



Ho-Chunk Nation

Ho-Chunk Gaming

Merchant Services

Request For Proposals



Release Date: August 5, 2019

Response Date: August 16, 2019

Introduction

The Ho-Chunk Nation (“Ho-Chunk” or “Nation”) is requesting proposals from companies interested in providing Merchant Services to the Nation’s six Ho-Chunk Gaming casinos.

Ho-Chunk Nation Background Information

The Nation is a federally recognized Indian Tribe with approximately 7,253 enrolled members, a majority of whom reside on the Nation’s 4,602-acres of reservation lands located throughout Wisconsin and Minnesota. The Nation’s headquarters are located in Black River Falls, Wisconsin, approximately 130 miles north of Madison. The Ho-Chunk Nation Constitution establishes four (4) branches of government which are the General Council, Executive Branch, Legislative Branch and the Judicial Branch. All eligible voters of the Ho-Chunk Nation are entitled to participate in General Council. The General Council retains the power to set policy for the Nation. This policy shall be resolutions proposed and approved at Annual Meetings and Special Meetings, by a majority vote of the qualified voters of the Ho-Chunk Nation General Council. The Executive Branch is tasked with enforcing law and the operations of the Nation’s revenue generating enterprises. The Legislative Branch makes law and allocates funds. The Judicial Branch interprets the Nation’s Laws and HCN Constitution; it is also the jurisdiction for case law. (See www.ho-chunknation.com)

Ho-Chunk Gaming Information

The Nation owns and operates six gaming facilities throughout central Wisconsin, which offer both Class II and Class III gaming pursuant to a Tribal-State gaming compact with the State of Wisconsin (the “Casinos”). (See www.ho-chungaming.com)

Ho-Chunk Gaming Wisconsin Dells

Address: S3214 County Road BD
Baraboo, WI 53913

Gaming: Approximately 1,776 Class III Slot Machines, 26 Tables, Poker, Bingo and OTB.

Hotel: 302 Rooms

F&B: 7 Outlets

Ho-Chunk Gaming Madison

Address: 4002 Evan Acres Rd
Madison, WI 53718
Gaming: Approximately 1,200 Class II Slot Machines
F&B: 2 Outlets

Ho-Chunk Gaming Black River Falls

Address: W9010 Hwy 54 East
Black River Falls, WI 54615
Gaming: Approximately 795 Class III Slot Machines, 8 Table Games and Bingo
Hotel: 180 Rooms
F&B: 3 Outlets

Ho-Chunk Gaming Tomah

Address: 27867 Hwy 21 East
Tomah, WI 54660
Gaming: Approximately 98 Class III Slot Machines

Ho-Chunk Gaming Nekoosa

Address: 949 County Rd G
Nekoosa, WI 54457
Gaming: Approximately 649 Class III Slot Machines, 7 Table Games and Poker Tables
F&B: 3 outlets

Ho-Chunk Gaming Wittenberg

Address: N7198 US Hwy 45
Wittenberg, WI 54499
Gaming: Approximately 812 Class III Slot Machines
Hotel: 60 Rooms
F&B: 3 Outlets

Scope of Work

The Ho-Chunk Nation operates several food & beverage, lodging, and entertainment businesses throughout the southern half of Wisconsin. These businesses accept a variety of cards from different associations, including, MasterCard, Visa, American Express, and Discover. The businesses utilize Agilysis InfoGenesis point of sales system and V1 property management system. Both of the food & beverage and lodging systems have integrated card swipes and use Shift4 as the gateway between the merchant and the bank/processor. In the prior 12 months, the collective six (6) Ho-Chunk Gaming profit centers listed above had approximately 176,417 payment card transactions resulting in \$8.11 million charge volume. Average transaction amount for the F&B and Hotel outlets are \$20.50 and \$125 respectively.

The Merchant Services Provider will complete all bank/processor services and must have online settlement services available for sites that use standalone and web based card terminals. Merchant

Services Provider will act as a bank intermediary for setting up MasterCard and Visa accounts. Merchant Services Provider will provide downloadable on-line statements, telephone technical and account support, ongoing corporate account support, and assistance with evaluating issues that result in downgrades or the incurrence of additional service fees.

Questions For Response

Please provide answers for the following questions within your RFP response.

1. Provide detailed Transactions and Authorization pricing.
2. What is your current processing platform?
3. How would your company handle relationship management with the Ho-Chunk Nation's account?
4. Does your company act as a bank intermediary for card account setup with MasterCard, Visa, American Express, and Discover?
5. Does your company offer a brandable gift card program? If yes, what is its price structure?
6. Outline your platforms Mobile Commerce Programs / NFC capabilities.
7. Is your processing platform EMV certified with Shift4 and Freedom Pay?
8. Does your company have any platform migrations planned in the next five years?
9. Has your company had any acquisitions or plans for future acquisitions or expansions that would affect your level of service?
10. Provide the additional value added services that your company provides through merchant services.

Proposal Submission Process

All proposals are due at the address listed below no later than August 16, 2019.

Ho-Chunk Nation Department of Business
Tribal Office Building
Attention: Scott Marecek
W9814 Airport Rd
Black River Falls, WI 54615

Email proposals are accepted and can be sent to Scott.Marecek@ho-chunk.com.

The Ho-Chunk Nation reserves the right to reject any or all proposals, to waive any irregularity or informality in a proposal, and to accept any item or combination of items, when to do so would be to

the advantage of the Ho-Chunk Nation. It is also within the right of Ho-Chunk Nation to reject proposals that do not contain all elements and information requested in this document. The Nation shall not be liable for any losses incurred by the proposer throughout this process.

Evaluation Process

The RFP Coordinator will review all proposals received to ensure that all administrative requirements of the RFP have been met by the proposers. Each proposal will be reviewed to ensure that all documentation requiring a signature have been signed. Failure to meet these basic requirements will be cause for rejection of a proposal. All proposals that meet the administrative requirements will then be turned over to the evaluation team for further evaluation.

The Evaluation Team will evaluate the quality and completeness of each proposal as it addresses the service requirements outlined in the respective RFP selection.

The Evaluation Team will review all proposals received and determine a ranking selection. Additionally, the Team may, in its sole discretion and in the course of its evaluation, ask for additional information from the proposers.

RFP Terms and Conditions

RFP Amendments

The Ho-Chunk Nation reserves the right to addend or amend the RFP prior to the date of proposal submission.

Proposal Withdrawal

Prior to the proposal date, a submitted proposal may be withdrawn by the proposed by submitting a written request to the email address named herein. A person authorized to sign for the proposer much sign all such requests.

Economy of Presentation

Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of proposer's capabilities to satisfy the requirements of this RFP. Fancy bindings, colored displays, and promotional material are not required. Emphasis on each proposal must be on completeness and clarity of content.

Restriction on Communication with Staff

From the issue date of this RFP until a proposer is selected and the selection is announced, proposers are not allowed to communicate for any reason with any Ho-Chunk Nation staff or elected officials except through email at Scott. Marecek.Bedeau@ho-chunk.com named wherein or as provided by existing work agreement(s). For violation of this provision, the Ho-Chunk Nation shall reserve the right to reject the proposal of the offending proposer. All questions concerning this RFP must be submitted by email to Scott.Marecek@ho-chunk.com and shall reference the numbered item for which the question is asked. No response other than written will be binding upon the Ho-Chunk Nation.

Cost for Preparing Proposals

The cost for developing the proposal is the sole responsibility of the proposer, the Ho-Chunk Nation will not provide reimbursement for such costs.

Conflict of Interest

If a proposer has any existing client relationship that involves the Ho-Chunk Nation that would prevent either from being objective, the proposer must disclose such relationship.

Ethics in Public Contracting

By submitting their proposals, all proposers certify that their proposals are made without collusion or fraud and that they have not offered or received any inducements from any other proposer or sub proposer in connection with their proposals, and that they have not conferred with any Ho-Chunk Nation employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater values was exchanged.

RFP Cancellations

The Ho-Chunk Nation may cancel the RFP or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous.

Questions should be directed to the Ho-Chunk Nation Department of Business, via email to:

Scott.Marecek@ho-chunk.com