



Department Source: Public Works

To: City Council

From: City Manager & Staff

Council Meeting Date: November 4, 2019

Re: Authorize an Agreement with Windcave, Inc. for Credit Card Processing Gateway Services

Executive Summary

Staff is requesting that Council authorize the City Manager to execute an agreement with Windcave, Inc. for credit card processing gateway services in the six municipal parking facilities.

Discussion

On October 16, 2017, Council authorized funding for an agreement with HUB Parking Technology for the installation of a parking facility gate arm system to be installed in all six municipal parking facilities. As part of enhanced customer service, the HUB gate arm technology supports secure, PCI-compliant, chip-enabled, EMV credit card transactions and near-field communication (NFC) payment options, Samsung Pay, Apple Pay and Google Pay.

In order to enable these payment methods, staff requests the authorization of an agreement with Windcave, Inc. to provide credit card processing gateway services, also referred to as point-to-point encryption (P2PE), for the eight HUB exit stations and twelve HUB pay-on-foot stations in the six municipal parking facilities. The payment gateway securely processes all credit card and NFC transactions and transmits the credit card information to the City's merchant service provider, Elavon/US Bank. Windcave, Inc. is one of two HUB-certified vendors providing EMV/point-to-point encryption solutions; and was chosen because of the extensive list of U.S. municipalities that it already serves.

The initial agreement term is for a two (2) year period and includes the following fees:

- A one-time establishment fee of one hundred dollars (\$100.00)
- A thirty dollar (\$30) fee per assigned user, with six (6) designated users for a total of one hundred eighty dollars (\$180)
- A monthly five dollar (\$5) Service Access Package (SAP) fee per each of the twenty (20) credit card terminals in all six garages. The fee covers terminal management, support, software updates (delivered over the internet), bug fixes, compliance updates, and enhancements. Over a two year period this amounts to total of two thousand four hundred dollars (\$2,400).
- A monthly fee of three hundred fifty dollars (\$350) that covers up to five thousand (5,000) transactions per month (based on analysis of current credit card usage through ParkMobile data we can expect a 5,000 monthly transaction average in the 6



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municipal garages). Over a two year period this amounts to a total of eight thousand four hundred dollars (\$8,400).

- An additional six cents (\$.06) per transaction beyond five thousand (5,000) per month. The highest amount of overage transactions for each month is not expected to ever exceed one thousand (1,000), and if such an overage occurs on a monthly basis the total fee over a two year period will be one thousand four hundred and forty dollars (\$1,440).
- In all, we do not expect the amount of the agreement to exceed twelve thousand five hundred and twenty dollars (\$12,520) over a two year period

Windcave's proprietary credit card devices and contactless readers (for NFC transactions) will be purchased, installed and supported by HUB under the agreement with HUB. The agreement with Windcave, Inc. is solely for gateway provider services.

Once this agreement with Windcave, Inc. is executed, staff will continue to work with HUB Parking Technology to finalize all of the additional needs for project completion. Staff expects the gate arms implementation process to begin this winter.

Fiscal Impact

Short-Term Impact: The two-year agreement with Windcave, Inc. for credit card processing gateway services in the six municipal parking facilities is \$12,250.00 and is being paid from the Parking Utility.

Long-Term Impact: \$6,125.00 annually to be paid from the Parking Utility.

Strategic & Comprehensive Plan Impacts

Strategic Plan Impacts:

Primary Impact: Infrastructure, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Comprehensive Plan Impacts:

Primary Impact: Infrastructure, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
09/16/2019	Ord 24029- Appropriating funds for additional equipment associated with the installation of parking facility gate arm systems in municipal parking facilities.
10/16/2017	PH35-17- Proposed installation of parking facility gate arm systems in municipal parking facilities.
10/16/2017	Ord 23340-Authorizing installation of parking facility gate arm systems in municipal parking facilities; ratifying the request for



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10/02/2017	proposals issued by the Purchasing Division and authorizing a contract with HUB Parking Technology USA, Inc. R132-17-Setting a public hearing: proposed installation of parking facility gate arm systems in municipal parking facilities.
04/17/2017	B103-17- Appropriating funds for the purchase and installation of a gate arm system in all City parking facilities and for parking meter upgrades.

Suggested Council Action

Adopt the resolution authorizing an agreement with Windcave, Inc. for credit card processing gateway services in the six municipal parking facilities for a two-year period.