Single Point Contact: Jeff Hewitt, Director of Business (314)707-1707 or jeffatm@aol.com

References:
1. University of Missouri, Ann Toelner, (573)882-2968
2. Walgreens, Sam Nelson, (847)914-2380
3. Walmart/Murphy USA, Bill Diechler, (870)881-6818
5. Six Flags, John Gray, (972)595-5130

General Information

A. Personnel
1. Jeff Hewitt
   President/CEO Welch ATM

   Jeff Hewitt, President and CEO of Welch ATM has spent 100% of his 26 year professional career in the ATM industry and is one of the most recognized and respected people in the industry. Before joining Welch ATM eleven years ago, Mr. Hewitt spent more than 16 years with NCR Corp, holding various positions, including roles in Sales Management, Global Marketing Director, Director of Engineering & Development and Vice Preside of Global OEM.

   Today, Mr. Hewitt continues to transform the ATM industry by improving solutions and customizing every program for each individual customer. Under his guidance, Welch ATM has been named “ATM Deployer of the Year” by the ATM Industry Association.

   Brad Cummins
   CFO/COO Welch ATM

   Brad Cummins, CFO and COO of Welch ATM has spent his career working with community & commercial banks. Before joining Welch ATM 8 years ago Brad acted as Vice President of Loans at First Bank in St. Louis, MO, Senior Vice President of consolidated operations for First Bank, IL and Regional Controller at Fifth Third Bank in Southeast Michigan.

   Brad joined our Welch ATM family in 2003, acting as our Chief Finance Officer and Chief Operating Officer. Everyday Brad leads and oversees Welch ATMs daily activity, while based in our headquarters in Peoria, Illinois.
Adam Hobelmann  
Vice President Welch ATM

Adam Hobelmann, like Jeff Hewitt has spent 100% of his professional career dedicated to the ATM industry. Adam began his career working with Diebold Inc. in a variety of capacities, including engineering services for five years where he was heavily involved in ATM research and development projects. Adam then spent the next ten years in Diebold’s sales and marketing group working with a number of financial, retail, and government institutions. Adam joined our Welch ATM family in 2009 acting as our Vice President of Sales after 15 years with Diebold Inc.

2. Contact Person: Jeff Hewitt, Director of Business

B. Experience

1. Welch Systems ATM is not currently for sale or involved in any transaction to expand or to become acquired by another organization. Welch Systems has not been involved in any reorganization, acquisition or merger within the last (3) years.
2. No complaints or lawsuits have been filed with state or federal agencies or in the courts of the State if Iowa, against Welch Systems where the alleged violation was directly related to TMs.
3. Audited financial statements and annual report for the past two years is attached.

C. Risk Management

1. Whether we are repairing or replacing parts within the ATM and/or loading software, our second line service technicians are trained and certified on a wide variety of ATM models. As a Welch ATM customer, you receive the benefit of having many out-of-scope calls included in our maintenance program, saving you time and money.

The Welch ATM service and maintenance support is structured for success. Call handling process has several checkpoints as a call goes through the process of being completed.

1) Calls are entered into our call management systems when a client calls our Help Desk, or sends an email. This starts the process.
2) Our dispatchers have 20 minutes maximum to get a call to the assigned technician. If it exceeds this time then the call is escalated to the District Service Mangers. After 30 minutes the call gets escalated to the National Service Account Manager. After 60 minutes the call gets escalated to the Executive Vice President of Service.
3) The technician will provide an ETA to the client within 30 minutes.
4) If the technician cannot meet the SLA, the call is escalated to the District Service Manager to reassign the call and notify the client of a new ETA.
5) After 1 hour onsite and the problem is not resolved, the technician will contact our 3rd level Technical Support for assistance.
6) All calls that are not resolved the same day are escalated to the District Service Manager, National Service Account Manager and the Technical Support Manager.
7) An action plan is developed and communicated back to the client. This plan is updated twice per day until the problem is resolved.

2. Every ATM will go through a planned “PM” every quarter. The “PM” includes:
   Testing all components, thorough cleaning of fascia, replacing dispenser belts, cleaning card reader heads, cleaning dispenser sensors, visually testing display for ‘burn ins’, resetting all electronic connections and testing communications
3. Calls are entered into our call management systems when a client calls our Help Desk, or sends an email. This starts the process.
   o Our dispatchers have 20 minutes maximum to get a call to the assigned technician. If it exceeds this time then the call is escalated to the District Service Managers. After 30 minutes the call gets escalated to the National Service Account Manager. After 60 minutes the call gets escalated to the Executive Vice President of Service.
   o The technician will provide an ETA to the client within 30 minutes.
   o If the technician cannot meet the SLA, the call is escalated to the District Service Manager to reassign the call and notify the client of a new ETA.
   o After 1 hour onsite and the problem is not resolved, the technician will contact our 3rd level Technical Support for assistance.
   o All calls that are not resolved the same day are escalated to the District Service Manager, National Service Account Manager and the Technical Support Manager.
   o An action plan is developed and communicated back to the client. This plan is updated twice per day until the problem is resolved.

4. Welch Systems backs up data daily and requires no systems downtime.
5. We have mobile ATMs we use in case of disasters on site such as tornados. We use this system from Joplin tornados with two mobile ATMs. Mobile Systems Backup Recovery is immediate and in place.

ATM Services

A. All ATM locations shall be have a Triton. More information regarding this ATM is located on the attached brochure.
B. ATMs will be able to perform cash withdrawals, cash advances from credit cards, balance inquiries and transfers between accounts.

C. As a customer of Welch ATM, your ATM Fleet will go through a planned “PM” every quarter. The “PM” includes: Testing all components, thorough cleaning of fascia, replacing dispenser belts, cleaning card reader heads, cleaning dispenser sensors, visually testing display for ‘burn ins’, resetting all electronic connections and testing communications. This helps ensure that your maintenance volume remains low as your equipment ages. Nautilus Hyosung America ATMs are the ‘work-horse’ ATMs of the industry. They have all the bells and whistles of their competitors but are more cost efficient and are more RELIABLE.

D. The Nautilus Hyosung America products are UL-291 Level 1 rated and has been proven in the field time and again. Additional standard features like the EPP PIN shields and over the shoulder assurance mirrors maximize customer privacy and enhance safety. Certified keyboards give you the ability to comply with PCI EPP requirements, and optional security cameras for both surveillance and cash withdrawal areas allow you to protect both your customers and your cash assets at the ATM. Optional software and transactional security features are available. Nautilus Hyosung America ATMs have the ability to accommodate a Lanex/DRV with SR8 to record transactions alongside the picture. Optional security cameras for both surveillance and cash withdrawal areas allow you to protect both your customers and your cash assets at the ATM. Nautilus Hyosung America ATMs are compatible with Hunt HTC66EL 1/3’ lens camera.

E. ATM equipment shall fit within the existing space provided at the current locations on campus.

F. Upon receiving a contract, Welch ATM will begin to move forward on your ATM Project. A Project Manager from Welch ATM headquarters will be assigned to the account to ensure customer satisfaction at all times. This Project Manager has the main goal of implementing your ATM Project in a timely fashion while maintaining customer satisfaction at all times.

The steps for implementation plans and installation are the following:

- Obtain contact information for each site
- Retain site pictures and existing measurements of ATM area
- Determine ATM equipment specs
- Order equipment
- Schedule construction crew for removal of existing equipment and installation of new equipment
- Schedule tech to program
- Schedule cash company to load ATM
- Confirm ATM is brought live at cash load

G. Welch Systems ATM will work on any schedule required by the University.
H. If new locations are requested by the University, Welch Systems shall work with the University to determine a revenue/cost sharing of each additional ATM.

I. All National, Regional and Local Networks which mainly include: PLUS, Cirrus, Pulse, Mastercard, Visa, Maestro, CU24, CO-OP, Link, Exchange, Accel, American Express, NYCE, Discover and California EBT. We are members of all ATM Networks.

J. A detailed listing of Welch System’s current ATMs located in Iowa and Illinois is attached to proposal.

K. Welch Systems is open to servicing campus ATMs which may be owned or leased directly by the University.

L. Welch Systems is able to provide mobile ATMs for specified occasions. Welch Systems works very closely with NCR who has been the world leader in ‘non cash’ transactions. If the database for these events is available online then Welch Systems can implement ‘non cash’ transactions through the ATM. Welch Systems has the ability to promote activities and events through the ATM screens and receipts. Or the University can promote special products and discounts through the ATM. Our ATMs are capable of producing a coupon at the bottom of the receipt giving a discount on a product this service is free to the University and can be loaded to ATMs remotely on real time basis. One of the unique things Welch Systems has is a high definition video display that sits above the ATM where the University can run commercials or promote services. All ATMs will be preconfigured with the appropriate University locations logo. We promote the University, not ourselves.

Reporting

A. Welch Systems is able to provide monthly and annual reporting of ATM transactions by location by transaction type.

B. Samples of reporting shall be provided to the University if Welch Systems shall win the proposal.

C. WELCH ATM will provide Authorities that have jurisdiction all records that are maintained including: ATM Journals, ATM Network Journals, Transaction Reporting, Transaction Records including last 4 digits of account number. All records will be maintained for up to 10 years from the transaction date and provided within one business week of request.

D. As a partner with Welch ATM, Bancsource offers extensive monthly reporting, as part of your contract that includes but is not limited to the following:
   - Call volume
   - Arrival time compliance percentage
   - First time fix percentage
   - Mean time to arrive
   - Mean time to complete service
   - Mean time to repair equipment
Welch Systems ATM Response to Proposal Number 14570 for the University of Iowa

- Trips per call
- Up-time report for equipment
- Excessive service call reports

E. If the University prefers the reporting be completed in a particular format, Welch Systems shall be able to comply with the selected formatting.

F. Monthly transaction reports will be provided through mail with hard copy or electronically through e-mail. Welch Systems also provides an ‘on-line’ real time Web based system that allows customers to pull transaction reports at any time for all locations. Customer can also use this system to validate reliability, verify transactions and review specific locations. We can set the system up with unique passwords and identification for each campus. These reports are tied directly into the ATM processor for authenticity.

ATM Implementation

A. Welch Systems is focused in the ATM Industry and our company Mission Statement is “Create Convenient and Valuable Transactions through the ATM in the most Efficient manner possible to our Customers.” Because Welch Systems relies on installing and servicing ATMs, obstacles in the implementation of the machinery is dealt with in a timely fashion to bring the best service to our customers.

B. Upon receiving a contract, Welch ATM will begin to move forward on your ATM Project. A Project Manager from Welch ATM headquarters will be assigned to the account to ensure customer satisfaction at all times. This Project Manager has the main goal of implementing your ATM Project in a timely fashion while maintaining customer satisfaction at all times.

The steps for implementation plans and installation are the following:
1) Obtain contact information for each site
2) Retain site pictures and existing measurements of ATM area
3) Determine ATM equipment specs
4) Order equipment
5) Schedule construction crew for removal of existing equipment and installation of new equipment
6) Schedule tech to program
7) Schedule cash company to load ATM
8) Confirm ATM is brought live at cash load

C. Normally, we can have the ATM installed within 20 business days of being awarded the contract

D. We use local companies and employees to service ATMs. We will promote activities and events of the University through High Definition Video Displays on top of ATMs and ATM screens with the consent of the University.
Welch Systems ATM Response to Proposal Number 14570 for the University of Iowa

ATM Financial Partnership

A. Attachment D.1 is attached providing an explanation of revenue or cost sharing opportunities on the form.
Section 5 – Form of Proposal
Automatic Teller Machines, Campus Branch Financial Services and ID Card Financial Related Services

Request for Proposal Number 14570

To: The University of Iowa
    Purchasing Department
    202 PCO
    Iowa City, Iowa 52242-2500

5.1 The undersigned Firm, in response to Request for Quotation number 14570, having examined the General Information, Instructions to Firms, Specifications / Firm Requirement, Scope of Work, Terms and Conditions, Evaluation Criteria / Method of Award, and, this Form of Proposal, all of which comprise the Contract Documents, hereby submits its proposal in accordance with the Contract Documents, within the time set forth therein.

5.2 Firm acknowledges receipt of the following Addenda, which are a part of the Contract Documents:

<table>
<thead>
<tr>
<th>General Information</th>
<th>Terms and Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructions to Firms</td>
<td>Evaluation Criteria / Method of Award</td>
</tr>
<tr>
<td>Specifications / Firm Requirements</td>
<td>Form of Proposal</td>
</tr>
</tbody>
</table>
5.3 The sections of this proposal listed below represent trade secrets, proprietary or confidential information. Note: Monetary sections of this proposal cannot be withheld as trade secret, proprietary or confidential information.

If none, mark: None.

<table>
<thead>
<tr>
<th>Page No.</th>
<th>Subsection/Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>none</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.4 The undersigned Firm provides the following references as required per the specifications of the Request for Proposal. The University of Iowa reserves the right to check additional sources or make any further investigations deemed necessary.

References:
(In addition to the name and address of the organization please include the name of a contact person, their phone number and e-mail address)

Reference #1: University of Missouri
Ann Tecler (573) 882-2468

Reference #2: Walgreens
Sam Nelson (847) 914-2380

Reference #3: Walmart/Murphy USA
Bill Dieckler (870) 881-6818

Reference #4: Six Flags
John Gray (773) 596-5130

5.5 The Firm states that full compliance with the Contract Documents is maintained in this proposal, unless otherwise stated on Attachment C, Proposal Compliance Form, submitted in response to this Request for Proposal number 14570.

5.6 The Firm understands that the University of Iowa reserves, solely, the right to reject any and all proposals, to waive irregularities, defect, or technicalities in any proposal, and accept any proposal in whole or in part that it deems to be in its best interest.

5.7 The Firm agrees their proposal is an offer to The University of Iowa that may not be withdrawn for a period of one hundred twenty (120) calendar days after the opening of the proposals.
5.8 To assist in preparing the Firm’s proposal, the Firm is reminded the following documents must be included with submitted proposal to receive consideration:

1. Section 5, Form of Proposal, pages 21 through 23, completed and signed.
2. Complete detailed responses in numeric order to all requested information and questions included in Section 3 – Specifications/Firm Requirements.
3. Complete detailed responses in numeric order to all requested information and questions included in Section 4 – Scope of Work.
4. Attachment A – Proposal Certification Form
5. Attachment B – RFP Response and Firm Question Form
6. Attachment C – Proposal Compliance Form with any exception clearly explained, to the terms, conditions, or specifications of Request for Proposal number 14570.
7. Attachment D – Quotations
   D.1 - ATM Quotations
   D.2 - Branch Financial Services Quotations
   D.3 - ID Card Financial Related Services Quotations
8. Two (2) Certificates of Insurance, one original and one copy.
9. Bankers Blanket Bond or Financial Institutional Bond, one original and one copy.

5.9 The Firm hereby certifies by signing below: that this proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm or corporation; that the Firm has not directly or indirectly induced or solicited any other Firm to put in a false or sham proposal; that the Firm has not solicited or induced any person, firm or corporation to refrain from bidding; and, that the Firm has not sought by collusion or kickback to obtain any advantage over any other Firm or over The University of Iowa.

<table>
<thead>
<tr>
<th>Firm Business Name:</th>
<th>WSI, LLC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firm’s Official Business Address:</td>
<td>7906 N. Terra Vista Dr., Peoria, IL 61614</td>
</tr>
<tr>
<td>Federal Employment Identification Number:</td>
<td>270-3811343</td>
</tr>
<tr>
<td>Firm’s State or Foreign Country of Residence:</td>
<td>IL</td>
</tr>
</tbody>
</table>
| Authorized Signature: | [Signature]
| Name, Printed or Typed: | Jeff Hewitt |
| Title: | Director of Business |
| Telephone Number: | (314) 707-1707 |
| Date: | 11-28-11 |
| Firm’s representative to contact during normal business hours regarding this proposal is: | Jeff Hewitt |
| Telephone number of this representative | (314) 707-1707 |
| E-mail Address of this representative | Jeff@atm@aol.com |
ATTACHMENT A –
Proposal Certification Form

The University of Iowa
Purchasing Department
202 PCO
Iowa City, Iowa 52242-2500

The undersigned certifies that to the best of her/his knowledge: (check one)

☑ There is no officer or employee of The University of Iowa who have, or whose relative has, a substantial interest in any contract award subsequent to this proposal.

☐ The names of any and all public officers or employees of The University of Iowa or the Iowa Board of Regents who have, or whose relative has, a substantial interest in any contract award subsequent to this proposal are identified by name as a part of this submittal.

The undersigned further certifies that their firm (check one) ☐ IS, or, ☒ IS NOT currently debarred, suspended, or proposed for debarment by any federal or state entity. The undersigned agrees to notify The University of Iowa of any change in this status, should one occur, until such time as an award has been made under this procurement action.

In compliance with the Request for Proposal, 14570, after carefully reviewing all the terms, conditions and requirements contained therein, the undersigned agrees to furnish such goods/services in accordance with the specifications / scope of work.

<table>
<thead>
<tr>
<th>Firm Name:</th>
<th>Jeff Hewitt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firm Address:</td>
<td>7206 N. Terra Vista Dr., Peoria, IL 61614</td>
</tr>
<tr>
<td>Signed by:</td>
<td>[Signature]</td>
</tr>
<tr>
<td>Title:</td>
<td>Director of Business</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>(314) 707-1707</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>(636) 536-5045</td>
</tr>
<tr>
<td>Federal ID #:</td>
<td>30-3811343</td>
</tr>
</tbody>
</table>
ATTACHMENT B –
RFP Response and Firm Questions Form

Email the following Response letter by Tuesday November 8, 2011 to the attention of:

TO: John Hillesland
    Purchasing Agent
    The University of Iowa
    Purchasing Department
    202 PCO
    Iowa City, Iowa 52242

    john-hillesland@uiowa.edu

Dear Mr. Hillesland:

☑ Yes, my Firm WILL respond to Request for Proposal number 14570
☐ No, my Firm WILL NOT respond to Request for Proposal number 14570.

Please indicate with “X” the items your firm will be bidding on

<table>
<thead>
<tr>
<th>ATM VENUES:</th>
<th>WILL RESPOND</th>
<th>WILL NOT RESPOND</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIGH TRAFFIC STUDENT VENUES</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>UIHC COMPLEX</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>SPORTS VENUES</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>LOW TRAFFIC MIXED USE LOCATIONS (ONE OR MORE)</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

| BRANCH LOCATIONS:                              |             |                  |
| IMU BRANCH                                    |             |                  |
| UIHC BRANCH                                   |             |                  |

| ID CARD FINANCIAL RELATED SERVICES:            |             |                  |
| (must also bid on HIGH TRAFFIC STUDENT ATM VENUES and encouraged to bid on IMU BRANCH) |             |                  |
| ATM/PIN-based Debit                           |             |                  |
| Signature-based Debit                         |             |                  |

Firm Questions: All questions from the Firms concerning this RFP number 14570 should be emailed to Purchasing by Tuesday November 8, 2011 3:00 PM CDT.

With all questions submitted, please indicate your complete Firm name, address, the name, phone number, fax number, and e-mail address of the person(s) submitting questions regarding this RFP.
ATTACHMENT C –
Proposal Compliance Form

Note: Firms must review and respond to the terms and conditions listed in the eBid system.

I hereby certify total compliance with all terms, conditions and specifications of this Request for Proposal (RFP) Number 14570 and as listed in the University’s eBid system, except as expressly stated below.

<table>
<thead>
<tr>
<th>RFP Item Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature: [Signature]

Name, Printed or Typed: Jeff Hewitt

Date: 11-28-11
# ATTACHMENT D.1 – Financial Partnership

## ATM Revenue/Cost Sharing Quotation Form

Disclose any and all revenue sharing or cost sharing on ATMs and other incentives, as well as surcharging proposed. Indicate ATM functionality and network membership. The RFP stipulates a minimum 5 year contract. Firms may bid on 1 or more of the numbered line items. (See Attachment E. for specific locations included in each line item.) Firm may also submit one bid to include all ATM locations. Firms are encouraged to consider cost sharing bids on lower volume ATM locations.

Please indicate annual revenue/cost sharing quotes under 5 and 10 year contract term scenarios.

<table>
<thead>
<tr>
<th>Current ATMs Quotation:</th>
<th>Annual Revenue / Cost Sharing (If cost sharing, please indicate as a negative amount)</th>
<th>Surcharge per Transaction</th>
<th>Functionality (Full Function or Cash Dispense)</th>
<th>ATM Network(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5-Year Contract Term</td>
<td>10-Year Contract Term</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1-HIGH TRAFFIC STUDENT VENUES</strong></td>
<td>65%</td>
<td>70%</td>
<td>$2.50</td>
<td>CD</td>
</tr>
<tr>
<td><strong>2-UIHC COMPLEX</strong></td>
<td>65%</td>
<td>70%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>3-SPORTS VENUES</strong></td>
<td>55%</td>
<td>60%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>4-LOW TRAFFIC MIXED USE-COLLEGE OF DENTISTRY</strong></td>
<td>55%</td>
<td>60%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>5-LOW TRAFFIC MIXED USE-COLLEGE OF LAW</strong></td>
<td>55%</td>
<td>60%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>6-LOW TRAFFIC MIXED USE-UNIVERSITY SERVICES BUILDING</strong></td>
<td>55%</td>
<td>60%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>7-LOW TRAFFIC MIXED USE-CAMPUS RECREATION &amp; WELLNESS CENTER</strong></td>
<td>55%</td>
<td>60%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>8-LOW TRAFFIC MIXED USE-FINKBINE GOLF COURSE</strong></td>
<td>55%</td>
<td>60%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>Proposed New Locations:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>9-LOW TRAFFIC MIXED USE-CENTER FOR DISABILITIES &amp; DEVELOPMENT</strong></td>
<td>55%</td>
<td>55%</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>10-LOW TRAFFIC MIXED USE-COLLEGE OF PUBLIC HEALTH</strong></td>
<td>55%</td>
<td></td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>11-Servicing UI Owned/Leased ATMs</strong></td>
<td>$295/mo</td>
<td>$295/mo</td>
<td></td>
<td>CD</td>
</tr>
<tr>
<td><strong>12-Quotation for all ATMs</strong></td>
<td>65%</td>
<td>68%</td>
<td></td>
<td>CD</td>
</tr>
</tbody>
</table>