Attachment B
Qualifications & Fees
City of Redmond

Proposals must include a response to each question and/or statement below.

1. Minimum Qualifications. Please indicate that you meet each required qualification.
    a. Compliance with all applicable laws, rules, regulations, and ordinances of the City of Redmond, State of Washington and the United States.
    b. If respondent is a financial institution you must be a Washington State qualified public depository for public funds and must be in compliance with the Washington Public Protection Act (RCW 39.58).
    c. Capable of meeting the required services as listed in the scope of services section in this RFP.

2. List the names, titles, and contact information including email addresses of the primary personnel that will have ongoing responsibility for managing the City's services. Provide each individual's role and area of responsibility as well as their specific experience relative to the request for proposal's requirements.

3. A list of at least five (5) references from city and/or governmental entities of a comparable size and nature using similar services, including at least two with two or more years' experience with the respondent. Please provide contact name, entity name, phone number, and a brief explanation of services provided.

4. Briefly describe your organizational structure.

5. The City's current software programs are as noted below. Any proposed online services must be compatible with these systems and remain compatible with future versions soon after they are released.
    - Windows 7
    - Office 2013
    - Internet Explorer 11
    - Springbrook V7.16 – for data file import only

    a. Are your systems compatible with the above programs?
    b. Please note any upcoming changes/upgrades that would affect the City's services.

6. Provide a description of the security measures in place for information accessed via the on-line systems.
    a. Are digital certificates or secure tokens used?
    b. Can changes be made to user access directly in the system by a City Administrator?
    c. Can users request to reset their own passwords within the system?
    d. Can users be added by a City Administrator?
        i. If not, how quickly can users be set-up?

7. Provide either a web address or demo disk to demonstrate the online system.

8. Provide a written description of how you propose to meet the requirements of the Scope of Services including confirmation of the following:
    a. Will you pick up deposits daily from the Post Office?
        i. What is the anticipated pick-up time?
    b. Will the data file be available or delivered no later than 1:00 p.m. each day?
        i. What report will be available to match the total and details of the data file?
    c. Will the deposit of funds be made the same day as picked up from the post office?
        i. What detailed reports will you provide to support the deposit made?
    d. When will images of the items included in the data file be made available to the City?
    e. What method will the City use to inquire about items included in the data file?
        i. What is the estimated response time to inquiries?
        ii. Will the City be provided contact information for the processing area?
        iii. What are the hours of the processing area?
    f. How quickly will items that require additional handling be mailed to the City?
    g. What fields in images are searchable?
    h. How will you notify us of an image of correspondence or other information included with a payment?
    i. How will you notify us of an image of correspondence without a payment?

9. Deposit Services
    a. Provide the method to be used to deposit funds to the City's account at KeyBank.
    b. Provide any cut-off times relative to the deposit date.
    c. Describe the process for ACH returns for consolidated bill payer items.
        i. Are you able to automatically redeposit originated ACH entries returned for insufficient or uncollected funds?

10. Describe your report and file delivery options to assist with monthly transaction reconciling.
    a. What format is information available in?
    b. How many business days after month-end are summary reports or statements available?

11. Provide sample reports for:
    a. Daily transactions
    b. Monthly summary reports
    c. Monthly fee statements

12. Provide an itemized list of the proposed monthly fees for the requested services in the categories noted in the table below. Expand categories where needed to note all fees you intend to charge for services. (Note: all fees for the requested services must be disclosed with this response.)

Service	**Monthly Fee**
Processing	
Per Item	
Exception Items	
Keystrokes	
Data File	
Deposit Preparation	
ACH Deposits	
Imaging	
Monthly Processing Fee	
Checks	
Coupons	
1 page items	
Front/Back Items	
Envelopes	
Consolidated	
Monthly Maintenance Fee	
Item Processing	
Returns	
Data File	
Deposit	
Online Reporting Services	
System Access	
Image Access Fees	
Report or Statement Fees	
Other Fees	
Monthly Maintenance Fees	
Package Preparation to Mail Items to the City	
Account Statement	

13. Conversion and implementation process and schedule.
    a. Describe the approach to be used to convert the City's services to your firm if chosen in this RFP process.
    b. Provide the timeline to complete the conversion.
    c. Describe the training that will be provided during the conversion process.

14. If you outsource any of the proposed services, please provide the name and address of the third-party provider. List the services they provide, how long they have provided the services to you and discuss any anticipated changes in the relationship.

15. List any additional services or technologies related to lockbox receipting that may be of interest to, or utilized by, the City of Redmond.