

WILSON SCHOOL DISTRICT
2601 GRANDVIEW BLVD.
WEST LAWN, PA 19609
Phone 610-670-0180

REQUEST FOR PROPOSAL
LOCKBOX SERVICES - REAL ESTATE AND PER CAPITA TAX RECEIPTS

Request for Proposal documents may be obtained by calling (610) 670-0180, x. 1145, between the hours of 7:30 a.m. and 4:00 p.m., weekdays, by visiting the Wilson School District website at www.wilsonsd.org, or by emailing Joanne Beard, CPA, Controller, at beajoa@wilsonsd.org

Upon receipt of this Request for Proposal, please email the following information to Joanne Beard, CPA, Controller, at beajoa@wilsonsd.org, to ensure receipt of all updated information and addenda, if any.

FIRM NAME:
CONTACT NAME:
ADDRESS:
TELEPHONE:
FAX:
E-Mail:

PROPOSALS DUE: March 31, 2022, 1:00 p.m. E.S.T.

WILSON SCHOOL DISTRICT

ADMINISTRATIVE AND CONTRACTUAL INFORMATION

1. Purpose

This request for proposal (“RFP”) provides interested financial institutions (hereinafter, “Proposers”) with sufficient information to enable them to prepare and submit proposals for consideration by the Wilson School District (the “District”) for **LOCKBOX SERVICES - REAL ESTATE AND PER CAPITA TAX RECEIPTS**.

2. Availability of Documents

RFP documents may be obtained by calling (610) 670-0180, x. 1145, between the hours of 7:30 a.m. and 4:00 p.m., weekdays, by visiting the Wilson School District website at www.wilsonsds.org, or by emailing Joanne Beard, CPA, Controller, at beajoa@wilsonsds.org

3. Deadline for Questions

Questions regarding this RFP must be submitted via email to Joanne Beard, CPA, Controller, at beajoa@wilsonsds.org on or before **3 p.m. on March 25, 2022** to ensure sufficient time to prepare a response. Responses to questions will be provided to all Proposers who have provided their contact information to the District. Questions will only be accepted via email; no telephonic, written, and/or faxed questions will be accepted.

4. Scope

This RFP contains Administrative and Contractual Information, Notice to Proposers, General Conditions, and Specifications.

5. Incurring Cost

The District is not liable for any cost incurred by Proposers in responding to this RFP.

6. Addenda Process

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to Proposers who have provided their contact information to the District.

7. Proposal Submission Deadline

In order to be considered for selection, hard copies of proposals must be received no later than 1:00 p.m. E.S.T. on Thursday, March 31, 2022, at the Wilson School District Administration Building, 2601 Grandview Boulevard, West Lawn, PA 19609. It is Proposer’s sole responsibility to insure that their proposal has been received by the District by this deadline.

Proposals received after the deadline, even if postmarked earlier, will not be considered. Proposals will not be accepted via electronically, including via email or facsimile.

8. Completeness of Proposal

In order to be considered for selection, Proposers must submit a complete response to this RFP, including addressing all topics raised in this RFP.

9. Economy of Preparation

Proposals should be prepared simply and economically, providing a straight-forward, concise description of Proposer's capabilities to satisfy the requirements of this RFP. Fancy bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of content.

10. Proposal Submission

All proposals shall be submitted in a sealed envelope marked "LOCKBOX SERVICES - REAL ESTATE AND PER CAPITA TAX RECEIPTS." Proposals must be signed in ink. The destination for the delivery of proposals shall be the Administration Building, ATTENTION: Christine A. Schlosman, Wilson School District, 2601 Grandview Boulevard, West Lawn, PA 19609.

WILSON SCHOOL DISTRICT

NOTICE TO PROPOSERS

Informality of Proposal and Acceptance, Rejection or Selection of Items

The District expressly reserves the right to reject any or all proposals, to waive any informalities or irregularities in the proposals received, and to accept the proposal which the District, in its sole and absolute discretion, deems to be in its best interest.

Proposal Evaluation Criteria

No contract shall be awarded until the proposals have been examined and the award authorized by the District's Board of School Directors. The District intends to award a contract to the Proposer that submits the highest quality proposal, evaluated using the following criteria:

1. Cost - The proposed fee structure of the duration of the contract as it relates to the plan and administration of the lockbox services. While this area will be weighted somewhat heavily, it will not necessarily be the deciding factor in the selection process.
2. Proposer's creditworthiness.
3. Proposer's prior experience and references from other clients, including, particularly Proposer's performance with similar clients especially in terms of quality, relevancy, and applicability of other work and Proposer's work for at least one other Pennsylvania school district who will serve as a reference.
4. Location of Proposer's branches in relation to the District to allow interaction with taxpayers in the District.
5. Computer automation of services and service of administration; Proposer's understanding of the capacity to provide comprehensive, high quality, and efficient lockbox services as well as its ability to absorb additional work in an effective, non-disruptive manner.

Proposer's Status Prior to Execution of Contract

No rights shall accrue to any Proposer submitting a proposal until such proposal has been accepted by the Board of Directors and the contract awarded in writing by duly authorized officers of the District.

Non-Discrimination

The District will not discriminate in employment, education programs or activities based on race, sex, disability, or national origin. This policy of non-discrimination extends to all other legally protected classifications in accordance with state and federal laws including Title IX of the Education Amendments of 1972 and Section 503 and 504 of the Rehabilitation Act of 1973.

WILSON SCHOOL DISTRICT

GENERAL CONDITIONS

These General Conditions shall become a part of the contract (the "Agreement") entered into between the successful Proposer, at times herein referred to as the "Bank," and the Wilson School District, hereinafter called the "District."

1. Intent of Specifications

- a. All services called for in the specifications shall be performed by the Bank. Should any service be required which is not denoted by the specifications, either directly or indirectly, but which is nevertheless necessary for the proper carrying out of the intent thereof, the Bank understands and agrees the same to be implied and required and shall perform all such services fully as if they were particularly delineated or described.
- b. The various specifications mentioned are given to establish a standard and quality of cost, and are not the intent to be limiting, but rather to set up the same as the standard desired or acceptable and establishing a basis for quality.
- c. All services shall be done in a first class manner and all services shall be the best of the kind and quality specified, and shall be subject to the approval of the District. The District shall have at all times the power to reject any services, and associated charges thereof, which in the District's judgment does not fulfill the requirements of these specifications.

2. General Conditions

- a. All applicable laws shall be deemed to be part of these specifications and the ensuing Agreement shall be read and enforced as though they were included.
- b. If any Proposer finds discrepancies in, or is in doubt as to the true meaning of any part of the RFP, Proposer shall promptly submit to the District a written request for an interpretation thereof. The Proposer submitting the request shall be responsible for its prompt delivery. A written response to any such request concerning changes, clarifications or interpretations will be provided to all Proposers who have provided their contact information to the District.
- c. In the event that the Bank neglects or refuses to furnish and deliver the required services, or any part thereof, as provided in the specifications provided in this RFP, the District is authorized and empowered to terminate the Agreement, reserving to itself, nevertheless, all rights for damage which may be incurred by the District.

3. Form of Proposals

- a. Proposals must be typewritten.
- b. Proposals shall be without changes, interlineations, alteration or erasure.
- c. Unsigned proposals will not be considered.

- d. Proposals shall contain all of the information and/or documentation outlined in the RFP.

4. Regulatory Agencies

- a. The Bank must perform the work under the Agreement in accordance with the rules, regulations and directives of all local, state and federal agencies having jurisdiction over their work, and in accordance with the District's Policy 606.
- b. The Agreement will be entered into under and subject to the provisions of the Public School Code of 1949 of the Commonwealth of Pennsylvania, approved March 10, 1949, P.L. 30 and its supplements and amendments.
- c. Proposer agrees that its submission of a proposal is in compliance with all legal requirements governing bidders and vendors on contracts with a school district.

5. Term of Agreement

The term of the Agreement shall be for the period July 1, 2022 through June 30, 2025, unless terminated earlier as set forth herein. The Agreement can be extended upon mutual written agreement of the parties.

6. Termination of Agreement

If the Bank is determined to be in violation of the Agreement, the District shall inform the Bank in writing of the deficiencies. Notifications of non-compliance the Agreement may be cause for the District to terminate the Agreement. The District also reserves the right to terminate the Agreement for convenience on ninety (90) days' written notice to the Bank.

In the event of termination, the District shall only pay the Bank for the services rendered through the date of termination, and nothing more.

7. Ethics and Collusion

- a. Collusive Proposing: Any Proposer who submits more than one proposal in a manner as to make it appears that one of the proposals submitted is competitive with that of a different Proposer, or any two or more Proposers who agree to fix their respective proposals in such a manner as to be awarded the proposal shall be disqualified from further consideration of award of the Agreement and shall be subject to any applicable penalties under the law.
- b. Bribery: Any Proposer who attempts to influence a District official to award the Agreement to the Proposer by promising to provide or by providing to such District official any gratuity, entertainment, commission or any other gift, in exchange for a promise to award the Agreement to the Proposer shall be disqualified from further consideration of award of the Agreement and shall be subject to any applicable penalties under the law.
- c. Conflict of Interest: Any Proposer that knows of any District official having a material direct or indirect financial interest in the Proposer shall be required to submit a written statement, along with the Proposal, detailing such interest. Failure to disclose a known such financial interest shall result in the Proposer's disqualification from further consideration of award of the Agreement.

- d. Oral Presentation - Proposers may be requested to make an oral presentation of their proposal to the District. Such presentations provide an opportunity for the Proposer to clarify the proposal and address any additional questions the District may have. The District will contact the Proposer to schedule these presentations. In addition, the District may request a tour of Proposer's branch or facilities.

8. Insurance

Prior to commencement of any services pursuant to the Agreement or until completion and final payment is made pursuant to the Agreement, the Bank shall, at its sole expense, maintain the following insurance on its behalf, with an insurance company or companies having an A.M. Best Rating of "A-:Class VII" or better and furnish to the District certificates of insurance evidencing the same.

The term "Bank" as used in these insurance requirements shall mean and include Bank and any subcontractor performing work for the Bank pursuant to the Agreement, to the extent permitted by the RFP.

- A. Workers' Compensation and Employers Liability: In the state in which the services are to be performed, and elsewhere as may be required.

1. Workers' Compensation Coverage: Statutory Requirements
2. Employers Liability Limits not less than:
 - Bodily Injury by Accident: \$100,000 Each Accident
 - Bodily Injury by Disease: \$100,000 Each Employee
 - Bodily Injury by Disease: \$500,000 Policy Limit

Including Waiver of Right to Recover from Others Endorsement (WC 00 03 13) where permitted by state law, naming any up-line Bank and the District.

- B. Commercial General Liability: (including Premises — Operations, Products/Completed Operations, Broad Form Property Damage, Contractual Liability (including Liability for Employee Injury assumed under a Contract), and Explosion, Collapse and Underground Coverages.

1. Occurrence Form with the following limits:

• General Aggregate:	\$3,000,000
• Products/Completed Operations Aggregate:	\$3,000,000
• Each Occurrence:	\$1,000,000
• Personal and Advertising Injury:	\$1,000,000
• Fire Damage (any one fire):	\$50,000
• Medical Expense (any one person):	\$5,000
2. Products/Completed Operations Coverage must be maintained for a period of at least two (2) years after final payment.
3. The General Aggregate Limit must apply on a Per Project basis.

4. Contractual Liability (including Liability for Employee Injury assumed under a Contract) provided by the Standard ISO Policy Form CG 00 01.
 5. Policy does NOT include "Amendment of Insured Contract Definition" endorsement CG 24 26 or any other provision excluding coverage for the Bank's Sole Negligence which has been assumed by Contract.
- C. Automobile Liability:
1. Coverage to Include:
 - All Owned, Hired and Non-Owned Vehicles
 - Contractual Liability Coverage (including Liability for Employee Injury assumed under a Contract)
 2. Per Accident Combined Single Limit: \$1,000,000
- D. Umbrella Liability Coverage: \$1,000,000
- E. The Bank's insurance is to be endorsed to reflect it is primary and non-contributory for all additional insureds named in these Insurance Requirements.
- F. It is agreed the Bank's insurance will not be canceled, materially changed or non-renewed without at least thirty (30) days advance written notice to all additional insureds by Certified Mail — Return Receipt Requested.
- G. Waiver of Rights of Recovery and Waiver of Rights of Subrogation:
1. The Bank shall waive all rights of recovery against the District for loss or damage covered by any of the insurance maintained by the Bank.
 2. The Bank and its respective insurance carriers hereby waives all rights of subrogation against the District for loss or damage covered by any of the insurance required by this RFP.
 3. If any of the policies of insurance required under this RFP require an endorsement to provide for the waiver of subrogation, then the named insured of such policies will cause them to be so endorsed.
- H. Prior to the commencement services, the Bank shall file Certificates of Insurance which shall be subject to the District's approval of adequacy of protection and the satisfactory character of the insurer. The Certificates of Insurance should be mailed within five days of receipt of these insurance requirements to the District, regardless of when the Bank's services begin.

9. Jurisdiction; Venue

Any suit, action or other proceeding seeking to enforce, or in any way relating to, any provision of the contract documents shall be brought only in the Court of Common Pleas of Berks County, Pennsylvania or the United States District Court for the Eastern District of Pennsylvania. The Bank irrevocably consents and submits to the jurisdiction and venue of such courts and irrevocably waives any objection which it may have to the laying of the venue of any suit, action or proceeding brought in such courts and any claim that such suit, action or proceeding brought in such courts has been brought in an inconvenient forum or that such courts lack jurisdiction.

10. Governing Law:

The contract documents and transactions contemplated thereby shall be governed by, and construed in accordance with, the domestic internal laws of the Commonwealth of Pennsylvania, without regard to its principles pertaining to the conflict of laws.

11. Limitation of Liability:

The District shall not be liable to Bank for any lost profit, loss of business, loss of goodwill, indirect, incidental, punitive or consequential damages under the contract documents or relating to the goods and services provided thereunder.

12. Indemnification:

The Bank shall indemnify, defend and hold harmless the District, and its affiliates, officers, directors, employees, agents, successors and assigns from and against any and all losses, obligations, liabilities, claims, suits, judgments, damages (whether incidental, consequential, or otherwise), penalties, fines, costs and expenses (including, without limitation, reasonable attorney's fees) arising out of, or in connection with (a) the violation or alleged violation of any law, ordinance, regulation, or rights of third parties by reason of performance or nonperformance by the Bank under the Contract Documents; (b) breach of any term, condition, covenant, agreement, representation or warranty by the Bank; (c) injury or death to persons or any real or personal property damage, arising from or relating to the services provided by the Bank under the Contract Documents or acts or omissions of the Bank or its officers, directors, employees, agents, contractors or subcontractors; or (d) claims arising from or relating to injuries to or death of the Bank's employees, including, but not limited to, claims based upon allegations of negligence of the District. The indemnity provided in clause (d) is applicable to claims for which the Bank has or may have immunity under the Pennsylvania Workmen's Compensation Act, or other similar law, and the Bank agrees and acknowledges that by undertaking to indemnify the District, the Bank is expressly undertaking indemnification liability by written contract pursuant to Section 303(b) of the Pennsylvania Workmen's Compensation Act, or any other similar law. The Bank's obligations under this section shall not be limited to its insurance coverage.

WILSON SCHOOL DISTRICT

SPECIFICATIONS

DETAILED PURPOSE

This RFP seeks to secure Proposers from interested financial institutions for lockbox services for the District's Real Estate and Per Capita Tax Receipts. The District intends, to the extent possible, to retain its existing lock box processes, procedures and documents, which will become a key element in the evaluation of this RFP, along with the goal of providing these at the lowest possible responsible cost. Accuracy is of the utmost importance in processing the District Real Estate and Per Capita Tax Receipts. The District wishes to retain or enhance the service levels currently provided. Imaging capabilities are a part of this RFP.

Further, the purpose of this RFP is to provide information and necessary requirements to enable Proposers to respond. It is not intended to preclude or limit Proposers from offering creative and economic solutions to the District's needs.

OBJECTIVES

The objectives of the RFP process are to:

- Retain quality lockbox services at the lowest possible cost.
- Implement services with minimal change to District's current processes and procedures.
- Maintain existing processing efficiencies and procedures.
- Decrease response time of service issues and research items.

CONTRACT TERM AND IMPLEMENTATION OF SERVICE

1. The District seeks to enter into a three (3) year agreement (the "Agreement") with the successful Proposer, which may be extended upon the mutual written agreement of the parties and terminated as set forth in these RFP documents.
2. All costs detailed in Proposer's proposal shall remain unchanged for the duration of the Agreement's term stated above.

STATEMENT OF PROPOSER'S QUALIFICATIONS

Each Proposer shall submit with its proposal a statement of the Proposer's qualifications. In addition, the Proposer shall submit a detailed financial statement of its operations. The District shall use the information submitted, the further information obtained from contracts with those with whom the Proposer has previously contracted, as well as all other available information in determining the awarding of this Agreement.

FINANCIAL INSTITUTION/PROCESSOR BACKGROUND

Proposer should provide the prior year's financial statement along with one or more ratings from any of the following agencies: Standard & Poor's, Moody's, Thomson Financial Bankwatch, or Sheshunoff.

DESCRIPTION OF ACTIVITY

1. The District seeks a financial institution to provide lockbox services, including imaging capabilities, for Real Estate and Per Capita Tax Receipts. All Real Estate and Per Capita Tax Receipts are managed by one office located in the District's Administrative Offices. Proposers should provide the District with information regarding technological, banking and customer service support associated with the processing of payments via a lockbox operation.
2. Real Estate and Per Capita Tax Receipts will use a remittance document/advice encoded with Optical Character Recognition (OCR) readable print on the scan-line. The District reserves the right to modify or design the remainder of the remittance form.
3. Prior to the start of the lockbox service, the District will submit a supply of sample invoices for testing by the service provider. The operating instructions and requirements for processing, delivery, reporting, service, deposits, etc. will be detailed under the heading "Processing Information and Requirements" in the following section.

OVERVIEW - PROCESSING INFORMATION AND REQUIREMENTS

1. The District's annual processing volume is approximately 15,000 Real Estate Annual and Interim Tax Bills and 30,700 Per Capita Annual and Interim Tax Bills.
2. The remittance forms provided on the District's bills to their taxpayers will direct payments to the lockbox processing center.
3. An "OCR" encoded, scannable remittance document will be used by the Bank to process payments. The scan-line will detail the necessary characters and references that must be transmitted daily to the District's Third Party Tax Database Vendor. The specifications of the file layout is detailed in ATTACHMENT A.
4. Payment Processing: The Bank's processing center will retrieve real estate tax receipts directly from the post office at the earliest possible time once the mail becomes available and additionally at regularly specified intervals throughout the day.

Walk-in payments must be processed at any Bank branch location within a ten-mile radius outside of the District's geographic boundaries.

5. The Bank will process payments in the form of personal check, money order, traveler's checks, cashier's check and cash on the day of receipt.

6. The Bank must keep and store an image/facsimile of all checks processed through the lockbox.
7. The Bank will sort mail for processing and separate "problems" as defined below:
 - a. Payments received without the scannable remittance form: The contents are to be left in their envelopes and returned to District's Tax Office unprocessed, as problems the same-day for receipt within 24 hours.
 - b. Foreign Currency: Instruments drawn in foreign currency or on a bank located outside the United States will be handled as problems and must be sent to the District's Tax Office.
 - c. Any check with any writing stating "Payoff" or "Payment in Full" must not be processed and must be returned to the District in its daily problems.
 - d. In summary, the following items shall be considered as "problems" and returned to the District:
 - Partial payments not matching bill
 - Payments in amounts different then payment period – discount, flat, or penalty
 - Remittances using a prior year tax bill in error
 - Remittance forms without payment
 - Payments without remittance forms
 - Postdated checks, if denoted in opening process
 - Foreign checks (any check that may not be processed through the United States Federal Reserve System)

The Bank will be responsible for rectifying any problem payments processed in error.

- e. Problem materials should be placed back in their original envelopes and returned to the District's Tax Office. Envelopes are to be kept in the same order of items opened and rubber-banded to the back of each bundle. Envelopes and processed work will be returned to the District along with all other documentation to the District's Tax Office same-day for receipt within 24 hours.

Correspondence and Other Materials to be Returned

The Bank will mark any correspondence received with payments through the lockbox with the taxpayer's name and bill number. The correspondence items will be returned to District's Tax Office within 24 hours. The payment will be processed with the remittance form by the Bank.

The Bank will return mailing envelopes of tax receipts received on or after due date to examine the postmarking date in order to determine timeliness of receipts.

8. Additional Processing Instructions:

- a. The Bank will denote in a legible imprinted format on the back of each remittance advice and check, the following information:
 - The bill number or the entire scan line.
 - The amount of the payment.
 - The date of the processing.
- b. The Bank is instructed to attempt to clear all NSF checks twice. All final return checks will be supplied with an individual debit memo and be returned to District's Tax Office.
- c. The Bank will return original remittance advices of processed receipts to the District's Tax Office the following business day via the district's courier.
- d. The Bank will make available front and back imaged copies of checks for research, as requested by District's Tax Office, within two working days of the date of request.

9. Installment Payment Collection

- a. The Bank will be the collection agent for the district's "Installment Payments." Three (3) coupons with specified collection dates to be presented at banking locations or mailed to lockbox.
- b. Same procedures as described in prior sections of this RFP.

PROCESSING EQUIPMENT

The proposal should describe the Proposer's lockbox equipment. (i.e. age, capabilities, processing speed, etc.)

DATA TRANSMISSION

1. The processor will transmit one file for all daily receipts to the District's Third Party Tax Database Vendor on a daily basis. Please see ATTACHMENT A at the end of this document for file layout.
2. Data Processing:
 - A primary and secondary technical contact must be identified at the processor as a contact for cases where a transmission is missed or incorrect.
 - An escalation procedure must be in place at the processor in the event that problems occur and primary and secondary contacts are unreachable or problems are not resolved in a timely fashion.

3. Every effort has been made to correctly state the current technical processes in use by the District for the receipt and format of the transmission file. If any discrepancies are found between this document and the current processes in use by the District's Tax Office, the current processes will prevail.
4. The Bank will maintain electronic back-up copies of each transmission for emergency use.

DISTRICT COURIER PICK-UP

1. The Bank will have ready for pick-up by the District's courier by 10:30 am next business day the following:
 - Delivery of previous day's problems and correspondence.
 - Delivery of the previous day's remittance forms and envelopes.

DEPOSIT REQUIREMENTS

The District requires one depository bank account for all lockbox receipts. If the District already has an established bank account with respondent, all lockbox receipts will be deposited into the existing bank account and shall be denoted by a location number assigned to each deposit ticket. The location number shall be labeled "Lockbox Receipts".

INTERNET/ELECTRONIC BANKING

The Bank's services are to include internet/electronic banking services including account access, imaging access, download of tax receipt information, wires and ACH transmissions.

COMPENSATION

The District will receive interest credit on daily collections which offset lockbox fees. Please include all costs associated with this service in an attached schedule. Please include all additional fees not itemized on this schedule as well.

QUALITY CONTROL AND CUSTOMER SERVICE

The District seeks Proposers who are committed to accuracy in processing and willing to stand behind this commitment. Processing errors or delays can result in penalties being assessed to the tax payers. Depending on the severity of the problem or error, the District may want the Bank to acknowledge responsibility by contacting the taxpayer(s).

THE PROPOSAL SHOULD ADDRESS/RESPOND TO THE FOLLOWING TOPICS:

A. Quality Control

1. Does your institution have a formal quality improvement program in place? If so, please describe.
2. Please list your institution's error rates as listed below:
 - Item Processing Error Rate
 - Deposit Error Rate
 - Procedural Error Rate
 - Distribution Error Rate
 - Deposit Reporting Error Rate
 - Detail Reporting Error Rate
3. Does your institution monitor other performance indicators? If so, what other key performance measures do you track? What is the reporting frequency and period covered for each measure?

B. Services

1. Please list your institution's schedule for Post Office pickups of mail for weekdays, weekends and holidays. Describe the process for opening mail and processing receipts.
2. Please provide, if available, a copy of the current Phoenix-Hecht Lockbox Evaluator's Time of pay By Receipt Data Analysis of Arrivals for the bank. Also, provide the latest Phoenix-Hecht Postal Survey reflecting the bank's current smoothed total float averages for all Phoenix-Hecht mailing locations nationwide.
3. Please list the cut off time for same-day deposits and credits including cash deposits.
4. Please detail all lockbox imaging capabilities and associated pricing structure offered by your institution. Internet capabilities are preferred, however we would like details on all services offered, including Internet, software, CD ROM and any other options.
5. Please provide a brief description of the information reporting services that the respondent offers:
 - Applications/Modules Available
 - Hours of Access
 - Level of detail provided for prior day and for intra day information
 - History Retention
 - Export Capabilities
 - Internal Control Options/Security Features
 - Reporting
 - System Requirements

C. Check Processing and Funds Availability

1. Which department encodes checks processed by lockbox? Do you stand behind (financially) encoding errors made by employees that cause a financial loss to your customers?
2. Please describe how your institution will compute the availability that is passed to this proposed lockbox service (e.g., by item, fractional availability, float factor, or other). Which department is responsible for the assignment of availability? Please include your institution's availability schedule (include a separate weekend schedule, if applicable). If this schedule does not pertain to checks of all dollar sizes, explain in detail.
3. Can your institution provide an availability endpoint analysis for lockbox items/deposits? If yes, how frequently is this analysis performed, and is there a charge for this service?

D. Work Plan

1. Indicate your willingness to comply with the program specifications exactly as described in this RFP. Note any variations from the program specifications in your proposal, explain the variation, and provide the reason you are not able to comply with the specifications in the RFP. The cost of the variation must also be identified separately within your cost proposal.
2. In addition, provide an implementation timeline identifying each task and target date for an effective date as to set forth in this RFP. Indicate the District's involvement in each phase, from initial response through implementation.
3. Indicate the expected District involvement and administrative responsibilities in ongoing administration.
4. Indicate the use of plan to assimilate the present files handled by the current lockbox service provider.
5. Indicate your willingness to provide flexibility for future changes to procedures, reports, formats, etc. as requested by the District. Describe how this flexibility (or lack thereof) is consistent with your administrative systems.
6. Provide a matrix of all Proposer's executives and key professional personnel to be assigned to work under this contract, including the representative assigned to the District. The matrix should include the following information:
 - Name
 - Title
 - Responsibilities under the contract
 - Education and training for professional staff

- Relevant experience
- Percentage of time allocated to this contract
- Length of time in the position

E. Proposer Profile

1. List names, titles, telephone and e-mail addresses of bank contact personnel.
2. Please indicate if one primary customer service contact will be assigned to our account. If so, please list their credentials, as customer service is a very important aspect of this proposal.
3. How many employees does the bank have in key areas providing the service? At the proposed processing site?
4. What is the size and scope of operations performed at the proposed processing site?
5. Please indicate the processing location (address, city, state) in which our remittance documents will be processed.
6. Provide the reporting structure of the lockbox operation at the proposed site.
7. How many customers are receiving lockbox services from the proposed processing site?
8. How many items are processed annually from the proposed processing site?
9. How long has the proposed processing site been in operations? As a lockbox site?
10. The District prefers to receive all balance information reporting details via the internet. Is this service available? If so, please list in detail, the level of detail available to your customers via the internet. If not, please list alternative methods of balance information reporting.
11. For a given day, at what time of day can you report the total amount that will be credited to the District's account?
12. Do you have real-time balance reporting for this information as well?
13. Does your institution electronically transmit account statements and accounts analysis?
14. Please provide a copy of all agreements that will be required to initiate lockbox service. Provide a detailed description of the implementation process, including testing, and a sample implementation schedule.
15. Implementation of this RFP is July 1, 2022. What are the critical factors, which may impact that implementation date?
16. Does your institution assign an implementation team?
17. Please provide names, phone numbers, and/or email addresses for three references currently using lockbox services at the proposed site, preferable within comparable volumes. Select a mix of long-standing and recent customers.

18. Please provide any additional information, which you believe to be relevant to this RFP and your capabilities to provide the services requested. e.g. product brochures, articles in trade journals, etc.

ATTACHMENT A

123456	1	1000.00	03/09/2022
123456	2	950.00	03/09/2022
123456	3	1200.00	03/09/2022
123456	4	980.00	03/09/2022