

January 31, 2014

The Rhode Island Public Transit Authority is seeking a Letter of Interest from viable entities offering merchant services credit card processing solutions. Please submit a Letter of Interest of no more than five pages to

RIPTA processes approximately 900 credit card transactions on a monthly basis via one credit card processing machine and on-line orders. RIPTA has recently purchased seven ticket vending machines which will greatly expand our ability to process credit card purchases. Because we are expanding this capability greatly, RIPTA is looking to review its credit card processing contract to determine if given the growth in transactions we can obtain a better rate.

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Telefax: (401) 784-9595  
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**Email responses are acceptable**

The responses must be received by 1:00pm EST on February 18, 2014  
The Letter of Interest should address the following specific items:

1. Please provide RIPTA with a scope of services that your agency provides, as well as a fee description.
2. Provide an overview of your agency, including any subsidiary/parent companies.
3. Does your agency use a third party for any customer or credit card processing services? If so, please provide an explanation.
4. How will your agency manage and support RIPTA with chargebacks, fraud protection, and credit issues?
5. Please explain your cyber security system currently in place.
6. Please explain your debit card processing capabilities as well as which networks you currently use.
7. What are your procedures to reverse an incorrect authorization?
8. What differentiates your service from other providers?
9. Will your rates change as we meet higher levels of usage?