**[Cover Letter]**

**[Supplemental Responses to Technical Questions]**

# TAB 1 – Overview (All firms must respond to this section.)

A 1. Highlight the key components and most compelling features of your offering.

**TAB 2 – Service Group 1: General Banking and Lockbox Services (Only firms proposing for SG1 should respond to this section.)**

A 11 i. Describe the lockbox department’s processing workflow. Include schematics of flow charts of the processing procedures and equipment used.

A 17 c. Provide a screenshot of the information returned for an ACH NOC.

A 21 e. Describe and provide samples of system reports as well as a user’s ability to create custom reports.

A 22 a. Describe any recent or upcoming major upgrades to your online reporting system.

B 1. The State currently maintains its own vendor table but is interested in solutions that transfer the burden and risk of maintaining vendor profiles away from the State. What services can the firm provide that takes this risk away from the state?

B 1 i. Describe how a vendor’s banking information is updated in your system?

B 2. Does the firm have the functionality for the State to view and decision the items that agencies enter into the positive pay system? Please describe how this feature would work.

B 3. The State desires a way for agencies to see stale dated checks that have been canceled in the bank's platform. Please describe if your platform can achieve this goal and how it would work.

B 4. Fully describe your capabilities that will allow the State to append enriched remittance data to its outgoing ACH payments.

B 5. The State is interested in better reconciling and reporting data for incoming ACH and wire payments to minimize unclaimed funds. Propose your solution that will aid the State in identifying incoming ACHs.

C 1. Provide a detailed conversion plan for transitioning the proposed Service Group: General Banking, Lockbox, and Armored Car Services to your firm. Include the estimated length of time for the transition and the amount of effort required by the State’s staff

# TAB 3 – Service Group 2: Local Banking and Branch Services (Only firms proposing for SG2 should respond to this section.)

A 23 b. Describe and provide samples of system reports as well as a user’s ability to create custom reports.

B 1. Describe any new services or ideas that will enhance the State’s use of local banking and branch services.

B 2. Provide any additional information that you believe to be pertinent but not specifically requested elsewhere in the RFP.

B 3 a. Do you offer smart safes? If not, are you able to partner with an armored car courier to offer the technology? If you partner with multiple armored car companies, which companies do you work with in the State’s footprint?

B 3 b. Describe the smart safe options and technology available, including information about the available safe sizes.

B 3 c. When depositing funds to a smart safe, are currency deposits credited to the State’s bank account on a same-day basis?

B 3 d. How does the smart safe handle coin deposits?

B 3 e. Can the smart safe “make change?” If so, can both coin and currency be dispensed?

B 3 f. Can smart safes be leased from the bank or must they be leased from an armored car provider?

C 1. Provide a detailed conversion plan for transitioning the proposed Service Group: Local Banking and Branch Services to your firm. Include the estimated length of time for the transition and the amount of effort required by the State’s staff.

# TAB 4 – Service Group 3: Armored Car Services (Only firms proposing for SG2 should respond to this section.)

B 1 a. Do you offer smart safes?

B 1 b. Describe the smart safe options and technology available, including information about the available safe sizes.

B 1 c. When depositing funds to a smart safe, are currency deposits credited to the State’s bank account on a same-day basis?

B 1 d. How does the smart safe handle coin deposits?

B 1 e. Can the smart safe “make change?” If so, can both coin and currency be dispensed?

# TAB 4 – Request for Information: Merchant Services (Only firms responding to RFI: Merchant Services should respond to this section.)

B 1. Describe any new services or ideas that will enhance the State’s use of merchant services.

B 2. Provide any additional information that you believe to be pertinent but not specifically requested elsewhere in the RFI.

C 1. Provide a detailed conversion plan for transitioning the proposed services to your firm. Include the estimated length of time for the transition and the amount of effort required by the State’s staff.