broward County Sheriff's Office since 2010. We have nine units installed at the various jails and booking rooms throughout the county. I'm sure visiting a jail is not on your list of things to do, but should you find yourself in the area, stop in to check us out.

We look forward to the opportunity to personally present our full solution to the City.

Warmest regards,


Ron Hodge
Founder/CEO



Cheri Tuccelli
VP of Operations

15375 Barranca Pkwy, Suite C-102 Irvine, CA 92618

(714) 460-9200

PROFESSIONAL EXPERIENCE:

VP of Operations – General Payment Systems, Inc. DBA EZ Card & Kiosk

- Built and manage EZ Card & Kiosk's 24/7/365 customer support team.
- Create and administer the funds flow for each facility.
- Develops the process and procedure for all customer support and training.
- Outlines and tests user interfaces.

Vice President Operations – mFunds Global Payment Solutions

- Utilized extensive payroll processing experience to develop a robust payroll card on a MasterCard platform in 2007.
- Created a jail release card that has evolved to the EZ Exit Card.
- Leads a team committed to the servicing and continued enhancement of the most successful and popular debit release card in the industry.

Operations Development – National Parcel carrier for Xerox

- Improve the efficiency of the distributions centers nationwide.
- Increased production and order to delivery time's significantly increasing leadership in the copier marketplace.

Vice President Client Services – Precision Payroll/Paychex

- Participated in committees alongside the Internal Revenue Service, Social Security Administration and American Payroll Association.
- Sole liaison with the Los Angeles Olympic Organizing Committee for the processing of 25,000 daily workers.
- Developed many new processes, regulations and new technology in order to collect time and attendance and the disbursements of funds with workers over many moving venues.

❖ Six Sigma Black Belt – Leader in development of efficient process and procedures

Chris Trujillo – Operations Manger

Multi-faceted, efficient and reliable administrative professional with 10 + years of experience supporting executives, management to improve internal operations for small businesses. Proficient in all of the standard office desktop software, CRM applications and design programs. Diversified skill sets covering administrative support, information technology, client relations, account management and project management. Excellent inter-personal, phone and digital communication skills

EXPERIENCE OPERATIONS MANAGER, EZ CARD AND KIOSK

October 2011 to current

*Setup planning calls with new customers
Design system screens caps for customer approval
Program system screens to match customer approved screen caps
Work with development staff for customer integrations
Configure and test computers for each specific location
Provide remote support for issues with kiosks or integrations*

CUSTODY ASSISTANT, LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

February 1999 to May 2009

*Manage the operation of dormitory control booths
Process inmates for court appearances
Control and monitor attorney visits
Operate computer terminals to obtain criminal history information including warrants
Interview inmates and review records relative to the classification process to determine security levels*

EDUCATION MT. SAN ANTONIO COLLEGE

August 1997 to January 1999

Travis L. Abrahamson

Education

1994 – 1997 Chapman University Orange, CA 92866

Bachelor of Science in Business Administration

1990 – 1994 West Hills Community College Lemoore, CA 93245

Associate of Art in Business Administration (Accounting)

Experience

2011 – Present Redswimmer Inc.
Fresno, CA 93720

Senior Project Manager

Duties include managing development resources, planning and maintaining project priorities for the EZ Payment System and its legacy Jail System.

Senior Developer

Duties include application design and development, report designing and database administration. Utilizing .NET (2008 to 2010) C#, SQL Server and other database engines.

Primary application work on the EZ Card and Kiosk application suite (EZAP). Serves as a Project manager and liaison for EZAP and its installation at client facilities.

2010 – 2011 Decade Fresno, CA 93711

Developer

Duties include application design and development, report designing and database administration. Utilizing .NET (2008) C#, SQL Server and other database engines.

Primary application development on EnvisionConnect software. Suite application to help inspectors track and maintain inspections.

2005 – 2010 Information Architects & Assoc. Fresno, CA 93720

Senior Developer

Duties include application design and development, report designing and database administration. Utilizing .NET (2003 to 2008) VB and C#, SQL Server and other database engines. Oversee other developers, set standard practices for software development. Provide assistance in the creation of End-User documentation.

Other duties included serving in the capacity of the back-up project manager and office manger. These duties included coordinating meetings with clients and providing detailed status updates for planning purposes.

2001—2005 Valley Yellow Pages Fresno CA 93727-1600

Programmer

Designed Report Applications that extract and/or manipulate information from Third Party application utilizing Visual Basic, Visual Studio .Net (VB and C#), Java and ASP .Net.

Develop Windows Services and Web Services to automate processes, and to act as security and data access layers usable by both PC and Macintosh reporting tools.

Develop reporting solutions uses Crystal Reports.

Database administrator of company Access databases and SQL database servers.

M (MUMPS)/CACHE Applications: Designed Data Calculation routines to generate reports for the Finance and Sales Departments. Convert data from Relational Databases to CACHE and from CACHE to Relational Databases.

2000 – 2001 Hunter Neptune, NJ 07753

Senior Programmer

- ❖ Manage programming staff.
- ❖ Visual Basic Applications.
- ❖ Microsoft Access Applications.
- ❖ Support Data conversion and development for data Servers.
- ❖ Designed Reports for data access with Crystal Reports.
- ❖ Created applications to move data from Customer Databases to Third Party Applications or retrieved data from a Third Party Application.
- ❖ Supported Data conversions from legacy Mainframes.

1998 – 2000 Medigrate™ Corporation Hanford, CA 93232-0187

Assistant Programmer

- ❖ Assisted in the completion of the “Electronic Office” medical records program which was packaged and commercially sold for Windows 95/98/NT/2000.
- ❖ Programmed using Microsoft Access, Microsoft Visual Basic 5.0 / 6.0, ActiveX controls and Microsoft Windows Application Programming Interface (API).
- ❖ Assisted in maintaining customer computer systems and programs.
- ❖ Alternate Network Administrator for Windows NT. 4.0

1997 – 1998 Comptroller Department Lemoore, CA 93246

Financial Systems Analyst

- ❖ Analyzed NAS Lemoore’s Financial Data collection processes
- ❖ Developed SQL queries to facilitate balancing of Station General Ledgers.
- ❖ Developed and Maintained Programs in Access 2.0 and Access 97
- ❖ Created Whole OPTAR Log Form (WOLF) An Automated General Ledger System:
- ❖ Used interface files to exchange financial information both to and from the financial mainframe and Supply Status mainframes.
- ❖ Outstanding Review Program (Upgraded to Access 2.0 from dBase III):
- ❖ Financially tracked purchase request, Multi-user through Local and Wide Area Networks,
- ❖ 3280 Change Program: Financial tracking of changes from prior year purchase requests. Multi-user through Local and Wide Area Networks.
- ❖ Supplied Management Summary Data reports of current financial information.
- ❖ Advised on automation of manual processes being converted to computerized processes utilizing Microsoft Word, Excel, Access, and PowerPoint programs.

1994 - 1997 Automated Information Systems Department Lemoore, CA 93246

Computer Programmer/ Software Instructor

**Civil service grades and
Security Clearances**

1990 – 1991: GS-02 up to GS-09 in 1997-98
1990 – 1993: Classified Clearance
1993 – 1998: Secret Clearance

Task Name	Duration	# of Days
Contract Award and Execution		1
Issue Service Orders for Material and Data Networks		2
Project Initiation and Preparation		6
Project Planning Meeting		1
Issue report of meeting		1
Final Project Definition		2
Project Definition finalized		2
Installation Planning		6
Security clearance for Installation Personnel		2
Site survey		1
Detailed Installation Plan		3
Acquisition		13
Acquire Kiosk equipment		7
Acquire Data equipment		3
Acquire other equipment (e.g. workstations, card swipe peripherals)		3
PHASE I -CITY INTEGRATION		
CITY integration / Application Development		21
Meetings with City Network / IT Group		2
Confirm connectivity requirements		2
Design interfaces		7
Develop interfaces		10
Kiosk Implementation		10
Check and test Kiosk equipment		2
Ship Kiosk equipment		3
Develop Promotional material		1
Install Kiosk equipment		1
Configure Virtual Circuits from Kiosks		1
Operational tests kiosk		2
City Training Development and Service Integration		8
Site Staff training program development		5
Establish City Customer Service system		1
Establish City in Technical Assistance system		1
Deliver training to City personnel		1
Kiosk Application in service		
EZ Payments (web payments)		11
Customize EZ Payment web site with City payment applications		5
Prototype validation with County		2
Test of EZ Payments City customization		2
Update Customer and Technical Service systems		1
Add link for EZ Payments and info to City website		1
EZ Payments web payments in service		
Telephone Payments (IVR and live CSR)		14
Design and Develop IVR menu tree scripts		5

Validate scripts with County	2
IVR Integration with EZ Card & Kiosk servers	2
CSR integration validation	2
Test IVR	2
Add IVR number and Info to County website	1
	<u>92</u> Total Days

State of Florida

Department of State

I certify from the records of this office that GENERAL PAYMENT SYSTEMS, INC. is a Nevada corporation authorized to transact business in the State of Florida, qualified on April 13, 2012.

The document number of this corporation is F12000001614.

I further certify that said corporation has paid all fees due this office through December 31, 2014, that its most recent annual report/uniform business report was filed on January 14, 2014,, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-seventh day of March,
2015*



Ken DeFina
Secretary of State

Tracking Number: CU0394920924

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>



Assessment of Needs

Cities and Counties nationwide have found value implementing the GPSI - EZ Card and Kiosk solution. Community members enjoy extended payment hours and locations. The City will save numerous man hours not accepting, counting and depositing cash or having to staff windows and call centers to process payments. The City has the option to add the kiosk solution to its existing payment options for a reasonable fee or use our full suite of products (kiosk, online and call center) as your primary payment method qualifying the City for free kiosks (nominal convenience fee applies to payer). Whichever method you deploy, the City will enjoy an easy and convenient way for customers to pay their bills.

Our flexible platform allows for the addition of other payment types to be added without interruption of service. Traffic, parking, permits; filing fees are just a few of the many payments that can be added to your kiosk.

We have converted many Cities and Counties to the kiosk solution. Our experienced staff will begin by meeting with all the stakeholders to create a scope of work. We walk through the business rules of how the utility payments are taken today. We document all the variables; partial payments, shut off notifications, reconnection payments etc. Once we learn the intricate details, we build an interface to talk to your database. Your staff will receive an interactive PDF that simulates the "kiosk experience" for the payer. This will allow your team to review the business rules, terms and conditions and overall look and feel. We've included a generic utility payment interactive PDF on the CD's included with this RFQ. This hands-on approach has proven effective in allowing our customers to fully approve and understand the kiosk work flow.

As shown on the following pages, the full contract to launch can be achieved in 92 days with the full commitment of all parties.

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