



Date: October 31, 2024

To: All Vendors

Subject: Addendum #1

**REFERENCE: P006-25 STAND ALONE OR THROUGH THE WALL KIOSKS**

This Addendum forms part of the contract and clarifies, corrects or modifies original bid document.

**Deadline for questions is extended to Friday, November 1, 2024 by 5pm**

**Question 1:** Will all kiosks be located in Brownsville?

**Answer 1:** Yes, kiosks will only be in Brownsville, Texas.

**Question 2:** How many total kiosks?

**Answer 2:** Brownville Public Utilities Board (BPUB) is interested in two.

**Question 3:** How many outdoor kiosks?

**Answer 3:** One (1) outdoor wall mount and one (1) inside free standing kiosk.

**Question 4:** Do you want the redbox-style screen flap for the outdoor?

**Answer 4:** The Redbox style is an interesting option, but would also like to see other options.

**Question 5:** Do you want UL-291 certified safes? For how many kiosks or for All?

**Answer 5:** BPUB is currently interested in Credit Card/ E-check payment option only with the capability of accepting cash. BPUB is looking for kiosks with cash acceptors with counterfeit currency technology, holds 1,000 notes that allows mixed denomination note recycling. Cash acceptor can be removed and switched when full.

**Question 6:** Should all the units have a UL sticker?

**Answer 6:** The display sticker is not a requirement, however the ATM itself should be UL-291 certified, should BPUB accept cash.

**Question 7:** Cash, card, and check only for payment?

**Answer 7:** Currently interested in card and e-check option with capability to accept cash in the future.

**Question 8:** Do you need NFC smartphone payment?

**Answer 8:** Yes, NFC smartphone payment is needed.

**Question 9:** Do you need cash and coin change provided back to customer? What about cash dispense?

**Answer 9:** No cash or coins change is needed and neither the cash dispense.

**Question 10:** No coins, is that correct?

**Answer 10:** Yes, no coins.

**Question 11:** No cash dispensed?

**Answer 11:** Correct, no cash dispensed.

**Question 12:** Do you prefer Windows PC for network integration?

**Answer 12:** Yes, BPUB prefers Windows PC integration.

**Question 13:** Estimated cash transactions guide the size of the acceptor used and duty cycle (i.e. how many monthly transactions at how many dollars)?

**Answer 13:** BPUB currently does not have this information.

**Question 14:** How many bills would you like the batch to accept?

**Answer 14:** The batch should hold 1,000 notes.

**Question 15:** Do you need a software application?

**Answer 15:** BPUB needs to have this kiosk to be integrated with our third-party payment processor, Invoice Cloud.

**Question 16:** Do you need Cayenta API integration?

**Answer 16:** Yes, Cayenta API integration is needed.

**Question 17:** What is the preference on screen size and orientation?

**Answer 17:** BPUB does not have a preference, provide pricing on the Section V – Pricing Schedule on the various sizes available.

**Question 18:** Do you have a specific touch technology (resistive is most durable e.g.)?

**Answer 18:** Touch Technology should be resistive.

**Question 19:** Do you need 80 mm thermal receipt printer?

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**Answer 19:** BPUB does not have a preference, provide pricing on sizes available.

**Question 20:** Do you need barcode scanner or camera?

**Answer 20:** Vendor(s) can provide pricing for the barcode scanner and camera as an option.

**Question 21:** Do you need UPS or watchdog?

**Answer 21:** BPUB requires more information on each.

**Question 22:** Do you need security measures and alarms?

**Answer 22:** BPUB should have security measures including an alarm.

**Question 23:** Does the kiosk needs to be ADA compliance? Many just provide accessibility to a limited degree to say "we are compliant" (but not fully compliant). Is this acceptable?

**Answer 23:** Yes, Kiosks must be ADA fully compliant. BPUB will request all necessary documentation to ensure full compliance.

**Question 24:** Have you already decided on a provider and sending this out to disclose?

**Answer 24:** No, BUPB has not chosen a provider. Request for Proposal (RFP) is currently being advertised.

**Question 25:** Will maintenance and service be needed?

**Answer 25:** Yes, must include a yearly cost for maintenance agreement under Section V – Pricing Schedule.

**Question 26:** Will installation services be needed?

**Answer 26:** Yes, installation should be part of Section V – Pricing Schedule included in proposal document.

**Question 27:** Is onsite training options acceptable?

**Answer 27:** Yes, onsite or virtual training options are acceptable.

**Question 28:** Can you please provide a recent merchant statement for the utility? This will determine the best per transaction pricing options.

**Answer 28:** BPUB will remain with the current model of passing along the fee to the customer. Currently it is at 1.95% or \$2.50 whichever is higher.

**Question 29:** Can you please provide a summary of recent payment activity to include average payment amount?

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**Answer 29:** These are approximately 1,547 transaction count average with \$197.00 average bill amount.

**Question 30:** Does Brownsville PUB intend to continue to pass along a user fee for payment transactions for customer utility payments?

**Answer 30:** Yes, BPUB would like to keep the setup that is currently in place.

**Question 31:** Who is your Payment Processor?

**Answer 31:** Invoice Cloud is the current payment processor.

The signature of the company agent, for the acknowledgement of this addendum, shall be required. **Complete information below and return via e-mail to: [nespinoza@brownsville-pub.com](mailto:nespinoza@brownsville-pub.com).**

I hereby acknowledge receipt of this addendum.

**Company:** \_\_\_\_\_

**Agent Name:** \_\_\_\_\_

**Agent Signature:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **E-mail address:** \_\_\_\_\_

If you have any further questions about the proposal, call 956-983-6353.

BY: Nicole Espinoza  
Purchasing