

## REQUEST FOR PROPOSALS

### A PROJECT TO PROVIDE A CUSTOMER SERVICE CENTER AND BACK OFFICE SYSTEM FOR RIVERLINK'S OHIO RIVER BRIDGES

ISSUED September 30, 2020

A Project of  
Indiana Finance Authority  
One North Capitol Avenue, Suite 900  
Indianapolis, Indiana 46204

Form M Submitted Questions and Responses

November 20, 2020

#### Key Dates

<u>EVENT</u>	<u>DATE</u>
Industry Forum	September 1, 2020
One-on-One Proposer Meetings	September 2-8, 2020
Mandatory Pre-bid Meeting	October 14, 2020
Last date for Proposer submittal of questions regarding the RFP	November 2, 2020
Last date for IFA responses to timely submitted questions regarding the RFP (if necessary)	November 23, 2020
Proposal due date	December 14, 2020
Notification of initial short-list of Proposers	January 8, 2021
Notification of final short-list of Proposers	February 5, 2021
Proof of Concept by final short-list of Proposers	April, 2021
Due date for Best and Final Offer by final short-list of Proposers	May 14, 2021
Anticipated notification of Preferred Proposer	May 31, 2021
Completion of negotiations	June 30, 2021
Execution of Contract and other Execution Documents by Preferred Proposer	July 1, 2021

**Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.**

The Joint Board anticipates publishing an Addendum incorporating the answers provided to the questions at the end of the question and answer period.

The responses herein provided by the Joint Board Authorized Representatives are intended to provide more clarity to the RFP’s requirements in response to the submitted questions. As noted in Section 5.1.4.1 of the RFP, such responses are not considered part of the Contract Documents, nor are such responses relevant in interpreting the Contract Documents, except as expressly set forth in the Contract Documents. Any official changes to any RFP requirement or provision to the Contract will only be made through an Addendum issued by the Joint Board.

Capitalized Terms not otherwise defined in the responses provided by the Joint Board Authorized Representatives shall have the meanings set forth in the RFP and RFP Documents.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
619	11/2/2020	11/20/2020	<p><b>Volume I – Instructions</b> EXHIBIT C PART 2 TECH PROP D. Tech Requirements F. Project Team (p60) Form B (1-3) (p60)</p> <p>and</p> <p><b>Volume I - Instructions</b> EXHIBIT E PROP CHECKLIST Part 2 – Tech Proposal F. Project Team (p67)</p>	<p>Technical Requirement</p> <p>Inconsistency in Direction</p>	<p><b>Form B (1-3). Proposer, Major Participants, Other Contractors Information (4th paragraph):</b> “The Proposal shall include copies of organizational documentation described in pages 5 through 7 of Form A <i>(to be provided in Part 1 – General Info)</i> for Proposer and Equity Members as well as other documentation required by Form B-2 <i>(to be provided in Part 2 – Tech Proposal)</i>”</p> <p><b>Question</b> Please clarify if this information <i>(which is also included in Part 1 – General Information)</i> is to be attached to Form B-2.</p>	Please submit the information required by each form.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
620	11/2/2020	11/20/2020	<p><b>Volume I - Instructions</b>  EXHIBIT C PART 2  TECH PROP  D. Technical Requirement  F. Project Team  Key Personnel (p61)</p> <p>and</p> <p><b>Joint Board Response 3 / Question 65</b> (p8)  (Reflected as question 165 on response form)</p>	Technical Requirement	<p><b>Key Personnel (1<sup>st</sup> paragraph):</b> “. . .The submission must include an affirmative statement signed by the Proposer and the employer of each designated key person, committing to maintain such individual’s availability for and active involvement in the Project.”</p> <p><b>Response to Question 165:</b>  “A Proposal Form E signed by the Proposer and the Employer of each of the Key Personnel identified in Form K satisfies Exhibit B, Section F Project Team requirement.”</p> <p><b>Question</b>  Considering the response to question 65 (reflected as Question 165 on response form), will the Joint Board please consider modifying the RFP Key Personnel language to: “The submission must include <b>Form E which serves as</b> an affirmative statement signed by the Proposer and the employer of each designated key person, committing to maintain such individual’s availability for and active involvement in the Project.”</p>	Volume 1, Exhibit C, F. Project Team, Key Personnel will be modified in an upcoming addendum.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
621	11/2/2020	11/20/2020	<b>Volume I - Instructions</b> EXHIBIT C PART 2 TECH PROP D. Technical Requirements Form K: Tech Req Conform Matrix	Technical Requirements  24. CSC Ops Cash Mgmt CSC-160	<p><b>CSC-160 requires:</b> "TSP2 shall be responsible for providing armored courier services for the transfer of monies from the CSC to the bank."</p> <p><b>Question</b>            If TSP2 is required to provide armored courier services (see <i>Question 21</i>), will the Joint Board please consider making armored car pick up a pass-through expense with no markup?</p>	Armored courier services will be added to Exhibit 6-B Pass-Through Cost Items in an upcoming addendum.
622	11/2/2020	11/20/2020	<b>Volume II Contract</b> EXHIBIT 6-B PASS-THROUGH COST ITEMS	Transponder cost Fulfillment	<p><b>Transponder retail packages</b> are identified as items to be purchased by TSP2 as a Pass-through Cost Item, but no other types of transponders are listed.</p> <p>"Transponder Retail Packages" is commonly used to describe transponder packages that are made available at local retail outlets. These packages are typically different from a "transponder kit" that is usually provided to customers purchasing a transponder in a WUC or via mail.</p> <p><b>Question</b>            Are all (WUC/Mail/etc.) transponder fulfillments done using a "Transponder Retail Package"?</p>	No.  Transponder kit materials will be added to Exhibit 6-B as a Pass-Through Cost Item in an upcoming addendum.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
623	11/2/2020	11/20/2020	<b>Volume II - Contract</b> 2.3 General Obligations of TSP2 / 2.3.7 (p23)		“Enter into leases for each Walk-up Center. . .”  <b>Question</b> It appears both WUC leases expire several months prior to start of TSP2 WUC Operations. Is it the intent of TSP1 to exercise the lease extensions per the terms of the Leases?	The Walk-Up Center leases will be coordinated between TSP1, TSP2 and JBR. Note that the Walk-Up Center leases are Pass-Through Cost Items.
624	11/2/2020	11/20/2020	<b>Volume III – Ref Info Docs</b> Section 11: Example Reports (p108)	Example Reports	<b>Chart 5 Payments by Location Type (FY 2019)</b> shows a mobile van. This is also listed in RiverLink Business Rules CSC-TRM-012.  <b>Question</b> Is the purchase of a mobile van part of the RFP/contract requirements for TSP2 CSC Operations?	No.
625	11/2/2020	11/20/2020	<b>Volume III – Ref Info Docs</b> Section 11: Example Reports (p108)	Example Reports	<b>Chart 5 Payments by Location Type (FY2019)</b> lists Prepaid Gift Cards.  <b>Question</b> Will the Joint Board please clarify who is responsible for the gift card program, the current vendor, inventory, issuance, and security requirements and procedures?	TSP2 is not responsible for any gift card program.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
626	11/2/2020	11/20/2020	<b>Volume I - Instructions</b> C Financial Information (p50)		<p>Our ultimate parent company is a publicly traded entity and files all financial statements as required by the SEC. The financially responsible entity is included in these financial statements.</p> <p><b>Question</b> Would you also like to receive the credit agency ratings for the ultimate parent entity? <i>(Related to Question 37.)</i></p>	No.
627	11/2/2020	11/20/2020	<b>Volume II – Contract</b> Section 10 Title (p55)		<p>“Title to all of such materials, equipment, tools and supplies which shall have been delivered to a Project Site shall pass to the Joint Board, free and clear of all Liens, upon the sooner of (a) incorporation into the Project, or (b) payment by the Joint Board to TSP2 of invoiced amounts pertaining thereto.”</p> <p><b>Question</b> If the Joint Board expects to take ownership of all materials, equipment, tools, and supplies, will the Joint Board please make all these items pass through and not priced at a fixed rate?</p> <p><b>NOTE:</b> If the contractor is taking all the risk on pricing and providing these items for a monthly fixed rate it seems</p>	The Joint Board does not anticipate revising Section 10 of Volume II to make such items a pass-through cost.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					unreasonable for the Joint Board to believe title passes as invoices are paid. On the other hand, if materials, equipment, tools and supplies are purchased and invoiced by line item to the Joint Board and paid in full at the time of the expense then it would be understandable for title to pass to the Joint Board for these items.	
628	11/2/2020	11/20/2020	<b>Volume II – Contract</b> Exhibit 12 Flow of Funds (p319)		The flow of funds diagram indicates the TSP will pre-fund Walk-Up Center payments from the Non-Prepaid Wells Fargo Account.  <b>Question</b> Will the Joint Board please clarify whether the TSP is to use their own cash to pre-fund the WUCs or is the pre-funding Joint Board funds and the TSP is the custodian?	Pre-funding of the Walk-Up Centers will be provided by the TSP2.
629	11/2/2020	11/20/2020	<b>Volume II – Contract</b> Section 12.6.4 Timing (p65)		<b>Timing.</b> The Joint Board shall make payment, or cause payment to be made, within forty-five (45) days of receipt of an <b>approved</b> invoice from TSP2.  <b>Question</b> Will the Joint Board please explain the invoice approval process and timing?	The timing of payment of invoices described in Section 12.6.4 is required by the Joint Board's Parties statewide accounting systems.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
630	11/2/2020	11/20/2020	<b>Volume II – Contract</b> 13.4.2 Evaluation of Joint Board Proposed Change Order (p71)		The term “Extended Services” is capitalized but not found in the list of defined terms.  <b>Question</b> Will the Joint Board please include a definition of “Extended Services” as well as explain why overhead and/or markup can ‘t be included in the hourly rates for these “Extended Services”?	The term "Extended Services" is no longer applicable to the Contract and will be removed in a forthcoming addendum to be published by the Joint Board.
631	11/2/2020	11/20/2020	<b>Volume I - Instructions</b> Exhibit A Proof of Concept		<b>Question</b> Is the Joint Board expecting the Telephony/IVR to be fully integrated with the BOS for the POC?	No, demonstration of Telephony/IVR integration is not expected during the Proof of Concept; however, Proposer may demonstrate if they desire.



No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
632	11/2/2020	11/20/2020	<p><b>Volume II - Contract</b>  Section 12.3.1.  Payment Milestones  Schedule 2<sup>nd</sup>  paragraph (p61)</p> <p>Exhibit 6-B Pass-Through Cost Items</p> <p>Exhibit 6-C Payment Terms</p>		<p>“The portion of the Initial Costs allocable to bond and insurance premiums (for the insurance policies required to be in place following the NTP) shall be payable to reimburse TSP2 for bond and insurance premiums actually paid, without markup, profit or overhead, not to exceed the line item for such premiums set forth in the Price Proposal.”</p> <p>This section indicates that the cost of bond and insurance premiums are reimbursable to TSP2 as pass-through costs, but they are not listed in Exhibit 6-B nor is there a mechanism described in Exhibit 6-C that would allow TSP2 to invoice as pass-through.</p> <p><b>Question</b>  Will the Joint Board please include bond and insurance premiums in Exhibit 6-B and include a description in Exhibit 6-C describing where these costs would be reimbursable, e.g. under a pass-through category?</p>	<p>No, the costs for bond and insurance premiums will not be included as pass-through costs in Exhibit 6-B. Such costs should be incorporated into the Proposer’s Price Proposal and would ultimately be included in the Contract Price. Section 12.3.1 will be clarified in forthcoming Addendum.</p>

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
633	11/2/2020	11/20/2020	<p><b>Vol II - Contract</b> Section 12.3.1. Payment Milestones Schedule 2<sup>nd</sup> paragraph (p61)</p> <p>Exhibit 6-B Pass-Through Cost Items</p> <p>Exhibit 6-C Payment Terms</p>		<p>“The portion of the Initial Costs allocable to bond and insurance premiums (for the insurance policies required to be in place following the NTP) shall be payable to reimburse TSP2 for bond and insurance premiums actually paid, without markup, profit or overhead, not to exceed the line item for such premiums set forth in the Price Proposal.”</p> <p>This section indicates that the cost of bond and insurance premiums are reimbursable to TSP2 as pass-through costs, but they are not listed in Exhibit 6-B nor is there a mechanism described in Exhibit 6-C that would allow TSP2 to invoice as pass-through.</p> <p><b>Question</b> Will the Joint Board please confirm that the bond costs for the operations and maintenance phases are also reimbursable as a pass-through cost with no markup?</p>	<p>No, the costs for bond and insurance premiums will not be included as pass-through costs in Exhibit 6-B. Such costs should be incorporated into the Proposer’s Price Proposal and would ultimately be included in the Contract Price. Section 12.3.1 will be clarified in forthcoming Addendum.</p>

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
634	11/2/2020	11/20/2020	<b>Volume II – Contract</b> 1.2(a) (p9)	Order of Precedence	<p>If TSP2’s exceptions are not conformed within the Contract document, such exceptions must be at or above the Contract in the order of precedence.</p> <p>Proposer requests that Exhibit 7 be included in item #2 “Contract” in the order of precedence set forth in Volume II - Section 1.2(a).</p>	Any Exceptions included by TSP2 in its Proposal (set forth in Form P of Exhibit 7) <u>and that are agreeable / acceptable</u> by the Joint Board will be incorporated into the provisions of the Contract (and Exhibits, if applicable). To avoid confusion, 1.2(a)5. will be removed in a forthcoming addendum to be published by the Joint Board.
635	11/2/2020	11/20/2020	<b>Volume II – Contract</b> 2.1.3.5	Integration of Work by Others	<p>Proposer requests revision of the last sentence of Section 2.1.3.5 as it appears incomplete. TSP2 requests the last sentence be revised to read:</p> <p>“TSP2 shall be responsible for validating that all of its Work integrates with any work performed by others to produce the Project that is consistent with the Technical Requirements Conformance Matrix; provided, however, that so long as the TSP2 has undertaken the Work in compliance with the Contract Documents and has complied with its obligations to coordinate, review, advise, inspect, test and assist the Joint Board Representatives with respect to the portions of the Work done by TSP1, <u>TSP2</u></p>	This sentence in Section 2.1.3.5 will be corrected (along the lines requested in the question) in the forthcoming addenda issued by the Joint Board.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					<u>shall be deemed to have met this requirement.</u> "	
636	11/2/2020	11/20/2020	<b>Volume II – Contract</b> 12.1 (p60)	Contract Price	<p>The Contract Price will be a total derived by adding the various price component listed in this Section. Since a portion of the pricing will be based on volumes, it will not be known if the volumes used to calculate the Contract Price will be enough over the term. As such, it is possible that the Contract Price could be exceeded through no fault of TSP2.</p> <p>With that in mind, Proposer requests the Joint Bridges add a provision clarifying that TSP2 shall not be required to perform work if it would result in billings in excess of the Contract Price.</p>	The composition of the Contract Price is inclusive of the variable pricing costs (i.e. price affected by volume). Thus, a particular amount of volume would not lead to exceeding the Contract Price.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
637	11/2/2020	11/20/2020	<b>Volume II - Contract</b> 11.4.1 (p57)	General Warranty Period	<p>Except as otherwise provided in Section 11.4.2 below, the General Warranty Period for all aspects of the Work shall commence on the Revenue Service Date and shall extend for the full Contract Term.</p> <p>Proposer requests clarification/revision of this Section so that in the event the Joint Board exercises its right to extend the software maintenance services beyond the operations period, the surviving warranties will only be those related to the software maintenance services being performed.</p>	The Joint Board will consider revisions to Section 11.4.1 in regard to the General Warranty Period in the event of the Software Maintenance Option being exercised.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
638	11/2/2020	11/20/2020	<b>Volume II – Contract</b> 3.4 (p29)	Role of FHWA	<p>We acknowledge the role and rights of the FHWA as it relates to infrastructure programs where federal funding is employed. However, given the limited information available in this Section with respect to the impact such rights might have on TSP2’s ability to execute the work on schedule, it is not possible to anticipate and price the potential delays that could result from unforeseen FHWA requirements/involvement.</p> <p>Proposer requests clarification regarding FHWA’s approval rights with respect to the Project.</p> <p><b>Question a</b> Are their approval rights discretionary?</p> <p><b>Question b</b> Is the Joint Board aware of any specific submittal documentation that will require FHWA approval?</p> <p><b>Question c</b> Will the Joint Board please include delays resulting from unanticipated FHWA requirements in the list of Excusable Delays in Section 13.6.2?</p>	<p>The Joint Board does not have further specific information on the role of FHWA (if any) as it pertains to the Project. The Joint Board is not aware of any specific submittal documentation that will require FHWA approval.</p> <p>The Joint Board will consider including in Section 13.6.2 such delays resulting from unanticipated FHWA approvals or requirements.</p>

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
639	11/2/2020	11/20/2020	<b>Volume II - Contract</b> Section 2.3.7 (p23)	Leases	<p>This section states; “Any amendment, modification or termination of the initial leases shall be subject to the Joint Board’s prior written approval, in its sole discretion.”</p> <p>It is unlikely that a landlord will accept such language in a lease.</p> <p>Proposer requests this sentence be modified such that TSP2 be required to use reasonable efforts to include the stated requirement in facility lease agreements.</p>	The Joint Board does not anticipate revising Section 2.3.7.
640	11/2/2020	11/20/2020	Form K - Requirements GSR-150		<p><i>“Completed SSAE-16 SOC2 Type 1 reports, issued by a licensed CPA firm”</i></p> <p>Which specific controls are required to be examined as part of this audit?</p>	The audit will examine controls with the BOS and CSC functionality.
641	11/2/2020	11/20/2020	Form K - Requirements GSR-150		<p><i>subsequent completion of SOC2 Type 2 reports within six (6) months of the applicable Go-Live date.</i></p> <p>Which specific controls are required to be examined as part of this audit?</p>	The audit will examine controls with the BOS and CSC functionality.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
642	11/2/2020	11/20/2020	Form K - Requirements CSC-107		<p><i>TSP2 shall receive shipments of Transponders and shall reconcile shipment contents with electronic manifests provided by the Transponder manufacturer. The waybill shall be reconciled against the original purchase order and scanned into the BOS for tracking and reconciliation purposes.</i></p> <p>Will the Authority please provide the ICD for the electronic manifests?</p>	The ICD for electronic transponder manifests is unavailable.
643	11/2/2020	11/20/2020	Form K - Requirements IMI-151		<p><i>Following Go-Live, TSP2 shall conduct the Operational and Acceptance Test in the BOS production environment; including, but not limited to: verification that all functional elements of the BOS are in conformance with the contract requirements, approved design and Business Rules without open P0, P1 and P2 (see definition in post-implementation requirements) issues for a period of ninety (90) calendar days;</i></p> <p>Please provide definitions for P0, P1 and P2.</p>	Form K requirement IMI-151 will be updated in an upcoming Addendum.



No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
644	11/2/2020	11/20/2020	Form G - Pricing 6 Various Pass-Throughs Tab		<p><i>(1) TSP2 will be reimbursed for the actual cost (without markup or overhead) of mailing other Mailed Correspondence up to the respective unit costs indicated above.</i></p> <p>Please provide additional clarification on how to list price for Other Mailed Correspondence. Is this to represent all per correspondence (unit) cost for the printing, mailing (or emailing) of all notifications sent by the system? To include or exclude the Monthly Billing Statement? Do we assume the requirements, as defined, in your response to question #68?</p> <p>Alternately stated, we are looking for guidance to clearly define all print/mail costs for both notifications and MBS are defined as pass-through, and where to correctly show the related pricing.</p>	<p>Note that for consistency purposes, the term "Other Mailed Correspondence" in Table 6 (Various Pass-Throughs) in Form G (Pricing) will be changed to "Other Mailed Notifications" in an upcoming Addendum. Exhibit 6-B (Pass-Through Cost Items) and Exhibit 6-C (Payment Terms) in Volume 2 will be updated accordingly as well.</p> <p>The dollar amounts to be provided for this item (Cost per Other Mailed Notifications) in this table should represent the unit cost cap for reimbursement for all Notifications physically mailed (not emailed), excluding Monthly Billing Statements (MBSs) that are requesting payment. Note that Table 3 (Variable Operations Costs) in Form G includes the item "Monthly Billing Statements that are paid in full (prior to Collections)".</p> <p>Also note that per Exhibit 6-B in Volume 2, postage is a separate Pass-Through Costs Item (and no information is to be provided in Form G regarding postage).</p>
645	11/2/2020	11/20/2020	Form G - Pricing 6 Various Pass-Throughs Tab		<p><i>Provide pricing for three (3) pass through costs detailed</i></p> <ol style="list-style-type: none"> <li><i>1. Cost per Other Mailed Correspondence</i></li> <li><i>2. Cost per Transponder Retail Package</i></li> <li><i>3. Cost per Successful Out-of-State VRI Lookup</i></li> </ol>	<p>The intended purpose of Table 6 (Various Pass-Throughs) in Form G (Pricing) is for Proposers to provide a unit cost cap for each Pass-Through Cost Item listed in Table 6. The other Pass-Through Cost Items listed in Exhibit 6-B of Volume 2 will not be subject to any cap unless otherwise specified (e.g., Credit Card fees are</p>

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					<p>Exhibit 6-B of Volume II (pdf pg. 195) lists the following pass-through cost items that are not included in the related pricing sheet. Is the intent to not include any pricing for these items in the submitted pricing proposal?</p> <p>Also, please clarify any cost not listed in Exhibit 6-B that should be included in our pricing (e.g.,: (1) WUC Lease is a pass-through but CSC Lease is not on the list below, (2) Printer lease for WUCs is included but not for the CSC).</p> <p>A. CC Fees  B. Unsuccessful out-of-state VRI lookup  C. CSC Utilities  D. WUC Lease  E. WUC Maintenance  F. WUC Utilities  G. WUC Janitorial  H. Postage  I. Printer Lease for WUCs  J. WUC Office Supplies  K. CSC Office Supplies  L. Office security (alarm and service)  M. Bank Fees</p>	<p>subject to a Pass-Through Cost cap of 3% as specified).</p> <p>Except for costs above any specified or indicated Pass-Through Cost cap, the pricing/cost information provided by Proposers in Form G should not include any costs related to the Pass-Through Cost Items listed in Exhibit 6-B.</p> <p>It is intentional that each Walk-Up Center lease is a Pass-Through Cost Item but that the CSC lease is not. It is also intentional that any printer lease for any Walk-Up Center is a Pass-Through Cost Item but any printer lease for the CSC is not.</p> <p>Note that if any Walk-Up Center facility or the CSC facility is a facility shared with any other project, the related Pass-Through Cost Items will not be reimbursed.</p> <p>Also note that per various posted responses to previous questions, Exhibit 6-B will be updated in an upcoming Addendum.</p>

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
646	11/2/2020	11/20/2020	Volume II Exhibit 6-B Page 195		<p><i>Credit card fees, up to 3 percent (costs will be reimbursed monthly up to a maximum value of 3 percent of the monthly credit card transaction value).</i></p> <p>Please confirm if the 3 percent listed includes interchange fees, or are specific to the credit card merchant provider fees.</p>	Reimbursement of any and all credit card fees cannot exceed 3% of the total credit card transaction value.