



To: Board Members Date: October 3, 2024

From: Nicholas Noce, Executive Director

Subject: **Regular Board Meeting – Thursday, October 10, 2024 @ 9:00 a.m.  
Board Room, 475 Norris Drive**

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## AGENDA ITEMS:

### 1. Personnel Items:

- Appointment of Cheryl Mortellaro to the title of Dispatcher in the Facilities, Fleet and Operations Department. Ms. Mortellaro has most recently been working as a Dispatcher at Monroe Community College. A recommendation memorandum is enclosed for Board review.
- Provisional Appointment of Jacob Vogt to the title of Distribution Maintenance Mechanic in the Facilities, Fleet and Operations Department. Mr. Vogt was interviewed by Nicholas Noce, Larry Magguilli, Stephen Trotta, Michael Sullivan and Stephen Kromer and found to be very well suited for the position. He has many years of water utility experience. See the enclosed memorandum.
- Promotional Appointment of Richard Wagner to the title of Maintenance Mechanic II in the Production/Transmission Department. Mr. Wagner has been with the Authority for nineteen years. He possesses the skills and knowledge to fulfill this position. See memorandum enclosed.
- Promotional Appointment of Michael Balistere to the title of Senior Construction Inspector in the Engineering Department. Mr. Balistere has been with the Authority for over six years and has several years of prior experience. See memorandum enclosed.
- Promotional Appointment of David Carroll to the title of Senior Construction Inspector in the Engineering Department. For the past several years, Mr. Carroll has been inspecting new installation projects. See enclosed memorandum.
- Promotional Appointment of Jasen Hillebrant to the title of Assistant Construction Inspector in the Engineering Department. Mr. Hillebrant recently became reachable on the Civil Service list for the title. He has the experience and skills for this title. See enclosed memorandum.
- Promotional Appointment of Jason Witkowski to the title of Assistant Construction Inspector in the Engineering Department. Mr. Witkowski has the necessary skills and is reachable on the Civil Service list. See enclosed memorandum.

- Appointment of Jacob Olyer to the title of Laborer in the Meter Services Unit. Mr. Olyer was interviewed by Mr. Ippolito and Ms. Molinari and found to be well suited for this position. See enclosed memorandum.

2. There is an item on the agenda to authorize the purchase of services and materials to repair the medium voltage (MV) variable frequency drive (VFD) unit for Pump No. 3 located at the Lake Water Pump Station, and to evaluate the MV VFD unit for High Duty Pump No. 2 located at the Webster Water Treatment Plant. A field technician from the equipment manufacturer, ABB, Inc., will perform the evaluation and repairs. Lake Water Pump Station Pump No. 3 is currently out of service until the repairs are completed.

3. There is an item on the agenda to authorize the purchase of vacuum regulators and ancillary equipment manufactured by Hydro Instruments for the Webster Water Treatment Plant gaseous chlorine emergency disinfection system. The Authority previously standardized on Hydro Instruments vacuum regulators and ancillary equipment, which was last reviewed and reaffirmed in December 2021. Pertech, Inc. located in Buffalo is the sole authorized supplier of Hydro Instruments equipment in New York. The estimated cost of the equipment is \$19,600.

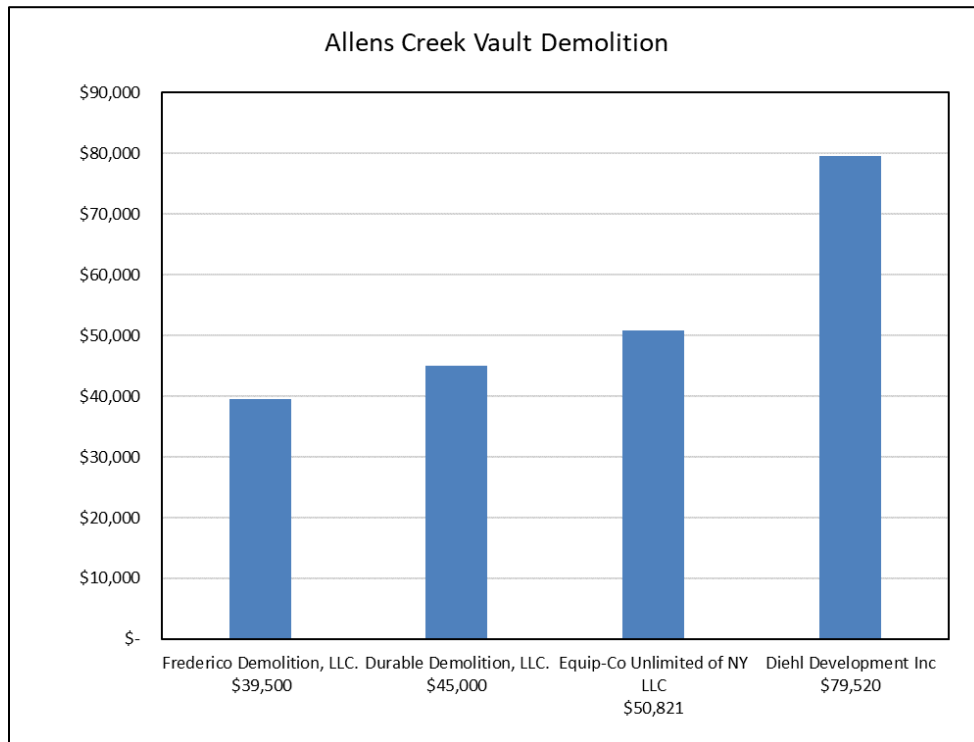
4. There is an item on the agenda to authorize an amendment to the Agreement for Professional Services (Agreement) with Eurofins Eaton Analytical, LLC (Eurofins) for Laboratory Analytical Services. New federal and state regulatory requirements, specifically related to lead and copper, and per-fluoroalkyl and poly-fluoroalkyl substances (PFAS), significantly increased the number of analyses required per year beyond the quantities included in the Agreement, which was executed in September 2022.

To accommodate the additional analyses required, the proposed amendment will increase the total annual not-to-exceed amount of the Agreement from \$81,245 to \$96,500. All other terms of the Agreement remain unchanged.

This Agreement is currently in the third year of a potential five year term. Under the terms of the Agreement, Eurofins has the ability to request a maximum price escalation of 5-percent per year of extension of the Agreement. To date, however, Eurofins has not requested an increase in any of their analytical unit prices.

5. There is an item on the agenda to authorize an amendment to the Agreement for Professional Consulting Services (Agreement) with Arcadis of New York, Inc. (Arcadis) for the Fluoride Chemical Systems Improvements Project (Project). Arcadis recently completed the evaluation and basis of design for the Project, which presented recommended improvements. The proposed amendment to the Agreement is for an additional \$25,000 for additional design services and bid phase services for the Project.

6. There is an item on the agenda to award a contract for the Allens Creek Vault Demolition project. This project includes the removal and disposal of a partially buried concrete booster pump station and appurtenances, located on Allens Creek Road in the Town of Brighton. There were four bids submitted. Our recommendation is to award this work to the low responsive, responsible bidder, Frederico Demolition, LLC. in the bid amount of \$39,500. Frederico Demolition, LLC. has successfully completed work for the Authority in the past.



7. There is an item on the agenda to approve payment to Bill Gray’s Inc., for granting a permanent easement on their property located at 1650 Penfield Road in the Town of Penfield. The permanent easement will be used for the construction of a replacement water main to be installed as part of the Penfield Road Water Main Replacement Project. The payment amount is based on an appraisal of the property as prepared by GAR Appraisal LLC.

8. There is an item on the agenda to authorize an Agreement with National Grid for installation of a new electric service for the Walker Road Tank located at 7683 Walker Road in the town of Pavilion. The Agreement will allow National Grid to install two new utility poles, 285 feet of 3-phase 4.8kV overhead wire, 3-25kVA transformer bank, and to make a connection to the underground riser at Pole 45-3. The cost for the service installation will be based on the facilities installed as measured in the field. The estimated cost for the service is less than \$20,000.

9. There is an item on the agenda for the NYSDOT's Route 33A and Route 259 Intersection Safety Improvements project in the Town of Chili. The Agreement with NYSDOT will allow their contractor to make adjustments to water system facilities as necessary to accommodate the work associated with their project. NYSDOT's work will be completed at no cost to the Water Authority.

10. There is an item on the Agenda to enter into a Professional Services Agreement with ACI Worldwide to provide third party payment processing services to The Authority. solicited proposals from multiple organizations and received twelve responses. An Evaluation Committee of qualified personnel reviewed all proposals and recommended ACI Worldwide. This is initially a three-year Agreement with two optional annual extensions. See enclosed memorandum from Amy Molinari.

11. There is a resolution on the Board Agenda to authorize the use of NYS Contract for The purchase of a three-year Cisco Security Enterprise Agreement.

12. There is a resolution on the Agenda to utilize NYS contract for the purchase of Cisco Networking Equipment, Licensing, and Warranty.

13. There is a resolution on the Agenda to approve a Memorandum of Agreement for reimbursement to employees for the cost and expense of obtaining a Commercial Drivers' License (CDL).

### **FINANCE COMMITTEE REPORT**

14. A resolution to approve the Authority's Preliminary Budget for Calendar Year 2025 is on the Agenda. Budget information was discussed at Budget Workshop sessions conducted for the Board Members, and the Preliminary Budget has been distributed for their review. This was on the Finance Committee meeting agenda of October 2<sup>nd</sup>, and upon their recommendation, the 2025 Budget will be presented for full Board approval at this Board Meeting.

### **COMPENSATION COMMITTEE REPORT**

15. Upon recommendation from the Burke Group and concurrence from the Compensation Committee, there is a resolution to approve revisions made to the Authorities' Compensation Guidelines and the Compensation Philosophy.

16. The Authority's standard procurement compliance resolution.

**There may be additional items placed on the Agenda not finalized for this mailing.**

**BOARD DISCUSSION/NOTIFICATION ITEMS**

- In Board Folders for Review:
  - Routine Monthly Informational Reports and/or Updates

**There may be additional items presented for discussion and/or notification.**

NN/dlh  
Enclosures

cc: Executive Staff



# Memorandum

To: Nicholas Noce, Executive Director

Date: October 2, 2024

From: Stephen Trotta, Director of Operations

Subject: Recommendation to Hire

Copies: D. Hendrickson

I would like to recommend the appointment of Cheryl Mortellaro to the position of Dispatcher in the Fleet, Facilities and Operations Department, working in Dispatch.

Ms. Mortellaro most recently, has been working for the Monroe Community College as a Dispatcher. Cheryl was interviewed favorably by Michael Quattrone, Stephen Kromer and myself and was the candidate selected for this position. Her fifteen years' experience with the Monroe Community College will be very helpful for the Authority.

The position will be at an hourly rate of \$30.34.

Cheryl's appointment will be effective October 28, 2024.

~~(Dis)~~Approved:

Director of Operations

10-3-24

Date

~~(Dis)~~Approved:

Deputy Executive Director

10/3/24

Date

~~(Dis)~~Approved:

Executive Director

10/3/24

Date

Board Resolution: \_\_\_\_\_



# Memorandum

To: Nicholas Noce, Executive Director

Date: October 3, 2024

From: Stephen Trotta, Director of Operations

Subject: Recommendation to Hire

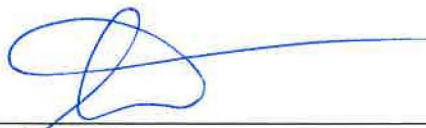
Copies: D. Hendrickson

I would like to recommend the provisional appointment of Jacob Vogt to the position of Distribution Maintenance Mechanic in the Facilities, Fleet and Operations Department.

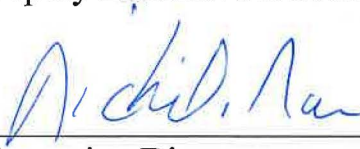
Jacob was interviewed by Nick Noce, Larry Magguilli, Steve Kromer, Mike Sullivan, and myself and was found to be very well suited for this position. Jacob has recently been self-employed as a General Contractor. He has over six years' experience working as a foreman, installing underground utilities.

The position will be at an hourly rate of \$41.59.

Mr. Vogt's appointment will be effective October 21, 2024

~~(Dis)~~Approved:  10-3-24  
 Director of Operations Date

~~(Dis)~~Approved:  10-3-24  
 Deputy Executive Director Date

~~(Dis)~~Approved:  10/3/24  
 Executive Director Date

Board Resolution: \_\_\_\_\_



# Memorandum

To: Nicholas A. Noce  
 From: Christopher J. LaManna, P.E. *ck*  
 Subject: Recommendation for Appointment  
 Maintenance Mechanic II  
 Richard Wagner

Date: September 27, 2024  
 File: Personnel  
 Copies: D. Hendrickson  
 L. Magguilli  
 N. Satter

I recommend the promotional appointment of Richard J. Wagner to the position of Maintenance Mechanic II in the Production and Transmission Department. The Department has a need for this position in the Mechanical Maintenance group based at the Shoromont Water Treatment Plant. Mr. Wagner has been with the Authority since 2005 and has performed well. He has the required experience and has demonstrated the necessary capabilities for the Maintenance Mechanic II position.

If approved at the October 10, 2024 Board meeting, Mr. Wagner's appointment to Maintenance Mechanic II will be effective October 14, 2024 at an hourly rate of \$38.46.

Approved: *Christopher J. LaManna* 9/27/24  
 Director of Production and Transmission Date

~~(Dis)Approved:~~ *Nicholas A. Noce* 10/2/24  
 Executive Director Date

Board Resolution: \_\_\_\_\_





# Memorandum

To: Nicholas Noce, Executive Director

Date: October 1, 2024

From: Stephen M. Savage, PE  
Director of Engineering

Subject: Recommendation for promotion  
Construction Inspector

Copies: D. Hendrickson  
S. Priem, P.E.

I respectfully request you obtain the Board's approval to promote Michael A. Balistere from his position of Construction Inspector to Senior Construction Inspector in the Engineering Department to be effective Monday, October 14, 2024.

Michael has been with the Water Authority since 2018. He had several years of prior experience in survey, drafting, and construction that have proved to be a value to his current role. While at the Water Authority he has performed construction inspection on many different types of projects. He handles himself professionally when dealing with challenging projects and contractors.

Michael has done an excellent job and is an asset to the Engineering Department. It is my recommendation that he be promoted at this time. Michael is reachable on the current Civil service List for this position. The position would be at an hourly rate of \$38.06.

~~(Dis)~~Approved:  10/1/24  
Director of Engineering Date

~~(Dis)~~Approved:  10/1/24  
Deputy Executive Director Date

~~(Dis)~~Approved:  10/2/24  
Executive Director Date

Board Resolution: \_\_\_\_\_



# Memorandum

To: Nicholas Noce, Executive Director

Date: October 1, 2024

From: Stephen M. Savage, PE *Am*  
Director of Engineering

Subject: Recommendation for promotion  
Senior Construction Inspector

Copies: D. Hendrickson  
T. Piascik, P.E.

I respectfully request you obtain the Board's approval to promote David Carroll from his current position of Engineering Procedures Assistant to Senior Construction Inspector effective Monday, October 14, 2024.

Dave began his career with the Water Authority in 2004 in the Operations Department. He moved to the New Services Section in the Engineering Department in about 2010 where he spent a significant amount of time administering our backflow prevention program. He was responsible for reviewing and inspecting new backflow installations and administering the annual tests received from certified backflow testers. For the past several years, Dave has been inspecting all types of new service installations projects. This include projects such as water main installations in subdivisions and water districts, new large service installations, and backflow installations.

Dave is an asset to the Department, and based on his outstanding performance, it is my recommendation that he be promoted at this time.

Dave is reachable on the current Civil Service List for this position. The position will be at an hourly rate of \$42.94.

(Dis)Approved: *Stephen M. Savage* 10/1/24  
Director of Engineering Date

(Dis)Approved: *[Signature]* 10-1-24  
Deputy Executive Director Date

(Dis)Approved: *Nicholas Noce* 10/2/24  
Executive Director Date

Board Resolution: \_\_\_\_\_



# Memorandum

To: Nicholas Noce, Executive Director

Date: October 1, 2024

From: Stephen M. Savage, PE  
Director of Engineering

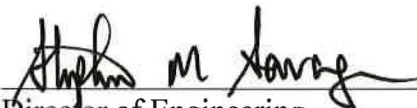
Subject: Recommendation for promotion  
Assistant Construction Inspector

Copies: D. Hendrickson  
S. Priem, P.E.

I respectfully request you obtain the Board's approval to promote Jasen Hillebrant from the title of Utility Worker to Assistant Construction Inspector in the Engineering Department to be effective Monday, October 14, 2024.

Mr. Hillebrant has been serving in his current title in the Engineering Department's Construction Group since he was hired in August 2022. He has done an excellent job and is an asset to the Engineering Department. It is my recommendation that he be promoted at this time.

The position will be at an hourly rate of \$29.33.

(Dis)Approved:  10/1/24  
Director of Engineering Date

(Dis)Approved:  10/1/24  
Deputy Executive Director Date

(Dis)Approved:  10/2/24  
Executive Director Date

Board Resolution: \_\_\_\_\_



**Monroe County Water Authority**

# Memorandum

To: Nicholas Noce, Executive Director

Date: October 1, 2024

From: Stephen M. Savage, PE  
Director of Engineering

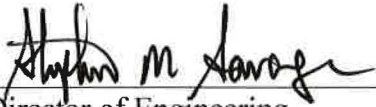
Subject: Recommendation for promotion  
Assistant Construction Inspector

Copies: D. Hendrickson  
S. Priem, P.E.


I respectfully request you obtain the Board's approval to promote Jason Witkowski from the title of Utility Worker to Assistant Construction Inspector in the Engineering Department to be effective Monday, October 14, 2024.

Mr. Witkowski has been serving in his current title in the Engineering Department's Construction Group since he was hired in January 2023. He has done an excellent job and is an asset to the Engineering Department. It is my recommendation that he be promoted at this time.

The position will be at an hourly rate of \$28.15.

(Dis)Approved:  10/1/24  
Director of Engineering Date

(Dis)Approved:  10/1/24  
Deputy Executive Director Date

(Dis)Approved:  10/2/24  
Executive Director Date

Board Resolution: \_\_\_\_\_



# Memorandum

To: Amy Molinari, Director of Finance and Business Services

Date: October 1, 2024

From: Gregg Ippolito, Manager of Meter and Security Services

Subject: Recommendation to Hire

Copies: D. Hendrickson

I would like to recommend the appointment of Jacob Olyer to the position of Laborer in the Finance/Business Services Department working in the Meter Services Department.

Mr. Olyer was interviewed by Amy Molinari and myself and was found to be very well suited for this position. Mr. Olyer has relative experience, working with customer interaction and possess the mechanical aptitude required for this position.

The position will be at an hourly rate of \$ 21.34.

Mr. Olyer's appointment will be effective October 28, 2024.

(Dis)Approved:

*Gregg Ippolito*  
Director of Finance/Business Services

10/1/24  
Date

(Dis)Approved:

*Richard Now*  
Executive Director

10/2/24  
Date

Board Resolution: \_\_\_\_\_



# Memorandum

To: Nicholas Noce, Executive Director  
Laurel Neff, Purchasing

Date: September 25, 2024

From: Stephen M. Savage, P.E., Director of Engineering *SM*

File: 23-005 #3

Subject: October 10, 2024 Board Meeting - Agenda Item  
Allens Creek Vault Demolition

Copies: N. Noce  
D. Hendrickson  
M. Smith  
T. Ferguson  
T. Stevens

Attached are the results of the bid opening on September 19, 2024 at 10:00 a.m., for the above project. This project includes the removal and disposal of a partially buried concrete booster pump station and appurtenances, located in the Town of Brighton. There were 5 contractors who submitted bids ranging from \$39,500 to \$79,520. A bid tabulation sheet is attached.

Frederico Demolition, LLC. submitted the lowest responsive bid of \$39,500. Frederico Demolition, LLC. is from Rochester, NY and has successfully completed work for the Authority in the past. Our staff has conducted a thorough review of the bid package including experience; financial status; references; and other related items as required, indicating that they are capable of completing the work.

Elite Excavating & Demolition, Inc. submitted an incomplete bid package by not providing the required 5% bid security stated in Section 1, Article 15 of the Bid Documents and are therefore non-responsive.

Based on Frederico Demolition's qualifications, it is my recommendation that the Board authorize the Executive Director to award this lump sum price contract to the low responsive, responsible bidder, Frederico Demolition, LLC. for the bid amount of \$39,500.

(Dis) Approved by:

*Laurel Neff*  
Purchasing

*10/1/24*  
Date

(Dis) Approved by:

*Stephen M. Savage*  
Director of Engineering

*10/1/24*  
Date

(Dis) Approved by:

*Nicholas Noce*  
Executive Director

*10/2/24*  
Date

Attachments: Bid Tabulation Sheet

**Allens Creek Vault Demolition**

I certify that this tabulation is a true representation of bids received on September 19, 2024 at 10:00 a.m. for this project

Eng. No: 23-005  
 Bid Opening: September 19, 2024 at 10:00 a.m.

*Mark Smith*  
 Date: 9/25/24

Engineers Estimate

Item No.	Description	Estimated Quantity	Unit	Unit Price	Amount	Francia Demolition, LLC 1025 Chili Ave Suite Z Rochester, NY 14611 (585)563-3567		Durable Demolition, LLC PO Box 71 Lockport, NY 14095 (718)201-1208, (716)957-2604		Equip-Co Unlimited of NY LLC 2107 State Route 5 Ulster, NY 13502 315-385-0308		Elite Excavating & Demolition, Inc 53 Kelly Road Fulton, NY 13069 (315)532-3325		Diehl Development Inc 5922 N Lake Road Bergen, NY 14418 585-484-2920	
						Unit Price	Amount	Unit Price	Amount	Unit Price	Amount	Unit Price	Amount	Unit Price	Amount
1.0	Allens Creek Vault Demolition	1	LS	\$40,000.00	\$ 40,000.00	\$ 38,500.00	\$ 38,500.00	\$ 45,000.00	\$ 45,000.00	\$ 50,821.00	\$ 50,821.00	\$62,480.00	\$ 62,480.00	\$79,520.00	\$ 79,520.00
<b>Total Bid Price</b>						\$40,000.00	\$38,500.00	\$45,000.00	\$50,821.00	\$62,480.00	\$79,520.00				

1st Low Bidder

2nd Low Bidder

3rd Low Bidder

4th Low Bidder

**Bid Information:**

- 1) Durable Demolition used white out in section 7 to correct an agents name which was then not initialed. This did not change the bid results.
- 2) Elite Excavating & Demolition did not include a 5% bid bond. This did not change the bid results.



**Monroe County Water Authority**

# Memorandum

**To:** Larry Magguilli, Deputy Executive Director      **Date:** 10/01/2024  
**From:** Justin Moore, <sup>JMM</sup> Manager of Information Technology      **File:**  
**Subject:** Cisco Security Enterprise Agreement      **Copies:**  
October 10, 2024 Board Meeting

Information Technology is requesting authorization to purchase a Security Enterprise Agreement to bundle all current Cisco Security licensing and support agreements. Currently all mission critical Cisco Security subscription services are procured separately. This includes protective DNS Umbrella, multifactor authentication Duo, IDS / IPS Firepower licensing for all three firewalls, and VPN licenses. By bundling these licenses into a three-year agreement, the Authority will benefit from a cost savings, as well as less administrative overhead in procuring these licenses separately. Furthermore, the EA allows for scalability as licensing quantities change throughout the term of the agreement so that they do not have to be repurchased every time.

We received four responses that included three no bids, and one valid bid in response to our solicitation of vendors via the New York State Office of General Services Information Technology Umbrella Contract Group 73600 Award 22802 Lot 1 (Contract Number PM20800). Our recommendation is to award a three-year contract to the low responsive quote from ePlus Technology Inc at an estimated annual cost of \$65,000.00.

/dh





**Monroe County Water Authority**

# Memorandum

**To:** Larry Magguilli, Deputy Executive Director      **Date:** 10/01/2024  
**From:** Justin Moore, Manager of Information Technology      **File:**  
**Subject:** Security Network Infrastructure Refresh      **Copies:**  
October 10, 2024 Board Meeting

Information Technology is requesting authorization for the purchase of new Cisco Network Infrastructure, associated licensing, and warranty to refresh the current security network and build out to additional sites. By refreshing this network with cutting edge technology, the Authority will benefit from improved performance, redundancy, and uptimes. Furthermore, this project will coincide with the previously approved project to replace all Axis cameras and software leading to enhanced performance, capabilities, and security for years to come.

We received five responses that included three no bids, and two valid bids in response to our solicitation of vendors via the New York State Office of General Services Information Technology Umbrella Contract Group 73600 Award 22802 Lot 1 and 2 (Contract Number PM20800). Our recommendation is to award this contract to the low responsive quote from ePlus Technology Inc at an estimated five-year cost of \$1,540,000.00

/dh

# **COMPENSATION GUIDELINES**

*For Management/Confidential*  
*Revised October, 2024*

## **Overview**

The primary goals of Monroe County Water Authority's (MCWA) Compensation Guidelines is to administer equitable and consistent pay related actions and maintain an appropriate internal alignment among job classifications.

Our guidelines establish pay and classification grades necessary to recruit, select and retain qualified employees.

## **Compensation Program**

MCWA will conduct annual performance appraisals at least annually in order to tie personal performance to compensation determinations;

- MCWA will provide opportunities for our employees for professional and personal development that will enhance their ability to perform in their current positions;
- MCWA will regularly assess the market to ensure our salary ranges are competitive to hire the highest caliber employees and to retain our talented workforce;
- MCWA will use the greater Rochester area salary market, AWWA compensation study, as well as other Authorities to establish the midpoint "market" of compensation levels;
- MCWA will use the most comparable market in any compensation study utilized;
- MCWA will use the "mean" salary data point defined as the recorded or at least average (50%) of surveys thereby eliminating the highest and lowest reported compensation information from our baseline for "market";
- In our recruitment efforts, MCWA recognizes that compensation may need to exceed midpoint, "market" in any particular occupation, at any given time in order to recruit and attract the highest caliber employees whose skills and abilities most closely align with our need and strategic direction.

All Management and Confidential employees will be compensated at a pay rate within a given salary range for the position held. An employee's annual pay increase shall not be less than the minimum or more than the last step for the classification unless a certified Professional Engineer's License is verified.

### **Compensation Program Goals**

The ultimate goals of the Compensation Program are:

- To attract, retain and motivate employees;
- To support an employee performance management system necessary to ensure organizational success (to drive desired behaviors in order to meet the needs of our members);
- To provide an objective, consistent, equitable basis for determining employee compensation.

### **Starting Salaries of New Hires:**

The starting salary for a new hire will be dependent upon:

- The position/job description;
- Skills and experience of the individual;
- Recommendation of Compensation Consultant

All starting salaries must be coordinated by the Personnel Director and Executive Director. Additionally, Human Resources will monitor salaries for new hires to see that an appropriate relationship between staff salaries is maintained.

### **Annual Pay Adjustment:**

For all Management and Confidential employees who are above the midpoint, upon a favorable review shall advance one step on January 1<sup>st</sup> of each year. After reaching Step 9 of the Management and Confidential salary grades (see below), that employee will be 'stepped out' and will receive no further increase until the salary grades are adjusted. A step advancement may be withheld for performance related issues.

If an employee is below the midpoint for a specified grade, the following increase will be applicable:

	Does Not Meet Job Expectations	Partially Meets Job Expectations	Meets Job Expectations	Exceeds Job Expectations
<b>Below Midpoint</b>	0%	2%	4%	6%

**Management/Confidential Salary Grades – Effective January 1, 2025**

<i>Grade</i>	<i>Minimum</i>	<i>Midpoint</i>	<i>Step 1</i>	<i>Step 2</i>	<i>Step 3</i>	<i>Step 4</i>	<i>Step 5</i>	<i>Step 6</i>	<i>Step 7</i>	<i>Step 8</i>	<i>Step 9</i>
1	\$54,163	\$72,197	\$75,088	\$78,083	\$81,203	\$84,448	\$87,818	\$93,333	\$97,074	\$100,963	\$104,998
2	\$59,571	\$79,435	\$82,618	\$85,925	\$89,357	\$92,934	\$96,6583	\$100,526	\$104,541	\$108,722	\$113,069
3	\$65,520	\$87,360	\$90,854	\$94,494	\$98,280	\$102,211	\$106,309	\$110,552	\$114,982	\$119,579	\$124,363
4	\$72,072	\$96,117	\$99,965	\$103,958	\$108,118	\$112,445	\$116,938	\$121,618	\$126,485	\$131,539	\$136,802
5	\$79,290	\$105,726	\$109,949	\$114,338	\$118,914	\$123,677	\$128,627	\$133,765	\$139,110	\$144,685	\$150,467
6	\$87,214	\$116,293	\$120,952	\$125,798	\$130,832	\$136,074	\$141,523	\$147,181	\$153,067	\$159,182	\$165,547
7	\$95,930	\$127,920	\$133,037	\$138,362	\$143,894	\$149,656	\$155,646	\$161,866	\$168,334	\$175,074	\$182,083
8			V	A	C	A	N	T			
9	\$116,085	\$154,773	\$160,971	\$167,419	\$174,117	\$181,085	\$188,323	\$195,853	\$203,694	\$211,848	\$220,314

Employees who are below 75% of the midpoint may be considered targeting at 85% of midpoint with Executive Director and Personnel Director concurrence.

- Part time employees shall be eligible for an increase every two years.
- Employee hired after July 1<sup>st</sup> of any given year, will not be eligible for an increase for the following year.

Example: Employee X was hired on August 10, 2024, Employee X is not eligible for an increase until January 2026,

### **Promotional Increases:**

Promotional salary adjustments are defined as a change in position or title and a movement to another grade or level within the salary grade structure. A promotional increase shall be 7% or the closest to the next step in the salary schedule. If the step increase exceeds 7%, the difference between 7% increase and the step, will be paid in a lump sum to the employee.

Employee who are assigned to perform additional duties in the same job position or pay grade will receive no change in pay.

### **Credential Salary Incentives:**

Credential salary incentives are available to employee who hold a current, valid Professional Engineer's (P.E.) license, issued in New York State. For those employees, excluding Executive Staff, a 5% salary premium will be added January 1<sup>st</sup> to the base salary for those eligible employees. In cases when an employee is at Step 9 of the salary grade, it will be permissible to exceed the top step provision.

**Executive Staff/Information Technology: (Revised)**

Vacation Allotment revised as follows:

<u>Years of Completed Service as of January 1st</u>	<u>Vacation Allotment</u>
Hire Date	1 day/month
1-4 years	1.25 days/month
5-18 years	2.1 days /month
18+ years	3 days/month

An employee may carry over to the following year any remaining vacation accrued but not used, provided that the total accrued hours shall not, at any time, exceed more than 24 months of their monthly vacation allotment.

An Executive Staff employee shall forfeit any vacation time in excess of the aforementioned allotment.

*\* Any revisions in this document will supersede any document or policy in the Compensation Philosophy.*



**Monroe County Water Authority**

# Memorandum

**To:** Scott Nasca, Chairman  
MCWA Board Members

**Date:** September 30, 2024

**From:** Amy A. Molinari, Director of Finance and Business Services

**Copies:** N. Noce

**Subject:** Third Party Payment Processing RFP

A handwritten signature in blue ink, appearing to be 'AM', is written over the 'Copies' field.

A Request for Proposals (RFP) was distributed on August 21, 2024 to nine vendors for Third Party Payment Processing services. In addition, the RFP was posted on the Monroe County Water Authority's website.

The Monroe County Water Authority received 12 proposals, 11 of which complied with the requirements of the RFP.

Members of the RFP Selection Committee met to review and score the proposals received. At the conclusion of the meeting, ACI Worldwide received the highest score from the selection committee. Therefore, it is recommended to the Board to accept the proposal received from ACI Worldwide for an initial term of three years with the option of two additional 1-year renewal terms, and to forward to the full Board for its approval.

Should you have any questions or comments, feel free to contact me.



**ACI Worldwide®**

Proposal prepared for

**Monroe County Water Authority**

**Third Party Payment Processing**

September 20, 2024

## CONTACTS

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Principal Customer Success Manager

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**Ryan Metzger**

Customer Success Manager

Tel: 214-923-0272

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September 20, 2024

Alane Mammino  
Monroe County Water Authority  
475 Norris Drive  
Rochester, NY 14610

Dear Ms. Mammino:

What an eventful four-plus years it has been since the start of the Monroe County Water Authority partnership with ACI. We are proud to have helped MCWA transform your billing and payment process, contributing to multiple top JD Power customer satisfaction ratings throughout the course of our relationship.

As the Authority's exclusive electronic payments provider, ACI has implemented solutions to help you stay ahead of your customers' payment needs, such as the acceptance of new payment methods, Apple Pay, Google Pay, PayPal, and Venmo. We are excited to continue serving you in the same way with:

- Flexible and competitive pricing options
- Expanded payment channels, like a kiosk in your business office
- Configurable recurring payment options
- Real-time payment posting
- Enhanced fraud tools

Our attached proposal shares the details on how ACI will continue to be a valuable partner of MCWA. If you need any additional information as you consider your options, please let me know. I am also happy to arrange for a demonstration of any new functionality discussed in the RFP, if MCWA would find that helpful.

We are excited to keep sharing our passion for improving your customer billing and payment experience, and we look forward to the opportunity to remain MCWA's trusted payments partner and achieve continued success together.

Thank you for your consideration,

Phyllis Messner  
Principal Customer Success Manager  
Tel: 201-748-9521  
Email: [Phyllis.messner@aciworldwide.com](mailto:Phyllis.messner@aciworldwide.com)

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# 1. Executive Summary

ACI is excited to participate in the Monroe County Water Authority (MCWA) RFP for payment processing services. Our entire team is eager to grow our partnership with MCWA, and having considered your requirements, we know we can continue delivering a solution that will provide convenient and secure payment options for your customers.

## 1.1 Our understanding of MCWA’s needs

Secure, cost-effective payment processing services that offer your rate payers the flexibility to pay their bills how, when, and where they want to are essential for keeping MWCA’s customers happy. In our conversations with you over the past five years, and through the requirements outlined in this RFP, you have shared some of your most pressing payment processing challenges.

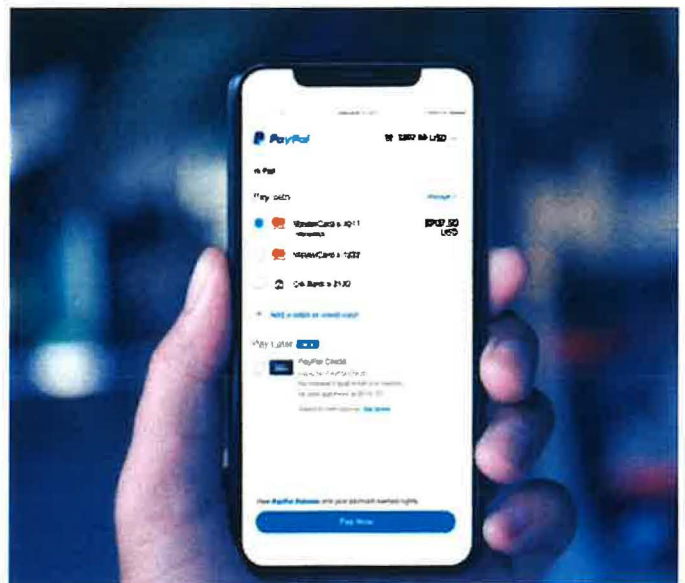
**Payment peace of mind:** MCWA and your customers want to know that when a payment is made, the



information used to make that payment is being kept secure, and that the cost to make the payment is reasonable. As fraud continues to rise and utilities become targets of fraud, MCWA needs to know that your payments partner has controls in place to ensure the safety of your customers’ sensitive data, removing that risk for your organization. MCWA also needs confidence that your payments provider has the scale and processor relationships to mitigate rising interchange costs.

**Flexible payment options:** At its core, paying bills is not a pleasant experience for any of us, so making the process simple and convenient is key for keeping your customers happy. Offering a variety of avenues to make a payment, such as Web, IVR, and even in-person makes the bill payment process convenient for MCWA customers. Additionally, allowing customers to pay using their preferred payment method gives them the flexibility to manage their budget while still making payments on time.

**Payment innovation:** Consumer demands are constantly changing, and payment processing is not immune to these ever-changing needs. MCWA needs a payment processing partner who has the tools and vision to stay ahead of your customers’ payment needs. Whether it’s adding self-service payment options in your local office, offering new payment options like Apple Pay, Google Pay, PayPal and Venmo, or offering MCWA a way to post customer payments to their accounts in real time, you need a partner who continues to offer new functionality and has the flexibility to update your solution quickly.



## 1.2 MCWA's desired business outcomes

The ACI Speedpay platform will continue to deliver value while also addressing the above challenges. ACI's understanding of MCWA's desired business outcomes include:

**Meet customers at their preferred payment channel and payment method:** By offering a broad array of payment options, through a seamless and convenient payments platform, MCWA will keep your customers happy. Satisfied customers enable MCWA to maintain and enhance customer service, resulting in the top JD Power ratings that you have received over the past decade.

**Keep payment costs low and customers' sensitive data secure:** Like MCWA, many ACI clients continue to emphasize the importance of a secure and cost-effective payment process. Consumers are sensitive to the safety of their information and how much it costs them to complete everyday tasks. Any negative disruption to either of those can damage your brand and create strain on your valuable resources.

**Stay ahead of customers' payment needs:** Knowing that your customers' needs are constantly changing is important. Having a partner who will quickly and easily adapt to those changing needs is essential. Evolving along with, or even ahead of, your customers allows MCWA to continue to provide best-in-class customer service.

## 1.3 ACI's recommended solution

Having considered your requirements and challenges, we at ACI believe MCWA will benefit from continuing to use the ACI Speedpay payment platform.

ACI's market-leading payments solution was designed, largely, with utilities in mind to solve your evolving payments needs. ACI will continue to serve your customers' needs, so you can keep their data safe, their costs low, and their satisfaction level high.

## 1.4 ACI Speedpay's key functionality – An overview

ACI Speedpay's comprehensive billing and payment suite will continue to provide MCWA with the options necessary for allowing your customers to make payments how, when, and where they want. Making a payment has never been easier and more convenient, and ACI Speedpay gives your customers choices such as mobile wallet integration, multiple payment method options (including alternative payment methods: Apple Pay, Google Pay, etc.), and simple, customer-configured, recurring payment schedules that drive customer satisfaction, improve recurring payment adoption, and make cash flow more predictable. Using ACI Speedpay payment channels is fast, easy, and intuitive—everything MCWA's customers want in their payment experience.

ACI develops and maintains our solutions with the consumer's billing and payments journey in mind. We monitor regulatory requirements, platform reliability, emerging technologies, and consumer behavior to enable us to provide best-in-class solutions that include:

- Web, Mobile, API, IVR, call center, and kiosk payment channels

- PCI compliance, including PCI DSS v4.0 changes currently in progress
- Enhanced fraud monitoring tools
- Additional payment types including Apple Pay, Google Pay, PayPal, Venmo, etc.
- Real-time payment posting
- Autopay/recurring payment schedules

## 1.5 Why ACI?

ACI is one of the preeminent digital engagement and payment providers in the industry. As your customers demand easier ways to view bills and make payments, the ACI Speedpay solution enables you to respond. Per a third-party survey of ACI services, ACI Speedpay raised customer satisfaction 25% while also delivering industry leading security, all at a cost competitive in the utility industry.

We have been a pioneer in the payments industry for almost 50 years. ACI was first to market with innovations such as credit card processing, Pay-by-Text services, and payments using customers' native smartphone wallet for bill payment (our patented ACI Walletron™ solution).

ACI partners with utilities of all sizes. Our utility clients demand precision, timeliness, and excellent support while keeping costs manageable and always working to enhance the billing and payments experience for customers. Over the past four plus years, we have shown MCWA that we can be a trusted partner, and that we work with our clients to drive payment optimization and help you meet your goals and objectives.

We will continue to work with MCWA to understand your challenges, initiatives, and short and long-term goals. Since 2019, we have shown that we understand the importance of being closely aligned with your objectives across all levels of your organization. As a thought leader, ACI will continue discovering, investigating, and implementing new trend advancements, allowing MCWA to improve customer satisfaction and decrease costs.

## Payment solutions tailored to fit YOUR specific, unique business needs

The image features three blue rounded rectangular boxes arranged horizontally. Each box contains a white icon at the top and a text description below it. The first box has a gear icon and text about configuring platforms. The second box has a puzzle piece icon and text about flexible integration options. The third box has a circular puzzle piece icon and text about the breadth of APIs for on-boarding.

Ability to configure and customize platforms to your unique needs

Flexible integration options to meet your needs

Breadth of API's for easy on-boarding

## 1.6 Project Timing

We know how important it is for MCWA to meet the deadlines of this project. By retaining ACI as your payment processing partner, you alleviate the long, complex, and expensive process of implementing a new provider.

Staying with ACI enables MCWA to maintain complete continuity of payment services to your customers, while adding new functionality, such as recurring payment schedules, a payment kiosk in your business office lobby, or real-time payment posting, quickly and easily.

## 1.7 Conclusion

Everyone at ACI looks forward to enhancing our relationship with MCWA. We are proud of what we have accomplished jointly with you since 2020, and your willingness to partner with us on projects, like piloting the addition of Alternative Payment Methods (Apple Pay, PayPal, and Venmo) has been instrumental to the partnership. We are eager for the opportunity build on that success.

With the ACI Speedpay solution, MCWA can continue to offer your customers bill payment options that meet their needs by giving them a variety of payment channels to make their payments, using the payment method of their choice. Your customers also will have confidence that their information is being kept safe, and MCWA can feel relief knowing that ACI will shoulder the regulatory and compliance burden.

By choosing to continue working with ACI, MCWA will enjoy all the benefits noted above, while continuing to quickly add enhancements to your payments platform to maintain and increase customer satisfaction. Thank you for including ACI in this RFP. We are excited about the opportunity to continue working with MCWA once you have made your final decision.

## 2. Information About ACI

### 1. The name, title, e-mail address, and phone number of the individuals who would be available for contact, including after-hours assistance, and who would be responsible for the Authority's accounts. Brief resumes should be furnished for

ACI will assign a customer success manager (CSM) to MCWA's account. Currently, your CSMs are Ryan Metzger and Phyllis Messner. Please see the attachments, *Bio Ryan Metzger 24* and *Bio Phyllis Messner 24*.

Your CSM will work, along with other team members, to provide everything necessary to make your program an ongoing success. Throughout the relationship, your CSM has responsibility for the following:

- Account planning and relationship management, focusing specifically on learning and achieving the MCWA goals and business objectives
- Managing contract renewal dates and ensuring that ACI's business is aligned to your calendar and contracting processes
- Facilitating QBRs and working together with customers to ensure alignment in ACI's execution of your business goals and strategies
- Communicating industry trends and best practices with frequency
- Identifying risks and opportunities and working with clients and the ACI organization to develop and execute related action plans
- Communicating internally and externally to fulfill client expectations and to deliver desired results, including engagement of other ACI SMEs as needed

Contact information:

- Ryan Metzger  
Customer Success Manager, [ryan.metzger@aciworldwide.com](mailto:ryan.metzger@aciworldwide.com), 402-778-1552
- Phyllis Messner  
Principal Customer Success Manager, [phyllis.messner@aciworldwide.com](mailto:phyllis.messner@aciworldwide.com), 212-361-7341

ACI also will support MCWA with its Global HELP24™ technical support organization. Global HELP24 is chartered to swiftly resolve technical support cases and answer technical product questions for ACI-supported solutions and customizations.

Global HELP24 provides support for:

- Critical outages
- Technical support
- Case management
- Product alerts
- Critical patch notifications
- Product delivery via eSupport portal

MCWA users can interact with Global HELP24 via eSupport on the website or by telephone. The standard global business hours for HELP24 Standard are 9am - 5pm, Monday to Friday. These may vary slightly

based on regional business needs or holidays. Telephone support is available 24x7x365 for critical (Priority 1) incidents.

MCWA will be able to open cases, check the status of cases and view detailed case notes through the eSupport portal.

MCWA may also directly access product information on the eSupport portal including critical fix histories, product updates, product education schedules, partner links and feedback section for customers to recommend further enhancements to the site. The Fix Information area of eSupport allows customers direct access to critical fix information. Customers can search the eSupport Knowledge Base for solutions to common incidents. The Knowledge Base provides an easy to use resource to help customers quickly resolve their issues without having to contact Global HELP24.

**2. Provide a brief summary of Proposer's prior experience with similar projects. Provide three references of public sector clients pursuant to Section 1.6 D 1 of this RFP.**

ACI is committed to the utility space, with a dedicated team of experienced business development, customer success, and solution consultant resources who actively participate in many of the largest industry events as guest speakers on relevant topics to help shape and guide the direction of payments. ACI supports nearly 300 utility clients with payments through multiples channels and all payment methods. This year alone, we signed three new tier-one utilities and renewed our contracts with three utilities. Utility clients select ACI because of our attention to innovation and the flexibility of our platform.

For additional information regarding ACI's utility experience, please see our case studies available at <https://www.aciworldwide.com/industries/utility>.

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**National Grid**

Lee Smith  
Manager, Payment Processing  
315-992-4438  
[lee.smith@nationalgrid.com](mailto:lee.smith@nationalgrid.com)



### **3. Include a project Timeline, identify key milestones for implementation.**

ACI adheres to a best-of-breed project management methodology. The ACI approach to the software project lifecycle results in a predictable and controllable implementation and greatly reduces the possibility of unexpected delays in the delivery of a high-quality product.

Your ACI implementation begins with a project kickoff meeting to introduce you to the ACI project manager and other key project team members. ACI's project manager presents an explanation of the project management approach, the phases of the projects, and ACI's expectations of MCWA. You receive key artifacts defining file and interface specifications. Follow-up meetings develop the requirements for the project, as documented in a Business Requirements Document (BRD). After BRD signoff, ACI engages technical resources to implement these requirements and updates the project plan. At this stage, ACI begins configuration.

With configuration complete, our team of quality assurance experts verifies the site functions as defined by the specifications provided in the requirements phase. We provide a version of the configured site to you for your business acceptance testing (BAT). BAT gives you the opportunity to verify that the site meets your business needs. After you approve the BAT version, your project manager schedules the production deployment of your ACI solution.

ACI's unique approach speeds up the requirements phase of an implementation by engaging the Solution Consulting team to work with business and technology teams well before project kickoff (typically during the contracting phase) to review and document business requirements and identify nuances and requirements specific to MCWA.

For phases, milestones, and detailed timelines, please see the attachment, *ACI 1 Client Implementation Deck*.

### **4. Include hourly cost of post-production support for programming changes.**

We offer 40 hours of development time at no cost per year for client-requested changes; after that amount, we will charge \$225/hour.

### **5. Please submit, at a minimum, samples of the following reports with your proposal:**

- a. Monthly payment processing/invoice statement**
- b. Samples of reports for Authority monitoring and reconciliation purposes.**
- c. Samples of reports and data the Authority can access online.**

The ACI Speedpay Client Portal provides access to more than 60 configurable reports that can be exported in a variety of formats. Each report has separate filtering parameters and a report-specific search screen, as shown in the panel below used to generate the *Payments Detail Report*.

## Robust, Real-time Reporting

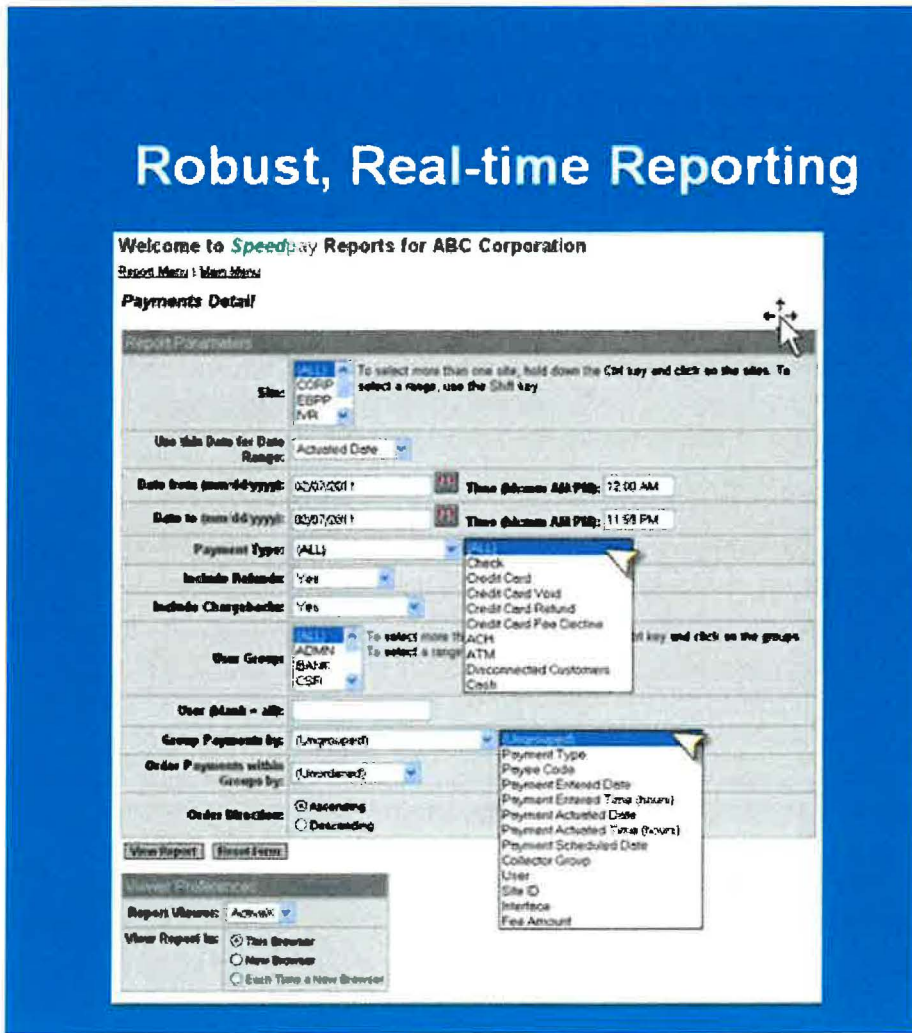


Figure 1. Report Generation Panel

Speedpay reports are:

- Parameter-driven for increased flexibility
- Available 24 x 7 x 365
- Accessible for all payments and other data in real time
- Available to be downloaded to Excel, Word, PDF, or rich text
- Available to be scheduled to run automatically and delivered to you via FTP and / or email

Our reporting tool can be used at any time to provide information on call center and self-service payment activity and will allow your associates, managers, and administrators to research payments, address customer requests, and evaluate payment activity through a single, simple-to-use interface. In addition to generating reports in real time through the Client Portal, you can schedule reports to be run at designated times and delivered to specific staff members through FTP, email, or both.

For the Monthly payment processing/invoice statement:

Please see the attachment, *ACI 2 Sample Invoice*.

For the samples of reports and data that can be accessed online, please see the following attachments:

- *ACI 3 Standard Reports*
- *ACI 4 APM Summary Report Sample*
- *ACI 5 Payment Summary Report Sample*
- *ACI 6 ACH Returns Summary Report Sample*

**6. Indicate whether there are any pending or past legal actions against the firm.**

ACI Payments, Inc.'s ultimate parent, ACI Worldwide, Inc. ("ACIW"), is a publicly traded corporation listed on The NASDAQ Global Select Stock Market under the trading symbol ACIW and therefore, all material information regarding ACIW is disclosed to the public in accordance with the federal securities laws, rules and regulations. From time to time, ACIW and/or ACI Payments, Inc. are involved in litigation or other disputes some of which are formalized in legal or administrative proceedings. As a publicly traded corporation subject to the disclosure requirements of the Securities and Exchange Commission ("SEC"), ACIW discloses all material disputes or proceedings in accordance with the rules and regulations of the SEC.

You may review ACIW's publicly available filings at [www.sec.gov](http://www.sec.gov) or on the Investor Relations section of the ACIW website at [www.aciworldwide.com](http://www.aciworldwide.com). The information can be found by clicking on "Investor Relations" and then "Financials" on the corporate website: [www.aciworldwide.com](http://www.aciworldwide.com).

**7. The enacted provision of New York State Finance Law §139-j and §139-k requires that the Bidder/Offerer Disclosure Form (attached) be completed and returned to the Authority with your proposal. If not completed and submitted, the Proposal will be automatically rejected.**

Please see the attachment, *ACI Disclosure*.

**8. Describe your plans for educating and training Authority employees in the use of your systems.**

ACI Speedpay staff provide ACI Speedpay application training needed by MCWA for new implementations, enhancements, staff additions, or whenever requested. We can train all staff in a single session, or we can provide separate sessions for specific audiences, such as CSRs, system administrators, or any designated staff. We coordinate with your staff to deliver training virtually or on site. Only the most knowledgeable ACI staff act as trainers. ACI Speedpay training includes, at a minimum, these topics: assisting customers by setting payments, profiles, or recurring schedules; cancelling or refunding payments, or providing other customer assistance; searching for historical transaction data; configuring, running, and scheduling reports; and managing user access permissions.

As ACI Speedpay's Client Portal is a web-based application, training on hardware or network-related systems is not required. To support training, we provide the following documentation: Business Requirements Document, test plans, technical support information, process flow diagrams, call center training material, ACI Speedpay CSR standard scripting, and other artifacts as needed for a particular implementation.

### 3. Services Required – Third Party Payment Processing

#### 3.1 Scope of Services

**1. Proposer must be able to accept online and/or payments over the phone and must offer 24/7/365 support to customers who have difficulty.**

ACI Speedpay Web offers a fully responsive interface for all screen types and sizes, stationary or mobile. Web functionality includes one-time payments, future-dated payments, consumer profile and wallet, Autopay recurring payments, a splits feature to accept payments on multiple accounts, and more. MCWA customers may use any PC, iOS, or Android device to access the ACI Speedpay Web interface.

Highlights:

- Modern design for an improved experience
- Streamlined user process—payments can be made with just a few clicks
- Tools allowing clients to add branding, logo, and colors with the push of a few buttons
- Custom fields that accommodate customer-specific messaging
- Support for service and mailing addresses
- Functionality allowing customers to print or export payment summary data
- Real-time ACH validation
- Autopay, an advanced recurring payment feature that allows multiple frequency options aligned with your business rules and the ability for customers to set both the start date of the Autopay plan and the duration of the plan to ensure customer expectations are well-managed.

Making a payment has never been easier than with ACI Speedpay, a powerful yet simple platform whose core components include a responsive web interface, a variety of accepted payment methods, and a complete set of notification options. ACI Speedpay is fast, easy, and intuitive—everything consumers want to make their billing and payment experiences frictionless. In addition, you will find our platform's data reporting and analytics capabilities to be among the best in the industry.

With the ACI Speedpay IVR, your customers pay bills and manage their accounts 24x7x365, reducing call volume to CSRs while enjoying an enhanced customer service experience. Using ACI Speedpay to accept and process card data through our IVR gives you peace of mind: you know your consumer credit card data is completely secure and that you can let ACI Speedpay manage ongoing PCI auditing and testing requirements. ACI Speedpay can receive transferred calls to our PCI-compliant IVR, including authentication information, for a frictionless customer experience.

- The IVR supports English- and Spanish-speaking customers
- We have a built-in abbreviated flow for repeat callers
- The IVR provides the ability to set up and manage a wallet that is shared across all ACI Speedpay channels
- For ACH, customers can select to pay via checking or savings accounts
- The caller selects "0" to transfer to a destination of your choice, with different call transfer schedules based on your business needs.

The IVR provides the ability to set up and manage a wallet that is shared across all your ACI Speedpay channels.

As a current ACI client, MCWA enjoys access to our U.S.-based call center agents to provide payment assistance to customers. We expect you would continue with this program with a consistent call volume. Our standard hours are 8:00 a.m. - Midnight EST, but we can discuss providing call center services outside of these hours, depending on client needs. Today, callers who select "0" on the IVR within MCWA business hours are transferred to MCWA's call center. Outside of MCWA business hours, callers are seamlessly transferred to the ACI Call Center for support and payment assistance.

**2. Adherence to Payment Card Industry ("PCI") standards is required. All customers' debit/credit card and/or bank information must be obtained and processed through the Proposer without imposing any PCI compliance responsibility on the Authority. Propose shall include acknowledgement of responsibility for the security of the data.**

ACI Speedpay is PCI 4.0 Level 1 certified and can take most PCI responsibilities for you. We can assist your team with identifying ways to minimize your exposure and limit the amount of data that touches your system. When your customers make credit card payments through the fully hosted ACI Speedpay payments service, their credit card information is kept separate from your systems, reducing your exposure to PCI compliance requirements while providing a fully secure payments product for your customers and their credit card information. Using a PCI-compliant payments provider will give you peace of mind knowing that your customer card data is completely secure and that you can let ACI address ongoing PCI auditing and testing requirements.

ACI Speedpay supports several options to reduce your PCI exposure:

- Tokenization
- Direct entry by CSR-all but last four digits are immediately masked
- Customer self-entry of card data within the Client Portal
- Notifying call-recording software to suspend recording feature while card number and CVV are being entered by agent
- Transfer to PCI compliant call center
- Transfer to an IVR where entry tones are suspended for card and CVV entry
- Providing only the last four digits for confirmation read-back
- Card reader with call center application
- IVR for card-present transactions

Please see the attachment, *PCI-DSS-v4-0-AOC-Service-Providers-ACI Payments-Expires 7-26-2025*.

**3. The payment process must function with seamless navigation to and from the Authority's customer portal, including timely updates and notifications of any payments made and minimal sign-up and/or log-in steps for customers. Customers shall only have to log-in once when entering the customer portal without having to log-in again after transferring to the third-party site.**

ACI Speedpay can support Single Sign On (SSO) for MCWA. With SSO, MCWA can support customer login authentication and pass those credentials seamlessly to ACI Speedpay, so customers log in only once. We support real-time or near-time payment updates back to you through secure API exchanges. Memos can be posted in real time or near time. We can configure this based on your requirements.

In general, ACI Speedpay supports SSO with AES256, HTTP Post with HMAC, Ping Federate for idP SSO using the SAML 2.0 browser. Speedpay supports SSO on the IVR using DTMF to transfer the customer's authentication criteria from MCWA's IVR to the Speedpay IVR.

These requirements are commonly supported and are standard for ACI Speedpay.

**4. A phone number must be provided for Authority customers to be able to pay over the phone through an Integrated Voice Response (IVR) system. Additionally, Authority representatives must be able to transfer customer calls to the IVR system for payment.**

As a current ACI client, MCWA enjoys a unique direct phone number for access to our U.S.-based call center agents to provide payment assistance to customers. We expect you would continue with this program. The ACI call center that supports customers on the IVR needing assistance outside of MCWA's business hours are transferred to the ACI call center. ACI call center's standard hours are 8:00 a.m. - Midnight EST, but we can discuss providing call center services outside of these hours, depending on client needs.

**5. Proposer shall accept ACH, VISA, MasterCard and Discover for all customers.**

ACI Speedpay accepts and processes payments through multiple brands and types of cards, across all payment channels including ACH, Mastercard, VISA, Discover, American Express, and Diner's Club. We accept PIN-less ATM cards through STAR, Pulse, NYCE, and ACCEL. ACI Speedpay has extensive relationships and works closely with the card associations, with ongoing efforts to assure our clients and their customers receive the best possible rates and benefits.

**6. The Authority does not currently have a kiosk on site. Proposals should include options for the Authority to possibly add at a future date a kiosk on site for processing walk in customer payments.**

ACI offers PCI-compliant lobby kiosk services through KIOSK Information Systems (KIOSK). KIOSK serves many high-value, high-volume clients such as Verizon Communications. Our kiosk offering allows customers to use cash, check, and card to pay their bill from a self-service kiosk located indoors or outdoors. At the end of the transaction, the kiosk will provide the customer the option of receiving an email, text, or printed receipt. Our kiosk partnership allows ACI Speedpay to retrieve customer account and payment information from MCWA in real time.

Our solution includes data collection and display through a remote monitoring platform, providing real-time viewing for your staff, coupled with a complete set of practical management tools. Feature sets provide live data exchanges between server and client for

- Monitoring and alerts for connectivity, application, and component status
- Administrative and management commands
- Network reporting and analytics

Establishing this advanced machine dialogue with each kiosk in the field provides the vehicle to manage the entire kiosk deployment with intuitive dashboard controls. This centralized control optimizes field uptime, reduces service costs, and streamlines reporting and analytics—directly affecting ROI.

For your customers, the benefits include payment flexibility, real-time confirmation for last-minute payments, faster service with extended hours, and a multi-lingual user interface. Kiosks are ADA compliant for screen height, brightness, and on-screen prompt size.

ACI Speedpay offers a lease agreement for three years and one-year renewals after the initial period. The lease covers all maintenance, monitoring, and initial setup (except for the cash pick up). Customers can customize the kiosk interface with their branding, colors, and logo. Additionally, customers can place a logo or artwork on the kiosk shell.



Figure 2. Photo of Sample Kiosk

**7. Please indicate if it would be possible to accept one time, occasional online and/or phone payments for items other than water bills, such as new services and/or temporary hydrant meter sets. Further indicate how this process would work and what fee would be charged.**

ACI supports sundry payments for many utility clients today. These payments include one-time payments such as appliance services, solar applications, first party claims, CIAC and other miscellaneous, invoice-based payment transactions. Sundry payments are a core service at ACI. We would be happy to evaluate your needs for sundry payments, and we welcome conversations to help us devise a pricing model that will meet your goals and objectives. During pricing discussions, ACI will evaluate the minimum and maximum payment amounts, overall average payment and payment methods needed to support transactions for new services, non-consumption or temporary hydrant meter sets. Based on MCWA's needs, ACI and MCWA will work together to devise the appropriate pricing model.

**8. Proposer shall send a daily transmission of all items processed to the Authority by 4:00 p.m. ET Monday through Friday. The daily transmission file should contain transactional data from 12:00am to 11:59pm.**

Speedpay can meet this daily transmission schedule. Transmissions are determined by client requirements and can be made five or seven days/week. Each client also dictates its respective holiday processing schedule.

For posting files, we have a variety of options including real-time posting through API, posting files transmitted up to hourly, or a combination. Most clients prefer real-time posting combined with an end-of-day funding file. Real-time posting allows the transaction to appear on the customer's utility account or client portal as soon as the payment is made. Additionally, we offer the ACI Speedpay Client Portal, which allows visibility, reporting, and payments entry with the ACI Speedpay platform in real time.

**9. Proposer shall deposit funds into the Authority's account no later than the next business day. Funds deposited should equal the amount of the file sent to the Authority. All funds will be for gross settlement, and charging all discounts and interchange fees in a separate monthly bill.**

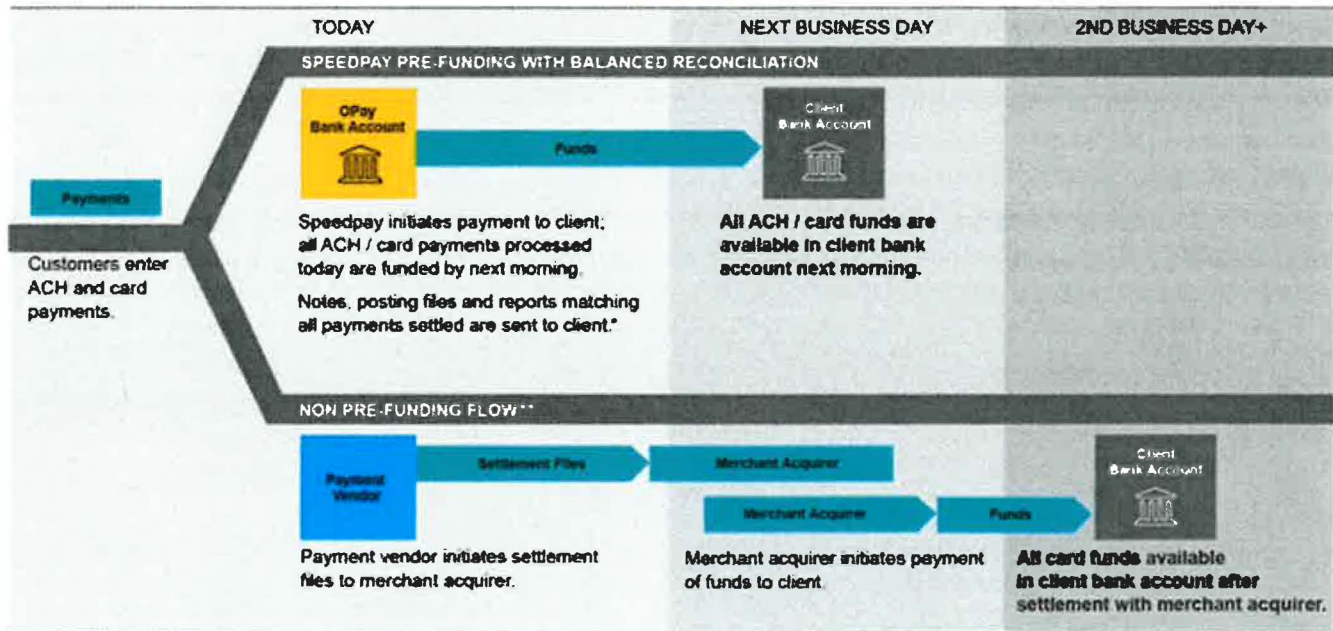
All payments entered and scheduled today are settled *today*, at a cut-off time determined by you, and deposited in the bank account of your choice the next morning, usually by the time the bank opens. We can pre-fund a gross deposit for Visa, Mastercard, Discover, and Amex. By funding you before we receive our funds from the ODFIs and merchant acquirers, we can create a streamlined settlement and reconciliation process, improve your cash flow, and reduce administrative costs.

Most commonly, we settle through ACH. We can net-settle chargebacks or manage them separately. Exceptions are net-settled, in which returns are subtracted from the total amount collected for the day, or we can separately debit for returns.

ACI Speedpay can consolidate all of your payments into a single system to provide you with a single posting file for all of your payments and a single source for all of your payment reporting. Posting and funding for the day will exactly match.



# Speedpay Pre-Funds



\*May be transferred in real-time or batch.  
\*\*ACH funding may occur within one or two business days.

Figure 3. ACI Funding Model

## 10. Discuss your firm’s ability to perform online reconciliation and research transactions. Please describe your online portal to view real-time payments.

Your staff will access the ACI Speedpay Client Portal to assist clients with payment tasks, research real-time payment data, and access advanced reporting capabilities.

Payments through all channels are fully integrated into a common client database that is accessible via the Client Portal. Payments entered in all interfaces—Web, IVR, Call Center/Client Portal, SMS, and others—are searchable immediately after the customer receives a confirmation number. Your staff can filter and generate reports at a moment's notice, or standard reports can be delivered on your pre-determined schedule. Your staff can use our powerful analytics tools to analyze data for all Speedpay payments, regardless of payment type or input platform used.

### Researching Payments

Below is a screen shot of the Client Portal search panel. The user selects a search category such as Payments, Autopay plans, or Pay-by-Text plans, and then fills in one or more of the search parameter fields, as shown in the screen image below.

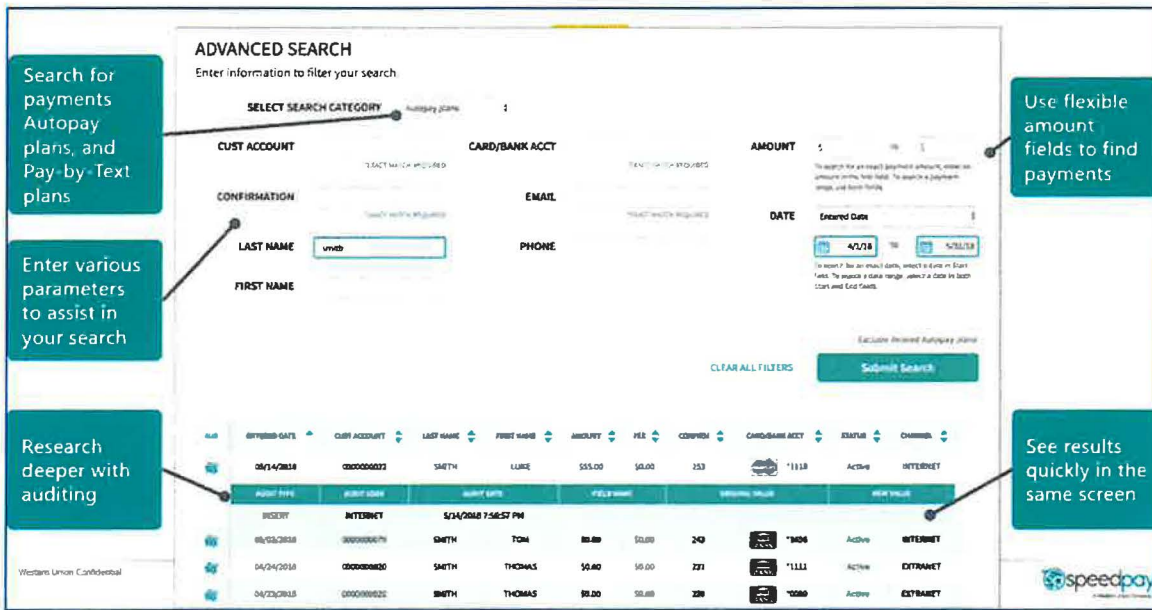


Figure 4. Client Portal Search Screen

There are no limits to the number of records returned in a search, and the results are displayed within seconds.

Below is a screenshot of the screen showing search results.

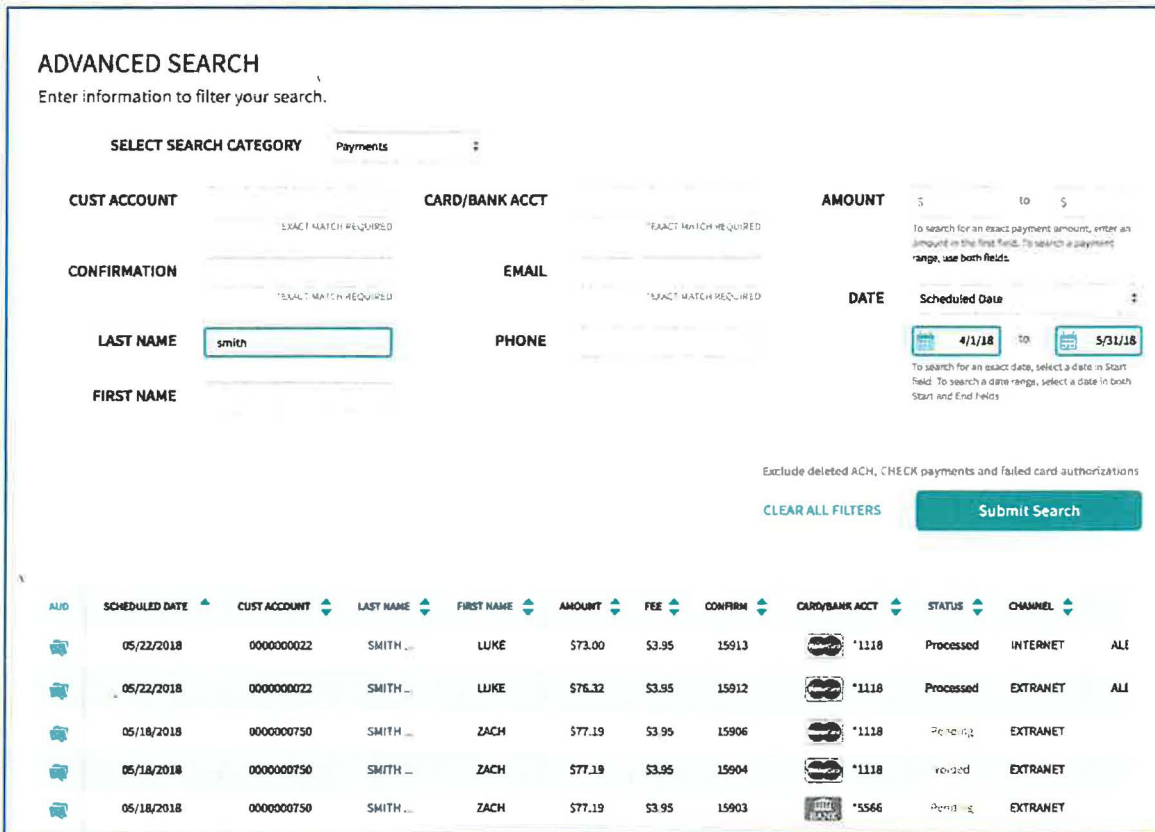


Figure 5. Client Portal Search Results Screen

All search results are sortable by selecting a column to filter by.

## Adjusting Payments

Through the Client Portal, CSRs with enabled permission (as determined by MCWA) can edit, void, and refund a payment made by any method (except for refunding processed ATM payments due to ATM card restrictions.)

With ACI Speedpay, we provide audit history, so users can view information about payments that have been modified as well as information about deleted payments including when a payment was first entered, who modified a payment, the date and time a payment was modified, and which fields were changed including the old and new values as well as who deleted a payment and when it was deleted.

### **11. Proposer shall transfer funds to the Authority's designated bank account.**

ACI can deposit funds into MCWA's preferred account.

### **12. Please provide options for any credit card reoccurring payment and ACH/bank account reoccurring payment (autopay) programs available to the Authority.**

We offer a unique, robust and configurable recurring payments platform that puts control into your customers' hands. Unlike the case with most recurring schedule offerings, you and your customers can configure all aspects of a ACI Speedpay recurring payment plan, including start date, payment frequency, payment amount, payment type, and total amount paid. Also, your customers can choose to receive email notifications of any payments that are made for the duration of the plan.

While we have the flexibility to support multiple recurring payment frequencies, the most common approach for utility payments is simply to draft the customer's full amount due on the due date.

Your customer can dictate terms regarding when the plan should stop (i.e., after a certain number of payments, date, dollar amount of payments, or a continuous schedule). Your consumer can also set up maximum payment amount parameters and enable email notifications and confirmations. These features are configurable, optional based on your business rules and help to manage customer expectations throughout the enrollment and duration of the reoccurring payment plan.

**Recurring Payments Notifications:** The consumer can enable email notifications and payments confirmations. These features are configurable and optional.

We can provide the following notifications for recurring plan consumers:

- Confirmation that the plan has been created
- Notification of changes to the plan
- Notification if the plan is disabled (plans can be disabled manually or automatically via business rules, e.g., if too many returns exist or if a card fails to authorize)
- Alert X days before a payment is processed notifying the customer of the upcoming amount to paid
- Confirmation of processed payments

- Warning if a credit card is about to expire (including instructions on how to update the information)
- Notification when the plan is about to end
- Confirmation that the plan has ended (plans end when X payments have been made, a date has been reached or a preset amount has been paid or they can continue indefinitely if the customer has chosen that option)

## 4. Pricing

### 1. Convenience Fee

ACI's proposed pricing for a one-year agreement:

Item	Convenience Fees	
	Fee if Paid by Customer	Fee if Paid by Authority
ACH/Bank Account one-time payment)	\$1.55	\$1.50
Debit/Credit Card (one-time payment)	\$1.55	\$1.50
Recurring Automatic Credit Card Payments	\$1.55	\$1.50
Recurring Automatic ACH/Bank Account Payments	\$1.55	\$0.50

ACI's proposed pricing for a multi-year agreement:

Item	Convenience Fees	
	Fee if Paid by Customer	Fee if Paid by Authority
ACH/Bank Account one-time payment)	\$1.45	\$1.40
Debit/Credit Card (one-time payment)	\$1.45	\$1.40
Recurring Automatic Credit Card Payments	\$1.45	\$1.40
Recurring Automatic ACH/Bank Account Payments	\$1.45	\$0.45

### 2. Kiosk

The Authority does not currently have a kiosk on site to accept customer payments but is considering possibly adding one at a future date. Please include in proposal all options, including pricing, available to the Authority. This pricing should be separate from all other pricing items listed in the proposal.

ACI can offer The Authority a stand-alone kiosk to accept customer payments in your business office. Our kiosk will accept all tender types, for one-time payments, that are currently accepted by MCWA (credit card, debit card, ATM, and check), as well as cash payments.

The payment kiosk will be deployed to The Authority at a cost of \$1,095 per month, based on a 3-year term.

Transaction costs for each payment can be either passed along to your customers or absorbed by MCWA. Pricing for kiosk payments is proposed as follows:

Pricing for a one-year agreement:

- All Payments
- \$1.55 if customer pays the fee
- \$1.50 if MCWA pays the fee

Pricing for a multi-year agreement:

- All Payments
- \$1.45 if customer pays the fee
- \$1.40 if MCWA pays the fee

Cash payments are accepted, through ACI's kiosk solution, at no charge. However, The Authority must make your own armored car arrangements for the cash accepted.

## 5. Mandatory Minimum Qualifications

### 1. Proposer must be a qualified provider that has been providing payment services for at least five (5) years.

What differentiates ACI from our competitors is that we are best aligned to understand your biller vertical, your consumers, and the payments industry. ACI is an experienced payment provider who can help to guide you in implementing a more secure, more convenient, and more technologically advanced, user-friendly payment system powered by our latest platform.

As you would expect from the largest direct bill pay provider in the U.S., ACI processes 40 million cloud-based transactions daily. ACI's deep and expansive knowledge and experience is one of our chief differentiators, and our financial strength and market position support our ability to be there when you need us to provide the most comprehensive solution, technologies, and innovative capabilities.

Recently, the independent research firm, Aite Group, recognized ACI as the fastest-growing biller direct bill payment provider and as having the most comprehensive solution in the industry. Using an Agile development methodology, ACI can deliver solutions to the marketplace quickly and react to the fast-paced payments industry with leading-edge solutions tailored to client needs.

We take pride in offering complete consultative services for all our clients through the lifetime of the relationship, and we will collaborate with you to determine the most effective ways to implement the payment solutions that will best fit your evolving needs and goals. Our consultative customer success team will advise on trends in the marketplace, new services as they become available, new regulatory and compliance concerns, and payments best practices to ensure that you are getting the most out of your payments products.

Evidence of ACI's strength is easy to see:

**Clients:** A diversified, worldwide client base of financial institutions, data processors and retailers utilizing both hosted and licensed software solutions, which drives the company's universal electronic payments experience. ACI is globally recognized with 45+ years of growth and industry innovation. We bring our expert-level industry knowledge and experience to every client implementation.

**Experience:** ACI brings more than 45 years of domestic and global leadership in delivering systems that process payments for billers, banks, financial intermediaries, and retailers around the world. Together, ACI business units support more than 15,000 clients. Our experience as a company and mature service delivery teams is unmatched. In our engagement with you, ACI will leverage lessons learned and best practices gleaned from our deep experience in the payment space to increase efficiency in your daily operations.

**Industry Knowledge:** ACI has close affiliations with regulatory and industry bodies, partnerships, and alliances. Our Design Partner program brings together our largest customers to discuss industry initiatives and strategy. ACI maintains relationships with professional industry organizations, including merchant processors, Nacha, major credit card allies, and the FedNow real-time payment initiative.

Financial Strength: Strong net income year-after-year, allowing ACI to invest in people, solutions, roadmaps and acquisitions to better serve customers. ACI's revenue for 2022 was \$1.42 billion. ACI is a solid and financially stable partner, allowing clients to be confident knowing their funds are managed properly and risk is mitigated. That is security and peace of mind for the long haul.

**2. Proposer must provide current certification of compliance with all current Payment Card Industry (PCI) standards.**

Speedpay is PCI 4.0 Level-1 certified and can take the majority of PCI responsibilities for you. We can assist your team with identifying ways to minimize your exposure and limit the amount of data that touches your system. When your customers make credit card payments through the fully hosted Speedpay payments service, their credit card information is kept separate from your systems, reducing your exposure to PCI compliance requirements while providing a fully secure payments product for your customers and their credit card information. Using a PCI-compliant payments provider will give you peace of mind knowing that your customer card data is completely secure and that you can let ACI Speedpay deal with ongoing PCI auditing and testing requirements.

Please see the attachment, *PCI-DSS-v4-0-AOC-Service-Providers-ACI Payments-Expires 7-26-2025*.

**3. Proposer must be continually ADA compliant.**

ACI is committed to ensuring that our websites and services are accessible to all our customers, including those with disabilities. Our goal is to provide a user-friendly experience that is inclusive and meets the needs of all individuals. ACI complies with specific American regulations and standards, including ADA Guidelines, Section 508 of the Rehabilitation Act, and the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA, that engages on accessibility for persons with disabilities on websites, mobile sites, and applications. Each consumer-facing product offered by ACI is audited periodically by third-party accessibility consultants to ensure accessibility and maintain compliance with the above referenced regulations and standards.

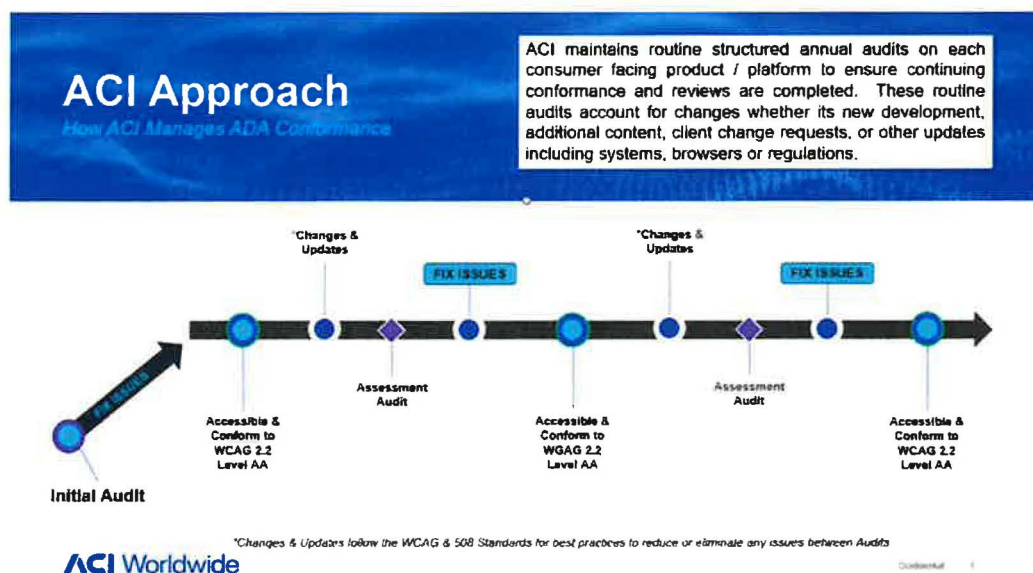


Figure 6. ADA Conformance



## 6. Preferred Qualifications

- 1. Within the last five (5) years, Proposers must have had a minimum of five public sector clients, preferably in the water utility industry or other public utility. Specifically third-party credit card experience.**

ACI's portfolio includes hundreds of utility industry clients, many of which have been in relationship with ACI or using the ACI Speedpay solution for decades. The utility sector represents a large proportion of our Biller business. Utility companies, including one large East Coast power company, were among the first clients to use ACI Speedpay. Continuing development and enhancement of the ACI Speedpay solution catered largely to the needs of the utilities industry. ACI's top talent is coveted for their deep experience with tier-1 utilities and has the most developed and disciplined processes for onboarding utilities such as MCWA. Utilities are a keystone of our business. Over the years, we have refined our testing processes to accommodate industry and innovation for use with the utility sector. Most ACI utilities clients offer payment by credit card, and we are well-equipped to handle this process, including enrolling in utility-specific card programs.

- 2. Proposer must provide its own work facilities, equipment, supplies, and support staff to perform the required services, and any call centers must be located within the continental United States.**

ACI will provide our own facilities, equipment, supplies, and support staff. Our toll-free call center services are an extension of your business and a convenient way for your customers to speak directly to us. In our outsourced, PCI-compliant call center, our customer service representatives (CSRs) handle incoming calls for customers making a payment, customers needing payment information and research, or customers who have general payment questions. CSRs use our web-based portals to search, view, and edit information about individual transactions, and they can provide additional information to callers as you request. ACI Speedpay keeps call data for reporting purposes, and MCWA staff can access call-center payment history through the Client Portal as needed. All agents serving MCWA will be located in the U.S.

## 7. Security Standards & Protocols

### 1. Utilize best practices in development regarding cyber security and the protection of customer account information per OWAP principals.

ACI maintains mature Secure Software Development Life Cycle (SSDLC) and Product Development Methodology (PDM) processes, with security factored in during the development phases.

SSDLC principles are embodied in ACI's Product Development Methodology (PDM), which accommodates waterfall, agile, and iterative development methodologies. Regardless of development methodology, robust security-related development steps and artifacts are required, including: (1) static code analysis (also known as static scanning), (2) dynamic code analysis (also known as dynamic scanning or penetration testing), and (3) third-party component scanning and vulnerability management, followed by a *Risk Action Plan* and remediation if necessary. In addition, ACI engineers undergo mandatory secure coding training. This process is designed to address sensitive personally identifiable information (PII) and payments data used within ACI's solutions while satisfying industry standard best-practice behaviors as called out by PCI and PA-DSS expectations to mitigate common threats like the OWASP Top 10 for sensitive cardholder data.

For details of our secure coding practices, please see the attachment, *ACI 7 Development Security Management Practices Overview*.

### 2. Discuss your disaster recovery service plans to ensure business continuity and minimum disruption to the Authority.

ACI has developed a documented policy for business continuity and disaster recovery approved by management and communicated to appropriate constituents. ACI has also assigned an owner to maintain and review the policy. Multiple external assessors have evaluated the Business Continuity/Disaster Recovery (BC/DR) Program within the past 12 months.

This BC/DR Program plan includes an annual management review of the program for adequacy of resources (people, technology, facilities and funding), as well as a virtual or physical command center where management can meet, organize, and conduct emergency operations in a secure setting.

All products and services in scope have assured business continuity capability that include the following provisions:

- Conditions for activating the plan
- The associated roles and responsibilities
- A maintenance schedule to revise and test the plan
- Awareness and education activities
- Roles and responsibilities for those who invoke and execute the plan
- Change management to ensure changes are replicated to contingency environments.
- Identification of the applications, equipment, facilities, personnel, supplies and vital records necessary for recovery
- Updates from the inventory of IT and telecom assets

- Alternate and diverse means of communications if standard communication channels are unavailable
- Plans for interaction with the media during an event
- Resumption procedures to return to normal business operations
- Notification and escalation to clients

Critical service providers are included in the testing of recovery sites and ACI assesses their ability to retrieve vital records. The dependencies for critical service providers includes annually updated contact information for key personnel, notification and escalation, communication in the event of a disruption at their facility, capabilities adequate to support the plan through contract requirements and third-party service auditor report reviews and notification when their BCP is modified. The annual review includes critical functions, organizational structure and personnel changes.

The annual schedule of required tests includes test objectives for a technology outage, loss of facility or personnel (including pandemic), identification of parties involved, and the evaluation of testing results. Annually conducted BC/DR tests include evacuation drills, notification tests, tabletop exercises, application recovery tests, remote access tests, full-scale exercises, business relocation test, business disruptions and data center failover tests.

Regarding global information security and disaster recovery, highlights of the BCP/DR program include the following:

- Annual evaluation by external assessors annually
- Annual review and testing
- Approval by management
- A pandemic plan
- Workload shifting
- Secure remote access
- Criticality ranking
- RTO/RPO
- Management and implementation by a certified BCP/DR team

**3. Proposer must adhere to the Authority's Customer Information Privacy Policy, which is attached as Appendix A to the RFP.**

ACI agrees to comply with the provisions of Appendix A to the extent such requirements apply to ACI's provision of Services to MCWA. Should additional privacy or security obligations be tied to Appendix A, ACI reserves the right to discuss such requirements with MCWA further.

**4. Furnish certification to the Authority that customer information will be secure.**

ACI has a mature Enterprise Risk Organization, which includes a Global Information Security (GIS) Team. The Information Security Policy and Standards provide a top-down effect on overall security. There are many programs in place for data protection.

ACI has an Access Control standard; all user accounts are unique, role based least privileged for logical and physical access and separation of duties is practiced in all environments. Biometric controls are in

place for highly secured areas such as data centers in addition to security guards and multilayers of physical security. A defense-in-depth layered security model is in place. Some programs include:

- A mature vulnerability management Program
- Data loss prevention controls
- Threat intelligence
- SIEM and event management
- Risk and Compliance Governance
- Business Continuity Plan

ACI employs firewalls, Web Application Firewalls, IDS, IPS, Load Balancing, SIEM/Event Management, Content Filtering, AV, 24/7/365 SOC and Command Center. Data is encrypted both at rest and in transit. Military Strength FIPS 140-2 and Common Criteria EAL2+, AES256 is leveraged. ACI maintains the required compliance to conduct business and each year many audits are conducted to ensure security controls, compliance, and regulatory requirements. MCWA may request, as needed, a copy of ACI's Client Assurance Package, *ACI CAP Hosted Solutions*, which outlines all ACI's industry-leading security practices.

**5. Proposer will furnish evidence of cyber insurance in the event of any loss caused by a security breach of any data of the Authority's customers. If awarded the contract, Proposer will name the Authority specifically as an additional insured for an amount of not less than \$2,000,000.**

ACI agrees to continue to provide MCWA the insurance as provided in the current Master Agreement, including but not limited to Technology Errors & Omissions Liability, which includes Network and Information Security Liability and Communications and Media Liability Insurance with a minimum limit of \$5,000,000 Per Wrongful Act and in the aggregate.

Please see the attachment, *ACI 8 23-24 ACI PAYMENTS, INC – To Whom It May Concern*.

## 8. Mandatory Technical Requirements

### 1. Files must be in a standard NACHA format and encrypted in transit.

ACI is NACHA compliant. We work with the top banks in the country, so regardless of the ODFI, we can create and deliver a NACHA-formatted ACH file directly to your financial institution. ACI has an Information Security Policy and suite of annually updated Global Security Standards requiring board approval. This includes DLP Controls highlighting security elements protecting information at rest, in transit, and being processed. Data classification is also contained within the standards to classify data as public, private, confidential, or restricted.

ACI provides data security at the platform level with Data At Rest Encryption (D@RE) and Data In Transit Encryption (DiTE). These provide security controls on the network and on the storage devices. Data is encrypted at rest using AES 256. SAN Level and database encryption is leveraged. Data is encrypted in transit via multiple methodologies given the different types of platform transmissions such as TLS, AES, Public / Private Key PKI, toward every party involved in the payment transaction. ACI maintains a sizable culture of compliance including PCI-DSS recertification each year for in-scope environments.

### 2. The system must be able to run on Chrome, Edge, Firefox, Safari, or any other web browser with more than 5% market share. In addition, the system must allow customers to pay via smart phone or mobile device using responsive technology.

For ACI Speedpay the following operating systems and browsers are supported:

- Windows 7 might need an additional hub
- Windows 7 Chrome, Mozilla
- Windows 10 Chrome, Mozilla
- MacOS + Safari, Chrome, Mozilla
- iPhone latest 2 models + Safari, Chrome
- iPad + Safari, Chrome
- Samsung Galaxy latest 2 models + Chrome
- Galaxy Note + Chrome Windows 10 tablet and phone + Chrome, IE Edge

For the best Speedpay user experience, please use the latest version, plus two versions back, of the following browsers: Edge, Chrome, Safari, Firefox, and Opera.

Microsoft has not extended the use of Internet Explorer after June 15, 2022 and won't allow for an exception to this timeline, consequently, ACI has discontinued support for Microsoft's Internet Explorer browser. Users can, however, use the dual-engine Edge Internet Explorer mode for compatibility with legacy websites and the Chromium project; that is, you can access old legacy Internet Explorer-based websites and applications and run modern websites with Edge.

**3. The system must be able to integrate with the Authority's third party applications, including but not limited to the MCWA web based customer portal through a secure API or Web Service call to "pass through" associated MCWA customer account information for payment processing.**

ACI Speedpay supports full API integration, file exchange, and a hybrid configuration between the two. Approximately 50% of the ACI Speedpay portfolio supports some API integration, with a smaller percentage using full integration. While API integration offers near real-time interaction between partners, file exchange allows for redundancy and accurate auditing of all processes and procedures.

The ACI solution integrates with external systems via API and/or batch files. ACI secure file transfer methods are typically SFTP with PGP Encryption Integration. ACI provides web services and real time payment notifications centered on payment and enrollment activity.

**4. Payment provider must be easily de-coupled from the Authority's third party applications upon contract termination with Proposer.**

ACI has a Record Retention Policy and Destruction Policies in place. The Information Security Policy and suite of Global Security Standards include these areas. Transactional data is retained for seven years, satisfying the Retention Policy, Compliance, & Regulatory Requirements. All data must be securely purged, deleted, or permanently destroyed after the retention period as defined within the Global Standards preventing recovery. Data destruction is addressed across all platforms as part of the Global Information Security Policy. The Record Retention Policy is reviewed annually; this policy, along with many others, requires ACI employees to understand and formally acknowledge this policy within the mandatory Annual Compliance Training to be completed without exception.

Standards are in place for data management, media destruction and equipment disposal. All decommissioning of systems and non-repairable equipment items follow these standards. Protecting information contained is a primary focal point; various examples of media destruction include:

- Media sanitation
- Shredding
- Incineration
- Degaussing

ACI Authorized vendors are vetted via the TPRM process and must provide a Certificate of Destruction. All media containing any data is destroyed or securely according to policy to prevent recovery. The process is logged maintaining an audit trail exists, rendering data unrecoverable.

**5. The "system" will be hosted by the proposer at a US Based Datacenter that has geographic redundancy and confirms to the latest security framework standards and compliance such as PCI-DSS, GDPR, FIPS 140-2, and NIST 800-171.**

ACI Speedpay's redundant data centers are in Norcross, Georgia (primary production) and Elkhorn, Nebraska (disaster recovery).

Besides redundancy between data centers, each data center includes redundant components to provide a base level of fault tolerance.

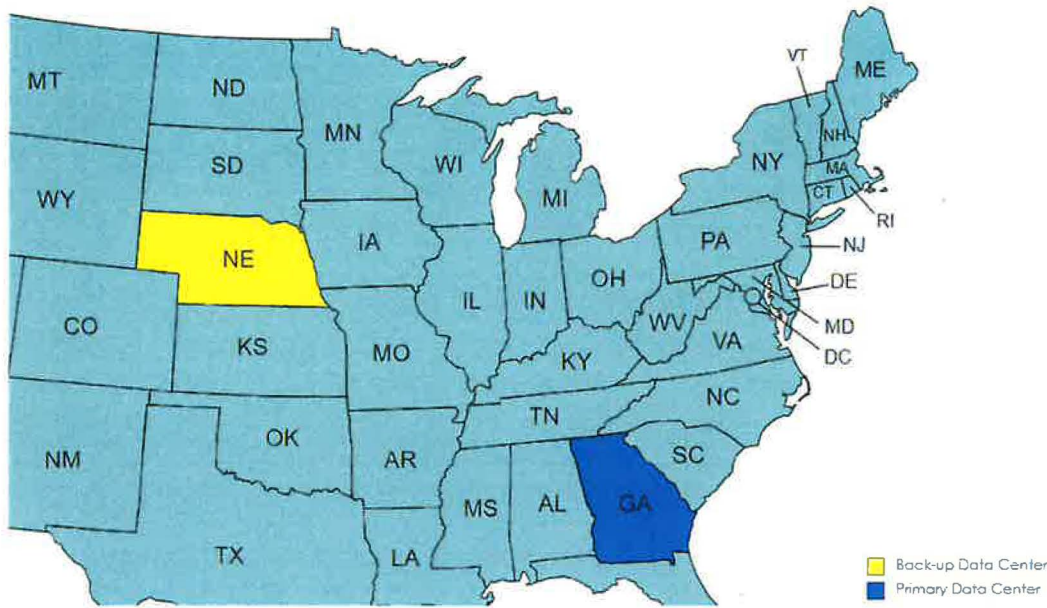


Figure 7. Data Center Locations

ACI’s Information Security Program is designed, implemented, enhanced, and maintained by the Global Information Security Team and there are many individual managed programs. The primary focus is to Protect Company and Customer Systems, Services, and Data against Unauthorized Use, Disclosure, Modification, and Loss.

ACI is certified to the International Standards Organization (ISO) 27001, 27017 and has adopted NIST Cyber Security Frameworks as the foundation of security controls. All control standards related to Information Security and Privacy are based on NIST 800-53, ISO, GLBA, HIPAA, PCI, CSA, & FFIEC Regulatory Requirements. Periodic Risk Assessments are conducted for ACI by 3rd parties. Risk Assessment Testing is conducted internally throughout the year testing security controls. Internal Audit conducts various audits through the year for both financial and IT related.

ACI is compliant with GDPR. Encryption requirements adhere to FIPS 140-2 or FIPS 140-3 government standards.

**6. Integrated Voice Response (IVR): payments made over the phone should be encrypted and securely handled by the Proposer.**

Intrado (formerly known as West) is ACI Speedpay’s IVR vendor. Intrado does not have access to client data at ACI Speedpay (no connection from the IVR Platform to the ACI Speedpay database). ACI Speedpay’s IVR application was developed in house and is hosted separately from Intrado’s IVR platform. Intrado’s IVR platform collects and sends customer input to ACI’s PCI-compliant ACI Speedpay IVR application. The IVR application processes the data (consumer lookup, validations, etc.) and responds with voice prompts, which Intrado’s IVR Platform plays for the customer.

**7. Start date for payment processing no later than February 13, 2025.**

Upon selection, ACI will work with you to further refine your business needs and discuss the appropriate schedule. As MCWA is already an ACI customer, we expect any enhancement project to be completed quickly and without obstacles.



## 9. Other

- 1. It is mandatory that all personal data of customers utilizing the Authority's payment portal shall not be used for any business except for which is being conducted at that time and that our customers can be assured that all personal data will be held securely and will NOT be sold or used for any type of solicitation purposes by Proposer's firm or any other affiliated firm. Please provide assurances that data your firm comes in contact with will not be distributed or used by yourself or any other firm.**

When we collect personal data, it is collected for specific, explicit, and legitimate purposes and will be processed only to fulfill those purposes. ACI collects only personal data that is adequate, relevant, and limited to what is necessary for us to fulfill those purposes. If ACI intends to use personal data for any new purposes not previously identified and which are incompatible with the original purposes, users are notified of those new purposes before that intended use and, where applicable, provided the means by which you may restrict our use of your Personal Data for those new purposes.

ACI adheres to the principles of data privacy established under the General Data Protection Regulation (the "GDPR") and other global privacy laws. Regardless of country of residence, ACI honors the robust rights to privacy of all individuals established under the GDPR. Those rights include the right to: (i) access; (ii) rectification; (iii) erasure; (iv) data portability; (v) objection; and (vi) restriction. Individuals may access the information which ACI has collected about them and exercise their rights by following the process identified in ACI's publicly available privacy policies. When individuals exercise their rights, ACI verifies their identities to prevent the unauthorized use and disclosure of their information.

ACI's privacy policy may be reviewed at <https://www.aciworldwide.com/privacy-policy>.

## MEMORANDUM OF AGREEMENT

This Memorandum of Agreement (the “Agreement”) is made this \_\_\_ day of October 2024, by and between the Monroe County Water Authority (the “Authority”) and the Civil Service Employees Association, Inc., Local 1000 of AFSCME (“CSEA”).

### RECITALS

**WHEREAS**, the Authority and CSEA are parties to a collective bargaining agreement that covers the period from January 1, 2023 to December 31, 2027 (the “CBA”); and

**WHEREAS**, the CBA does not provide for reimbursement to employees for the cost and expense of obtaining a Commercial Drivers’ License (“CDL”); and

**WHEREAS**, the Authority and CSEA have agreed that reimbursement of the cost and expense of obtaining a CDL A or B license for certain full-time employees will benefit both parties;

**NOW, THEREFORE**, the Authority and CSEA hereby agree as follows:

1. Only full-time employees in a job position to which a CDL A or B license would be relevant, as determined by the Authority, are eligible for reimbursement. Any such employees who completed ELDT training within the twelve (12) months prior to this agreement will also be eligible for reimbursement. Employees who let their CDL A or B license expire or lapse are not eligible for reimbursement under this agreement.
2. For eligible employees, the Authority will reimburse the cost of Entry Level Driver Training (ELDT), which is required to obtain a CDL A or B license. The maximum amount to be reimbursed for such ELDT training will be \$3,000.00.
3. The training must be from an approved licensed training facility. The employee must fill out a CDL Education Reimbursement Form prior to taking the ELDT course and must obtain prior approval from their Supervisor, Department Head, and the Executive Director in order to be eligible for reimbursement.
4. Employees must attend ELDT training outside of normal working hours and will not be compensated for their time to attend training. The employee will be locked out during the ELDT training, and therefore will not be called out. Such lockouts will not count towards the employee’s lockouts under Section 12.11(e) of the CBA.
5. The employee will not be reimbursed the training cost if an employee withdraws from training before completing the course, or fails to obtain a CDL A or B license within one (1) year after completing the course.
6. If an employee has been reimbursed, and resigns employment or is terminated for cause less than one year after completing the training course and obtaining a CDL A or B license, the employee will repay the Authority the entire amount of the reimbursement received.

7. This Agreement does not create a custom, precedent or past practice and may not be used as evidence of such in any future proceeding.

8. This Agreement sets forth the entire agreement and understanding between the Parties and merges and supersedes all prior discussions, agreements, arrangements and understandings of every kind and nature, written or oral, regarding the subject matter hereof. This Agreement may not be amended or modified except by a writing signed by the Authority and the CSEA.

**IN WITNESS THEREOF**, the parties have executed this Agreement as of the date above first written.

**CSEA LOCAL 1000, UNIT 7405**

**MONROE COUNTY WATER AUTHORITY**

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Michael Irving  
Unit President

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Nicholas A. Noce  
Executive Director