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Attachment 1

Applicable General Laws of Massachusetts

GENERAL LAWS OF MASSACHUSETTS

CHAPTER 29

STATE FINANCE

Section 38 Investment of commonwealth funds; loans

Section 38. With the exception of funds used in connection with a deferred compensation program for state employees, and funds of the state employees' retirement system or the teachers' retirement system, all funds over which the commonwealth has exclusive control shall be invested by the state treasurer as follows:

- (a) In the public funds of the United States or of the District of Columbia or of this commonwealth, or in the legally authorized bonds of any other state of the United States, other than a territory or dependency of the United States, which has not within the 20 years prior to the making of such investment defaulted in the payment of any part of either principal or interest of any legal debt.
- (b) In repurchase agreements secured by United States Treasury obligations or United States Treasury obligations bearing a maturity date not later than 1 year.
- (c) In the bonds or notes of a county, city or town of this commonwealth.
- (d) In shares of beneficial interest issued by money market funds registered with the Securities and Exchange Commission under the Investment Company Act of 1940, as amended, operated under section 270.2a?7 of Title 17 of the Code of Federal Regulations, that have received the highest possible rating from at least 1 nationally recognized statistical rating organization. The purchase price of shares of beneficial interest purchased under this section shall not include a commission charged by the money market funds.
- (e) In any other security that qualifies for inclusion in a fund operated under section 270.2a?7 of Title 17 of the Code of Federal Regulations, as amended.
- (f) In investment agreements or guaranteed investment contracts rated, or with a financial institution whose senior long-term debt obligations are rated, or guaranteed by a financial institution whose senior long-term debt obligations are rated, at the time the agreement or contract is entered into, in 1 of the 2 highest rating classifications by a nationally recognized rating service if the agreements or contracts do not exceed 1 year in duration, or, in the case of bond proceeds, do not exceed 3 years in duration.
- (g) In investment agreements with a corporation whose principal business is to enter into the agreements if: the corporation and the investment agreements of the corporation are each rated in 1 of the 2 highest rating classifications by a nationally-recognized rating service; the commonwealth has an option to terminate each agreement in the event that the rating is downgraded below the 2 highest rating classifications; and the agreements or contracts do not exceed 1 year in duration, or, in the case of bond proceeds, do not exceed 3 years in duration.

(h) In the promissory notes of an industrial, commercial, finance, banking, railroad or public utility corporation conducting business in this state when such notes mature not later than 1 year subsequent to their respective dates of issue; provided, however, that, at the time of any such investment, (1) such corporation has capital stock, premium thereon and surplus of at least \$25,000,000, (2) the securities of such corporation are eligible for investment by life insurance companies authorized to do business in the commonwealth, and (3) all outstanding debt obligations of such corporation which have any rating from 2 or more standard rating services are rated within the 3 highest classifications established by at least 2 such rating services, or, if none of the outstanding debt obligations of such corporation has any rating from 2 such rating services, that such outstanding debt obligations are rated at the time of investment within the 3 highest classifications established by at least 2 such rating services, or the notes of such corporation at the time of investment are rated prime by the National Credit Office; provided, further, that the commonwealth investment in the notes of any 1 company shall not exceed 20 per cent of the capital and surplus of such company.

(i) In bankers acceptances and bills of exchange eligible for purchase by federal reserve banks and which have been accepted by a bank, a trust company, a private banker or an investment company, or by a banking corporation which is organized under the laws of the United States or of any state thereof and which is a member of the federal reserve system.

The state treasurer may purchase with a portion of the State Lottery and Gaming Fund, as established and defined in section 35 of chapter 10, from insurance companies lawfully doing business in the commonwealth, annuities payable to the commonwealth to be used for payment of lottery prizes. Such annuities shall not be subject to section 118 of chapter 175 limiting payment of annuities to individuals, and shall, to the extent that such annuities are payable to the commonwealth, be exempt from taxation under section 20 of chapter 63. Contracts for the purchase of such annuities shall be subject to competitive bidding and shall be awarded to the lowest responsible bidder. All such bids and contracts shall be public records.

The state treasurer may also purchase with a portion of the State Lottery and Gaming Fund, bonds, notes, shares in combined investment funds or other interest bearing obligations under the standards in subdivision (3) of section 23 of chapter 32.

Funds in connection with a deferred compensation program for state employees may be invested by the treasurer under section 64; provided, however, that such funds, whether or not invested, shall remain in the sole control of the treasurer, and may be used by the commonwealth at any time and for any purpose.

The treasurer may lend securities purchased from funds authorized by this section, provided that at the time of the execution of the loan at least 100 per cent of the market value of the security lent shall be secured by cash or securities guaranteed by the United States government or any agency of the United States government. At all times during the term of each such loan the collateral shall be equal to not less than 95 per cent of the full market value of the security and said collateral shall not be more than \$100,000 less than the full market value of the security.

G.L. c. 29, §38A Investment funds; establishment; sale of participation units

Notwithstanding any general or special law to the contrary, the state treasurer may establish 1 or more combined investment funds to invest funds of the commonwealth, trust funds, and funds under the custody of agencies, authorities, commissions, boards, political subdivisions and other 1 public units within the commonwealth; provided, that the state treasurer shall adopt appropriate accounting procedures from which the exact interest of such funds so combined for investment can be determined. The state treasurer may adopt such rules and regulations as may be necessary to administer this section. The management of any fund established under this paragraph shall be competitively procured not later than once every 7 years.

The state treasurer may sell to all agencies, authorities, commissions, boards, political subdivisions and other public units within the commonwealth, participation units in any such combined investment fund. Such participation units issued by the treasurer are made legal investments for all the funds under the custody of such agencies, authorities, commissions, boards, political subdivisions and other public units within the commonwealth. With the advice of the investment advisory council, the state treasurer shall adopt rules and regulations as may be necessary to administer this section.

The state treasurer may invest any funds established under this section in only those instruments permitted within this chapter or chapter 32.

CHAPTER 29

STATE FINANCE

Section 34 Deposit of public monies

Section 34. (a) State officers, departments, institutions and other agencies may, with the written consent of the state treasurer, deposit a portion of the public monies in their possession in national banks, federal savings banks and federal savings and loan associations, lawfully doing business within the commonwealth, and in trust companies, savings banks and 1 cooperative banks chartered under the laws of the commonwealth. The state treasurer shall publish a list of qualified banks and shall transmit that list at least once every 6 months to the governor. The state treasurer shall not include on the list a state-chartered bank having a descriptive rating as described in clauses (d) or (e) of the sixth paragraph under section 14 of chapter 167 or any federally insured depository institution having an assigned rating of (C) or (D) under section 807(b) (2) of the Community Reinvestment Act of 1977, 12 U.S.C. 2901 et seq.

(b) A state treasurer who knowingly makes a deposit in violation of subsection (a) shall be guilty of misconduct and maladministration in the treasurer's office within the meaning of the constitution, any other officer who knowingly makes a deposit in violation of subsection (a) shall be guilty of misconduct and maladministration in his office, and a depository institution

knowingly receiving a deposit in violation of subsection (a) shall be disqualified from receiving such monies for 3 years from the date of the deposit.

(c) All interest received on any deposits under this section shall be paid to the commonwealth.

Attachment A1

Banking and Cash Management System Overview

Cash Management and Banking System Overview

Overview

The cash management function is essentially composed of seven components:

- **Collection:** Includes the collection of customer remittances and the movement of these funds into a concentration account where they are available for use and/or short-term investment.
- **Concentration:** Focuses on the process of concentrating or mobilizing funds deposited at various collection points so that they are available for use. The objective is to get operational use of the funds as soon as possible.
- **Cash Position Management:** Daily monitoring of cash inflows and outflows determine whether internal sources of cash are available to fund the organizations cash requirements. Daily cash position management is then extended to weekly, monthly, quarterly, and annual cash forecasts.
- **Disbursement:** Includes activities related to the funding of the disbursement accounts.
- **Information Management:** Includes the obtaining of bank balances, deposit and disbursement data to support the collection-concentration-disbursement components and assist in developing accurate cash position management decisions.
- **Reconciliation:** Involves the collection of data from bank and accounting systems to verify that all transactions are properly accounted for in a timely manner.
- **Risk Management:** Incorporates the development of various procedures to minimize, or reduce the likelihood of loss of assets through operational risk, fraud risk, systemic risk, and investment risk.

Collection and Concentration of Funds

The Treasury operates on a model that concentrates cash for collection purposes and tracks disbursement through controlled disbursement accounts in an effort to maximize the cash position. Cash receipts from a variety of sources (federal drawdowns, Lottery, agency fees, DOR income taxes and other tax accounts) are deposited into the Treasury's main account.

Cash Position Management

Cash position management and, by extension, short-term cash forecasting and long-term projections are critical functions to assuring the long-term health of the Commonwealth. This function is completed in the Cash Management Division on a daily basis. Each morning, cash inflows (receipts) and outflows (disbursements) determine what funds are needed to finance the Commonwealth's cash requirements for the day and over the subsequent week and month. Automated balance reporting systems are the primary sources of data.

The cash position should be determined no later than 10:30 A.M. presuming that the last report of daily check presentments is available from the Federal Reserve by 10 A.M. From a management perspective, the information needed to support this function is critical to investment and borrowing decisions. Financial institution system downtime needs to be minimized and back-up recovery processes identified in the event of failure.

Cash Position Management: Investment Function

The Treasurer and Receiver General of the Commonwealth of Massachusetts manages the general and agency funds of the Commonwealth, as well as the Massachusetts Municipal Depository Trust (MMDT). The Cash Management Division supervises these activities.

The MMDT allows Commonwealth agencies, authorities, commissions and boards, cities and towns, and other public units within the Commonwealth to participate in a pooled investment fund. The MMDT portfolio, as a whole, varies based on participant cash flows but is in excess of \$7.5 billion dollars. The Treasurer and Receiver General's authority to invest Commonwealth funds and the allowable investment programs are mandated by M.G.L. Chapter 29, Section 38.

The objectives of the investment program are:

Safety: The safety of principal is the most important objective of the investment program. All investments are made in a manner that safeguards principal.

Liquidity: The investment portfolio must be carefully managed to ensure that sufficient funds remain available to meet all operational requirements, which can be reasonably estimated.

Return: Funds should be invested so as to attain a market-average rate of return throughout budgetary and economic cycles, taking into account risk and cash flow constraints.

MMDT asset composition includes asset-backed commercial paper, commercial paper, repurchase agreements, banker's acceptances, certificates of deposit, and government/agencies. While not required to do so, the Trust adheres to SEC rule 2a-7. The portfolio is marked-to market daily with an investment objective to maintain the \$1 net asset value (NAV).

Disbursement

There are two primary methods for funding the funding of the daily disbursements, the agency advance and Treasury presentment methods. Both methods begin the same way, warranted payments and advances are transferred into the "Float Fund" account. With the agency advance method, the agencies receive funds directly into their "clearing accounts", these accounts are used to directly administer their ACH and check payments to their clients, taxpayers or beneficiaries. There are nine clearing accounts (listed below in Cash Narrative #10) and their balances will be used for compensating balances or interest.

The Treasury presentment method funds the Commonwealth's main daily disbursements of vendor, medicaid, payroll and pension payments. These payments are made primarily through self-settling ACH payments that debit the "Float Fund" account. The checks are paid through multiple accounts that are funded by the Treasury master controlled disbursement account. The "Float Fund" and master CDA accounts are funded to pay the daily obligations of the Commonwealth and maintain minimal balances.

The Treasury utilizes positive pay functionality as a fraud deterrent. The current disbursement systems provide for full reconciliation, with a resulting listing of paid and unpaid checks and an outstanding check balance.

Information Systems

The following systems are related to the payment of checks, generation of ACH, and other disbursement and collection functions at the Treasury. The primary systems are:

- MMARS (State Accounting and Cash Management System)
- HR/CMS Payroll (Treasury System Support)
- SBR – State Board of Retirement
- TRB – Teachers Board of Retirement
- PPS – Payment Processing System
- CU (Corporate Universe) – Debt Management System

MMARS: Massachusetts Management Accounting and Reporting System is the Commonwealth's accounting and cash management system. The system records all accounting transactions and initiates all vendor and medicaid payments.

HR/CMS: The Human Resources Compensation Management System is the payroll system of the Commonwealth. The Office of the Comptroller, MassIT and the Human Resources Division manage the system. Treasury receives files and systems assurance reports to process payroll. ITD sends TRE payroll files for employees that are paid on a bi-weekly cycle. These files are loaded to Treasury's system. After the payroll is processed a file is extracted and loaded to our PPS system. PPS creates the employees' payroll checks or ACH payments.

SBR: The State Board of Retirement system collects and stores employee retirement deduction data used to calculate pensions. A file is extracted on a weekly basis to refund money to employees that leave state service without retiring. This file is processed by PPS. On a monthly basis a file is extracted to pay retirees. This file is processed by PPS. The SRB system is scheduled to be upgraded later this year..

TBR: The Teachers Board of Retirement system collects and stores employee retirement deduction data used to calculate pensions. A file is extracted on a weekly basis to refund money to employees that leave state service without retiring. This file is processed by PPS. On a monthly basis a file is extracted to pay retirees. This file is processed by PPS.

PPS: The Payment Processing System generates payments. This system accepts payment interface files from TRE systems and other state agencies. Some examples of file origination systems are MMARS, SRB, HR/CMS, and Teachers' Retirement Board. A file is processed and payments (checks or ACH) are then issued.

CU: The Corporate Universe system is a third-party package written by Integrated Software Solutions. This package maintains and tracks all Commonwealth of Massachusetts General Obligation Bonds. The system generates payments for interest due and principal at maturity.

In addition to these systems, the Commonwealth has on-line account access at its major financial institutions. Balances, stop payments, check inquiry, controlled disbursement reports, wire transfer, funds availability and general ledger reporting, and various reports are available. Disaster recovery and contingency plans are in place in the event of failure.

Reconciliation

Reconciliations are performed on a daily basis for the core depository and disbursement accounts. All other cash accounts are reconciled on a monthly basis. Reconciliation of the master disbursement account is limited to daily net activity on checks and EFT transactions. It does not include daily adjustments to outstanding checks. This is completed monthly as a separate reconciliation. Duties within the cash management function are segregated as follows: An investment officer makes the appropriate trades, cash forecaster performs the wire transfers, a reconciliation analyst and a supervisor reconcile the bank accounts, and a fifth individual reporting to a different supervisor books the entries to the Treasury's systems. The reconcilers have no access to the system that performs wire transfers.

The reconciling process begins each day with the reconciler retrieving the previous day information from the bank's secure Internet website. The daily statement details all bank activity from the previous day. The reconciler then views the reconciler's summary report, showing all book activity entered on the previous day. Most amounts on the bank match up with the activity on the Reconciler's summary report. Items that do not match the summary report are either items that clear from the previous day's reconciliation or amounts that have hit that day on ZBA accounts that have not yet been booked. These amounts are recorded as reconciling items on the current day's reconciliation.

Checks issued off the automated systems are related to delegated agency payments and these accounts are reconciled by the agencies, although there is separate segregation of function between issuance and reconciliation. Aged checks are automatically purged from these accounts and purged files sent to the Treasury for inclusion in the unpaid check fund or deletion. Risk is further reduced by requiring an independent verification of outstanding check balances by the current financial institution, independent of the agencies and by review of agency account reconciliation. These systems all use positive pay features that protect against fraud; checks are matched against an issuance file and discrepancies are reported to the Commonwealth for authorization for payment. The financial institution's account reconciliations are based on a full reconciliation providing the Commonwealth a list of outstanding, paid and stopped/purged checks, which is reconciled to the total issuance file.

Risk Management

CD Investments

The Small Business Banking Partnership, an initiative that invests state reserve funds into Massachusetts community banks with the understanding that the financial institutions will use the deposits to make new loans to small credit-worthy businesses. Certificates of deposit in excess of insurance coverage by the Federal Deposit Insurance Corporation (FDIC) must be collateralized with a perfected pledge of eligible collateral. Eligible collateral must be pledged in an amount equal to 102% of the amount of the certificate of deposit that exceeds the FDIC insurance. Membership by the financial institution in the Depositors Insurance Fund (DIF) or the Share Insurance Fund (SIF) will be accepted by the State Treasurer's Office as alternative security for the certificates of deposit, provided that the financial institution submits proof of membership in the DIF or the SIF.

Wire Transactions

Only authorized employees, approved by the First Deputy Treasurer, can initiate wire transfers. The Director of Investments, Supervisor of Cash Management Operations, and the First Deputy Treasurer review repetitive wire code authorizations monthly. This assures the integrity of the wire system. All wire transfers require one individual to enter the wire and another to release.

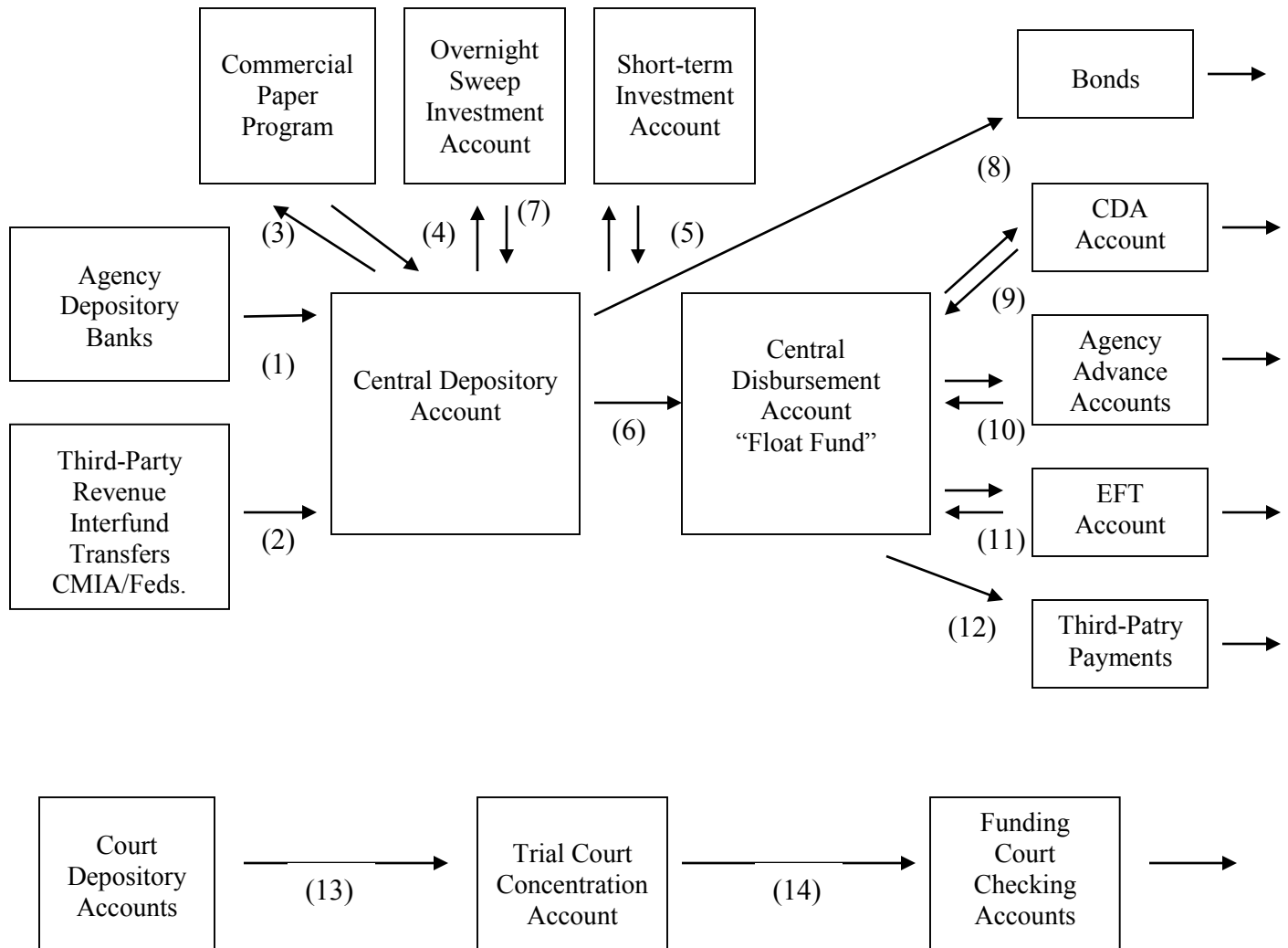
Check Transactions

The Commonwealth uses controlled disbursement funding and positive pay on its accounts to reduce the likelihood of fraud. In addition, protocols for manual check issuance provide for safety of the stock, segregation of function, authorized dollar ceilings, and other established controls.

Segregation of Function

Key to internal control is the concept of segregation of function. No one individual should have control over all tasks associated with a high-risk activity from start to finish. The staffing pattern and breakdown of tasks encompass numerous checks and balances, involving multiple supervisory chains. This eliminates the risk of error associated with one individual controlling a function. It also significantly reduces the likelihood of fraud.

Commonwealth of Massachusetts Cash Flow Structure



*Refer to next page for the Cash Narrative that explains this chart.

Cash Narrative

1. These represent multiple bank accounts, geographically based, for agency deposits. They report on a daily basis and the money is moved via ACH.
2. These include pension fund transfers to reimburse operating expense as well as wires for reimbursement from DOT and other agencies. These funds are received through book transfer or fedwire.
3. If the cash position is insufficient for funding needs, the Commonwealth has a commercial paper borrowing program in place. Also, short-term borrowing in anticipation of issuing bonds can be done through this facility.
4. Any excess collected funds are swept at the end of the day to an overnight interest bearing sweep account. The principal and interest are swept back into the account at the beginning of the next banking day.
5. Funds will be transferred from or to the Massachusetts Municipal Depository Trust depending on the days' needs.
6. The disbursement account is the primary funding source for disbursements and is funded through internal book and bank wire transfer from the central depository account.
7. Interest on disbursement overnight sweep is transferred automatically to concentration account. This provides integrity to accounting for funding transfers.
8. Wire transfers are made to fund registered bond accounts and various debt service accounts.
9. Internal book and bank wire transfer is made to the disbursement account to fund various disbursement accounts managed by the Treasury. Commonwealth accounts include payroll, vendor, DMA, retirement and others.
10. Delegated agency have agency advance accounts which include Unemployment, Department of Transitional Assistance, Department of Revenue, Executive Office of Health and Human Services, Child Support Enforcement, Trial Court Juror/Witness programs, Lottery and Corrections. This account is a master controlled disbursement account (CDA) linked to the sub-accounts as zero balance accounts. The accounts are largely managed on a positive pay basis. A bank account funds the 100+ Dynacash or agency advance funds. It does not operate on a CDA basis.
11. A bank processes the Commonwealth's ACH vendor and direct deposit payments.
12. While most disbursement activity is sourced through the disbursement account, wires to third parties such as the UMASS payroll, and SSA monthly payments are debited against the float fund account.
13. These represent multiple Trial Court bank accounts, geographically based, for agency deposits. They report on a daily basis and the money is moved via ACH.
14. Trial Court payments are processed through a separate disbursement system.

Attachment B1

Massachusetts State Lottery

COMMONWEALTH OF MASSACHUSETTS
SPECIAL CHECK CASHING ARRANGEMENTS

Department Name: Lottery Department

Bank Branch Locations Preferred Near the Following Locations:

Lottery Locations

One Ashburton Place
Boston, MA 02108

60 Columbian Street
Braintree, MA 02184

200 Theodore H. Rice Boulevard
New Bedford Industrial Park
New Bedford, MA 02740

20 Fort Street
Springfield, MA 01103

11 Cummings Park
Woburn, MA 01801

151 West Boylston Drive
Worcester, MA 01606

Special Arrangements

- A. Lottery Customers may negotiate their prize check(s) the same day that checks are issued and presented to them by the Lottery either at their own bank or at a designated bank branch (see listing above for current Lottery branch locations).**
- B. Identifying customer
- 1) The Bank will obtain 2 forms of identification, one Primary and one Secondary, according to standard Bank check cashing guidelines, or
 - 2) The Bank will obtain Primary ID and letter on COMA letterhead as 2nd form of ID
- C. The Bank will only cash winning Lottery checks up to and including \$10,000. If the check is over \$10,000, the Lottery customer will be required to deposit the winning Lottery check into their own personal bank account or open a new account.
- D. As agreed upon in the Master Contract, the Commonwealth of Massachusetts will indemnify the Bank against cashing checks that are not on the Positive Pay issue file as well as cashing checks based on special identification as outlined above.**

Summary of EFT Sweep Process for Agent Invoices

The Lottery's IBM mainframe computer system creates an electronic funds transfer file (EFT) and agent invoice (SR61) on Sunday. The data on the file represents agent transactions from Sunday of the prior week through Saturday of the present week. The file contains on-line and instant ticket receivable data by agent. The Credit and Collections Department verifies the invoice totals. If correct, the file is electronically transmitted to the MSLC host bank via FTP. An Electronic File Transfer form is prepared by the Lottery and is emailed to the bank as a pdf document. The bank sends an email back to the Lottery confirming receipt of the file and totals.

The Sweep process is as follows:

- Sunday – ISYS Terminal Special Report 61 (available after 5:00AM) is electronically transmitted to the agents. The report indicates the amount of cash to be swept. It must be available in the agent's bank account by the close of business on Thursday though sales agent agreement stipulates it must be deposited the following business day
- Monday – Electronic ACH Debit file is verified and electronically transmitted to the host bank for Friday settlement.
- Thursday – The Bank originates ACH debit file.
- Friday – The Bank sweeps the agent accounts. The banks have 24 hours ("business day" time) to honor/ reject the host bank request. Receiving bank's post ACH debit to Lottery

Agent's account and the Bank credits TRE Main Account with Funds (gross total of MSLC ACH debit file).

- Monday – The 24 hour honor/reject window ends. Rejected items are returned to the host bank. Receiving Bank's identify overdrawn Lottery Agent accounts and originate an ACH Return back to the Bank (Lottery Agent Bank has an overdraft notice and returns item to the Bank).
- Tuesday – Host returns rejected items to member banks for second sweep attempt from agents accountThe Bank receives ACH returns throughout the day.
- Wednesday – Depending on the members' bank policies, rejected agent settlements may take place. Host begins to inform Lottery of rejects via encrypted email. The Bank originates ACH redeposit of return for next day settlement.
- Thursday – Receiving Bank receives and posts ACH redeposited debit to Lottery Agent's account.

*Notes: Timing of returns and re-sweeps depends upon when the Lottery agent bank makes a decision to return an item. (Each event takes a day to cycle. For instance, the Bank receives returns on Tuesday, reoriginates sweep on Wednesday, Lottery Agent receives sweep on Thursday).

The host bank credits the Treasury main depository account #00088880000 for the entire agent sweep amount, regardless of the member bank sweeps (provisional credit for entire agent EFT sweep amount for week). This credits the beginning sweep balance, including amounts not swept during the sweep process. The sweep rejects are debited to the MSLC Reject Account as they are processed back to the host bank from the member banks. Notification is sent to the MSLC Credit and Collections Department via encrypted email two to seven calendar days after the first reject of a sweep and appropriate action is taken. **(4) Furthermore, agent receivables are recorded upon notice received from the Bank of insufficient available funds within an agent Lottery account.**

The Credit and Collections Department takes the following actions regarding the rejected sweeps:

1. Electronically transmit a disconnect message to the agent.
2. Acts to collect the reject by the end of the day. If successful, the reject is 'resolved'.
3. Enter the reject amount and agent data into BARS (Commonwealth's Billing and Accounts Receivable System).

If unsuccessful, the following steps are additionally undertaken:

1. Electronically transmit a disconnect message to the agent
2. Disable the agent terminal.

3. Programmatically block the ordering of Instant Game Tickets and other Lottery products and supplies.

Average of fifteen (15) Agent Rejects per week.

Attachment A2

Cash Management/Central Remit (CMCR) Accounting Transaction Interface and Daily Deposit Reports

Cash Management/Central Remit (CMCR) Accounting Transaction Interface and Daily Deposit Reports

CMCR-BARS and CMCR Non-BARS Lockbox and Interface Overview

The Lockbox vendor is required to maintain a physical facility within the Commonwealth of Massachusetts to establish, maintain and process lockbox payments based on the requirements of each department of the Commonwealth. The Commonwealth of Massachusetts Office of the Comptroller manages a statewide Billing and Accounts Receivable System (BARS) within the Commonwealth's statewide accounting system MMARS, that produces various notices for payment that all share a common scanline layout printed on a common remittance advice. Each department's business is differentiated by delivery to a unique Post Office Box number at the central facility, and each department's box will have an associated bank account for deposit of the day's receipts.

All department's BARS remittance coupons are returned to a central lockbox facility, referred to as the CMCR-BARS "retail" lockbox. A file and reports for each of these transactions are transmitted to the Office of the Comptroller at the end of each business day.

Some Commonwealth departments do not use the BARS scanline and are not associated with the CMCR process. The requirements of these non-BARS "wholesale" lockbox departments are further defined in Attachment C2 of this procurement.

However, some departments require their non-BARS wholesale lockbox data be captured and included in the CMCR-BARS file and reports sent to the Office of the Comptroller each day. Since data is not captured via the standard BARS scanline, a separate specification details the basic data elements that must be scannable on the department's custom remittance advice, and mappable to the standard CMCR file specification and included in the daily file to the Office of the Comptroller. These boxes are referred to as CMCR non-BARS "wholesale" boxes. The interface specifications for the two lockbox types appear towards the end of this section.

CMCR Reporting Specification

The Lockbox Vendor must report daily to the Comptroller on the remittances processed across all CMCR boxes for each department box via three processes: 1) a single email containing summary information across all CMCR boxes 2) a single file containing data from each remittance advice processed and 3) a single predefined detailed deposit report. The email, file and report each aggregate all boxes' transactions including both CMCR-BARS and CMCR Non-BARS.

1. Lockbox Email Report Requirement

The vendor must transmit to the Commonwealth of Massachusetts Office of the Comptroller a single email summarizing and totaling all of the detailed activity of each of the individual departments. This email must be timed to arrive at or before the transmission of the Lockbox Remittance File (#2 below). The daily email report must contain department name, PO box number, transaction count, and transaction amount. To facilitate reconciliation, the daily email

report must also calculate the total transaction count and total amount processed across all CMCR departments for the day. To support online reconciliation, the vendor must provide a secure, profile-based portal for departments to view their departmental activity online should the department opt to do so. In addition, the lockbox vendor must transmit a daily deposit email to each CMCR-BARS and CMCR non-BARS department that contains only their department's detail activity.

The daily file, report and email report must be sent to the Office of the Comptroller no later than 4:00 P.M. at the close of each business day.

2. Lockbox Remittance File Requirement

The Lockbox Vendor will provide a daily file that will be loaded into the Commonwealth's BARS system. This file must conform to standard XML specifications and is defined next.

CMCR-BARS XML File Specification

This table defines the data elements that will be both captured from the BARS coupon and generated via the scanning process by the vendor and passed daily by the lockbox vendor to the Commonwealth Office of the Comptroller for the CMCR-BARS interface. The lockbox vendor should review the "XML Value from" column in conjunction with the R/C column to determine the origin of the data element.

XML Attribute	Description	R/C	XML Value from Coupon OCR Scan (C) or Vendor (V)	Type	Size	Notes
DEPT_CD	Department	R	C	Varchar	3	MMARS Department Code associated with the payment
PAYMENT_AM	Amount being paid.	R	V	Currency		Payment Amount
TRANS_SR	Source of transaction	R	V	Varchar	1	Value must be "L"
DSCR	Description	R	V	Varchar	60	This value must be Lockbox Payment and the department "Lockbox" for all records.
BANK_DPS_DT	Bank Deposit Date	R	V	Date		Lockbox transaction processing date. XML Format: 2016-03-29
COUPON_ID	Coupon ID	R	C	Integer	19	Assigned when MMARS coupon is printed
LIC_PERMIT_NO	License Permit Number/MMARS Vendor Customer code	R	C	Varchar	12	Assigned by Department
ECRT_CD	External Cash Receipt Code	R	C	Varchar	4	MMARS BPRO or ECRT Code assigned by department
LOCK_BOX_NO	Number of Lockbox Source	R	V	Varchar	10	Lockbox Number
LIC_RNEW_DT	Coupon Due Date	R	C	Date	8	Invoice/Statement/Renewal Due Date
PAY_CHK_NO	Payment Check Number	R	V	Varchar	11	Check Number
BFY	Budget Fiscal Year	C	V	Integer	4	The budget fiscal year with which this calendar date is associated. Value to be determined by Comptroller. Only populated on June 30. If sent empty include the value "null"
FY	Fiscal Year	C	V	Integer	4	The fiscal year with which this calendar date is associated. Value to be determined by Comptroller. Only populated on June 30. If sent empty include the value "null"
PER	Period	C	V	Varchar	2	The Accounting Period with which this calendar date is associated. Value to be determined by Comptroller. Only populated on June 30. If sent empty include the value "null"

LIC_RNE W_DT	Coupon Due Date	R	C	Date	8	Invoice/Statement/Renewal Due Date. Not moved to CR but stored on the External Cash Data Storage table. XML Format: 2007-12-31
PAY_CHK_NO	Payment Check Number	R	V	Varchar	11	
BFY	The budget fiscal year with which this calendar date is associated.	C	V	Integer	4	Value to be determined by Comptroller. Only populated on June 30th (last file of the fiscal year). If sent empty, include the value 'null'.

XML Interface Sample of one record

```

<AMS_DATAOBJECT_XML_IMPORT_FILE VERSION="1.0">
  <R_EXTR_CASH_RT_STG AMSDataObject="Y">
    <COUPON_ID Attribute="Y"><![CDATA[1000000000002916137]]></COUPON_ID>
    <ECRT_CD Attribute="Y"><![CDATA[SCAI]]></ECRT_CD>
    <UNIT_CD Attribute="Y"><![CDATA[AUTO]]></UNIT_CD>
    <PAYMENT_AM Attribute="Y"><![CDATA[1235.00]]></PAYMENT_AM>
    <DEPT_CD Attribute="Y"><![CDATA[EQE]]></DEPT_CD>
    <LIC_PERMIT_NO Attribute="Y"><![CDATA[VC7000074401]]></LIC_PERMIT_NO>
    <LIC_RNEW_DT Attribute="Y"><![CDATA[2007-02-05]]></LIC_RNEW_DT>
    <TRANS_SRC Attribute="Y"><![CDATA[L]]></TRANS_SRC>
    <PAY_CHK_NO Attribute="Y"><![CDATA[001589]]></PAY_CHK_NO>
    <BFY Attribute="Y"><![CDATA[null]]></BFY>
    <FY Attribute="Y"><![CDATA[null]]></FY>
    <PER Attribute="Y"><![CDATA[null]]></PER>
    <DSCR Attribute="Y"><![CDATA[Lockbox]]></DSCR>
    <BANK_DPS_DT Attribute="Y"><![CDATA[2007-01-19]]></BANK_DPS_DT>
    <LOCK_BOX_NO Attribute="Y"><![CDATA[3982]]></LOCK_BOX_NO>
  </R_EXTR_CASH_RT_STG>
</AMS_DATAOBJECT_XML_IMPORT_FILE>

```

Example – Scanline

For the forms Invoice, Dunning, Collection Letter, Statement, and Payment Plan Reminder, the scanline will be created by moving the following form elements to the XML record and will appear as follows.

10000000000029161372EQESCAI02050700002000000000200000VC70000655240

INVOICE	Customer Name		Page 1
Remit to:	COMMONWEALTH CUSTOMER		
COMMONWEALTH DEPARTMENT	Customer Number	Invoice Number	Notice Date
COMMONWEALTH MASTER LOCKBOX	VC7000065524	00F35079R1N3X0018445	12-08-06
P.O. Box 3982	E-Payment ID	AR Dept BPRO	Due Date
BOSTON Massachusetts 02241-3982	0029161372	EQE:SCAI	02-05-07
	Amount Due	Amount Enclosed	
	\$2,000.00		

Bill to:

COMMONWEALTH CUSTOMER
DIVISION OF THE CUSTOMER
P.O. BOX 142
BELMONT Massachusetts 02478-0000

Payment Method: Check ☐ Money Order ☐

☐ Please check if address has changed. Write correct address on back of stub and attach with payment

Please write Invoice No on front of check or Money Order. DO NOT MAIL CASH

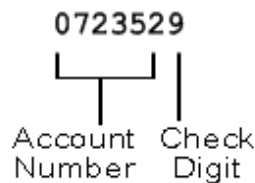
Key Element	OCR Placement	XML Tag	From Form Value	Scanline Value
Coupon ID	Pos 1-19	COUPON_ID	Coupon ID (hidden)	1000000000002916137
Check Digit	Pos 20	<calculated Mod10>		2
AR Department	Pos 21-23	DEPT_CD	AR Dept	EQE
BPRO/ECRT	Pos 24-27	ECRT_CD	ECRT	SCAI
Due Date	Pos 28-33	LIC_RNEW_DT	Due Date	020507
Amount Due	Pos 34-43	n/a	Amount Due	0000200000
Late Amount Due	Pos 44-53	n/a	Amount Due	0000200000
Customer Number	Pos 54-65	LIC_PERMIT_NO	Customer Number	VC7000065524
Check Digit	Pos 66	<calculated Mod10>		0

Modulus 10 Check Digit Algorithm

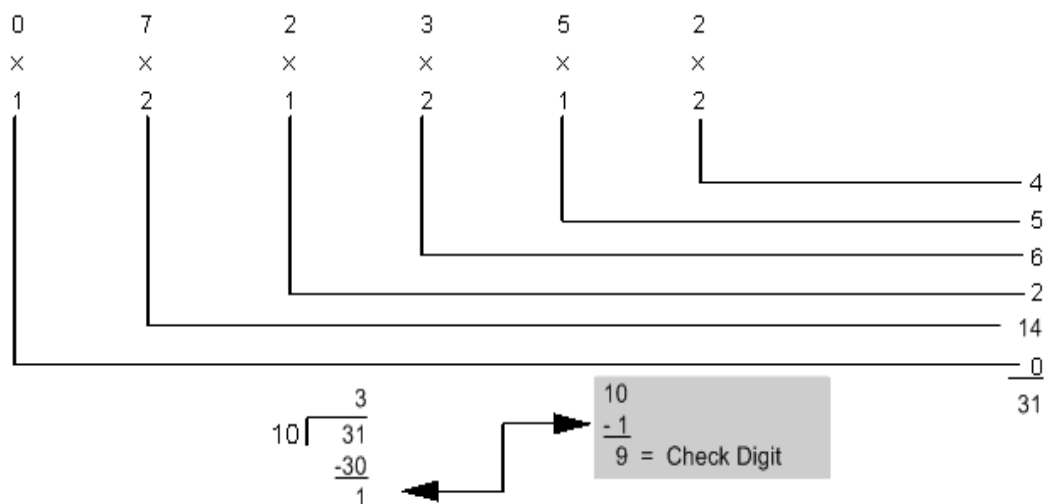
A check digit is a single digit integer appended to a number string as a means of verifying the accuracy of the number string. The check digit tests the accuracy of an account number or an entire scan line by calculating and comparing the embedded check digit.

Check digits are generated by consistently applying a set of rules, or algorithm, to the number strings. The Modulus 10 algorithm combines weighing of the position in the number string with modular arithmetic. The rules for calculating an account number check digit using this algorithm are as follows:

1. Apply a weight to each digit place in the account number; do not include the check digit position.



2. Start weighing with the left most digit in the number string and proceed to the right with weights alternating 1, 2, 1, 2... Do not apply weights to spaces, dashes, or other editing character places.
3. Multiply each digit in the number string by its corresponding weight.
4. Add the results for each digit to create one sum for the complete number string.
5. Divide the results by 10. If the remainder is non-zero, subtract the remainder from 10; the result is the check digit. If the remainder is zero, the check digit is zero.



CMCR Non-BARS XML File Specification

The single lockbox that processes the many Commonwealth department remittance coupons that use the BARS scanline is referred to as the CMCR “retail” lockbox, and each department’s transactions are all included together in one daily file transmitted to the Office of the State Comptroller. Otherwise, if a department chooses to utilize a box that provides individualized custom remittance processing of documents NOT containing the BARS scanline, the box is referred to as a “wholesale” lockbox and departments receive their own custom reports. There are, however, some departments who require custom remittance coupons NOT containing the BARS scanline (wholesale) who would like their transactions included in the CMCR-BARS file. These boxes are referred to as CMCR non-BARS “wholesale” boxes.

The following specification defines the data elements that may be captured and passed by the whole-tail lockbox that must be merged into the existing daily CMCR file. The vendor should review the “XML Value from” column in conjunction with the R/C/O column to see if the vendor or the department is required to supply the value for the data element in the file.

XML Attribute	Description	R/C	XML Value from Coupon OCR Scan (C) or Vendor (V)	Type	Size	Notes
DEPT_CD	Department	R	C	Varchar	3	MMARS Department Code associated with the payment
PAYMENT_AM	Amount being paid.	R	V	Currency		Payment Amount
TRANS_SR	Source of transaction	R	V	Varchar	1	Value must be "L"
DSCR	Description	R	V	Varchar	60	This value must be Lockbox Payment and the department "Lockbox Payment AAA" for all records.
BANK_DPS_DT	Bank Deposit Date	R	V	Date		Lockbox transaction processing date. XML Format: 2016-03-29
COUPON_ID	Coupon ID	R	C	Integer	19	Assigned when MMARS coupon is printed
LIC_PERMIT_NO	License Permit Number/MMARS Vendor Customer code	R	C	Varchar	12	Assigned by Department
ECRT_CD	External Cash Receipt Code	R	C	Varchar	4	MMARS BPRO or ECRT Code assigned by department
LOCK_BOX_NO	Number of Lockbox Source	R	V	Varchar	10	Lockbox Number
LIC_RNEW_DT	Coupon Due Date	R	C	Date	8	Invoice/Statement/Renewal Due Date
PAY_CHK_NO	Payment Check Number	R	V	Varchar	11	Check Number
BFY	Budget Fiscal Year	C	V	Integer	4	The budget fiscal year with which this calendar date is associated. Value to be determined by Comptroller. Only populated on June 30. If sent empty include the value "null"
FY	Fiscal Year	C	V	Integer	4	The fiscal year with which this calendar date is associated. Value to be determined by Comptroller. Only populated on June 30. If sent empty include the value "null"
PER	Period	C	V	Varchar	2	The Accounting Period with which this calendar date is associated. Value to be determined by Comptroller. Only populated on June 30. If sent empty include the value "null"

Example – XML Layout

Note: Only the Required fields identified above need to appear in the file. Optional fields are defined by department.

Sample Department Wholetail File:

```
<AMS_DATAOBJECT_XML_IMPORT_FILE VERSION="1.0">
  <R_EXTR_CASH_RT_STG AMSDataObject="Y">
    <ECRT_CD Attribute="Y"><![CDATA[ASBS]]></ECRT_CD>
    <UNIT_CD Attribute="Y"><![CDATA[AUTO]]></UNIT_CD>
    <PAYMENT_AM Attribute="Y"><![CDATA[0000085.00]]></PAYMENT_AM>
    <DEPT_CD Attribute="Y"><![CDATA[AAA]]></DEPT_CD>
    <LIC_PERMIT_NO Attribute="Y"><![CDATA[licpermnum]]></LIC_PERMIT_NO>
    <LIC_RENEW_DT Attribute="Y"><![CDATA[2010-06-21]]></LIC_RENEW_DT>
    <TRANS_SRC Attribute="Y"><![CDATA[L]]></TRANS_SRC>
    <PAY_CHK_NO Attribute="Y"><![CDATA[001234]]></PAY_CHK_NO>
    <BFY Attribute="Y"><![CDATA[null]]></BFY>
    <FY Attribute="Y"><![CDATA[null]]></FY>
    <PER Attribute="Y"><![CDATA[null]]></PER>
    <DSCR Attribute="Y"><![CDATA[Lockbox Payment AAA]]></DSCR>
    <BANK_DPS_DT Attribute="Y"><![CDATA[2010-06-20]]></BANK_DPS_DT>
    <LOCK_BOX_NO Attribute="Y"><![CDATA[5678]]></LOCK_BOX_NO>
  </R_EXTR_CASH_RT_STG>
</AMS_DATAOBJECT_XML_IMPORT_FILE>
```

3. Master Lockbox Daily Deposit Journal Requirement

The lockbox vendor will transmit the following Master Lockbox Daily Deposit Journal to the Commonwealth of Massachusetts Office of the Comptroller. The report will be a single daily report containing all departments' (designated as CMCR-BARS and CMCR Non-BARS) deposit activity. This report is subtotaled by Department and BPRO/ECRT Code and will be delivered in exactly the following format:

JOURNAL LISTING										
DMR		MASTER LOCKBOX DAILY DEPOSIT - HARLBX1								PAGE: 61
04/23/2007 14:40										JOB: ****
BATCH NUMBER	TRAN NUM	SEQ NUM	CHECK NUMBER	COUPON ID	REFERENCE DATA	ECRT/ BPRO	DUE DATE	AMOUNT DUE	LATE AMOUNT	PAYMENT AMOUNT
9914708	007	001	000599	10000000000034027		2100	04-21-07	980.10	980.10	490.05
9914711	003	001	000331	10000000000034029		2100	04-21-07	1,471.50	1,471.50	735.75
9914711	012	001	000571	10000000000034026		2100	04-21-07	511.70	511.70	511.70
9914711	014	001	003092	10000000000034027		2100	04-21-07	347.22	347.22	347.22
9914711	016	001	001569	10000000000034030		2100	04-21-07	905.25	905.25	905.25
DMR2100 SUB-TOTAL =				\$2,989.97						
9914708	002	001	000287	10000000000034030		3230	04-21-07	1,906.89	1,906.89	1,059.23
DMR3230 SUB-TOTAL =				\$1,059.23						
9914711	001	001	001989	10000000000034032		3330	04-21-07	1,123.50	1,123.50	561.75
9914711	010	001	000191	10000000000034033		3330	04-21-07	1,720.50	1,720.50	1,720.50
DMR3330 SUB-TOTAL =				\$2,282.25						
9914708	001	001	001134	10000000000032546		3430	03-24-07	50,655.54	50,655.54	1,500.00
9914708	006	001	002341	10000000000034034		3430	04-21-07	3,710.25	3,710.25	532.00
9914709	001	001	000859	10000000000032545		3430	03-24-07	535.00	535.00	1,260.50
9914710	001	001	000621	10000000000032548		3430	03-24-07	0.00	0.00	374.22
9914711	002	001	000787	10000000000032548		3430	03-24-07	0.00	0.00	300.00
9914711	004	001	000531	10000000000032548		3430	03-24-07	0.00	0.00	1,150.00
9914711	005	001	000527	10000000000034033		3430	04-21-07	989.75	989.75	678.25
9914711	006	001	000234	10000000000032547		3430	03-24-07	0.00	0.00	496.69
9914711	007	001	000793	10000000000034034		3430	04-21-07	2,721.75	2,721.75	386.60
9914711	008	001	000344	10000000000032548		3430	03-24-07	0.00	0.00	1,671.52
9914711	011	001	003209	10000000000034033		3430	04-21-07	2,109.87	2,109.87	375.00
9914711	013	001	000547	10000000000034035		3430	04-21-07	948.33	948.33	1,257.26
9914711	015	001	002044	10000000000032548		3430	03-24-07	0.00	0.00	756.00
9914711	018	001	000358	10000000000032545		3430	03-24-07	0.00	0.00	752.00
9914711	020	001	000537	10000000000032546		3430	03-24-07	0.00	0.00	743.80
DMR3430 SUB-TOTAL =				\$12,233.84						

In addition, the lockbox vendor must transmit a daily deposit email to each CMCB-BARS and CMCB non-BARS department that contains only their department's detail activity. The vendor must supply to the Commonwealth of Massachusetts Office of the Comptroller a single email summarizing and totaling all of the detailed activity of each of the individual departments. This email must be timed to arrive at or before the transmission of the CMCB accounting interface file. All files and reports must be received Monday through Friday by the Commonwealth of Massachusetts Office of the Comptroller no later than 4:00 P.M. In addition, the vendor must provide a secure, profile-based portal for departments to view their departmental activity online should the department opt to do so.

Any coupon processing that occurs after the last batch on Friday will be included in the single file normally transmitted on Monday before 4:00 P.M.

The aforementioned file and reporting requirements are applicable to all regular processing business days. In addition, the vendor will be required to follow special instructions to process receipts collected at the end of the Commonwealth's fiscal year. The following is a standard instruction using the cross fiscal years 2016 to 2017 as a sample.

Commonwealth of Massachusetts Cross Fiscal Year Lockbox Processing -- FY16/FY17

The purpose of this document is to detail the procedure to process the cross fiscal year deposits received by the lockbox vendor through the Commonwealth of Massachusetts (COMA) lockboxes. The Commonwealth's fiscal year 2016 ends on June 30, 2016. The Comptroller has determined that the mail pick-up schedule at the lockbox vendor would determine the fiscal year in which cash receipts are received by the Commonwealth, and subsequently determine the fiscal year in which the receipts are recorded in the state's MMARS accounting system.

State Fiscal Year 2016 Receipts:

The last day of the state fiscal year falls on Thursday, June 30, 2016. All deposits made and posted from lockboxes on Thursday, June 30, 2016 will consist of mail pickups up to and including mail received prior to 11:59 p.m. on Thursday June 30, 2016. All mail pick-ups made from Thursday morning 12:00 a.m. up until 11:59 p.m.. Thursday night June 30, 2016 will be segregated by the lockbox vendor and labeled as fiscal year 2016 receipts. The mail contained in the above-mentioned pickups will be the only mail processed and deposited on Friday, July 1, 2016, and will be sent to the Commonwealth through the normal transmission channels at the end of the business day on Friday, July 1, 2016.

FY16 Data File Requirement:

The daily transaction xml file sent by the lockbox vendor on Friday, July 1, 2016 must contain ONLY transactions processed from mail received prior to 11:59 p.m. on Thursday, June 30, 2016. This file represents FY16-only business. The Bank Deposit Date value in each record in this file must be "2016-06-30." This work/transmission file should not include receipts received after 11:59 p.m. on 6/30.

To illustrate, the Bank Deposit Date value for each record in the FY16 file should be sent as follows:

<BANK_DPS_DT Attribute="Y"><![CDATA[2016-06-30]]></BANK_DPS_DT>

This is the only field where the value will be different from normal processing. The record layout itself remains unchanged, business as usual, and all other elements should be included as normal.

The detail of this FY16 transmission should also be identified on a separate spreadsheet provided by the lockbox vendor, for **ALL** the Commonwealth of Mass boxes processed. This will be sent to both the Office of the State Comptroller and the Department of State Treasurer as FY2016 receipts. This spreadsheet will provide batch totals by Dept/P.O Box and clearly state that these totals represent FY16 transactions only.

Since TRE will not sweep the FY16 deposits until July 1st, the CDs will appear in MMARS as FY17 CDs. The CTR Accounting Bureau will therefore need to move these FY17 funds back

into FY16. The CTR Accounting Bureau Revenue Unit will manage this information for the CMCR lockboxes. For all other non-CMCR lockboxes, each respective department will need to contact the CTR Accounting Bureau Reconciliation Unit to confirm the FY17 deposits that need to be moved back to FY16.

State Fiscal Year 2017 Receipts:

All deposits included in the mail pickups received beginning at 12:00 a.m. (midnight) on Friday, July 1, 2016 and running until the normal cutoff time (4:00 PM) on Friday July 1, will be segregated by the lockbox vendor and labeled as fiscal year FY17 receipts. These mail pieces/transactions will be held for processing until Tuesday, July 5 and included with the mail and transmission normally received for processing on Tuesday, July 5. This mail and transmission, once processed, will be sent to the Commonwealth through the normal transmission channel at its regular afternoon transmission time on Tuesday, July 5.

FY17 Data File Requirement:

The daily transaction xml file sent by the lockbox vendor on Tuesday, July 5 2016 will contain both transaction batches processed from mail received from 12:00 a.m. July 1st through the regular cutoff time on Friday, July 1 AND payments processed through the normal cut off time Tuesday July 5. This file represents FY17-only business. The FY17 xml file should contain the usual data elements and must contain a Bank Deposit Date of 7/1/2017 or greater.

To illustrate, the Bank Deposit Date value for records in the FY17 file processed on 7/5/2017 will be sent as follows:

<BANK_DPS_DT Attribute="Y"><![CDATA[2017-07-01]]></BANK_DPS_DT>

Attachment B2

Department of Revenue

Department of Revenue

Department of Revenue

INTRODUCTION

Identification

DOR is authorized under Sections 45, 45A and 45B of Chapter 62C of the General Laws to:

- a. establish a Vendor-operated Lockbox depository system for the collection and deposit of payments due under certain business, individual, and corporate taxes; and
- b. to accept payments via Electronic Funds Transfer (EFT).

Department of Revenue

DOR is responsible for the administration, assessment, and collection of all state taxes, with the exception of the Boxing, Racing, Beano, Raffles/Bazaars, Special Insurance Broker, and Unemployment taxes. DOR is responsible for the processing of all returns, payments, refunds, and abatements related to the taxes. In addition, DOR performs auditing, compliance, and customer service functions for these taxes.

DOR's Division of Local Services oversees the distribution of state aid to cities and towns; and DOR's Child Support Enforcement Division provides child support enforcement services throughout the Commonwealth. Services for these two DOR Divisions are not included in this RFR.

DOR is currently rolling out new systems for tax and child support administrative processing. Genisys, the Agency's new Tax Administration System, rolled out the business and corporate tax functions in November 2015. We are currently in the tertiary stage. The next rollout is scheduled for December 2015. This will specifically focus on income taxes. Genisys is expected to be fully implemented in 2017. As this system is developed, DOR's requirements, as currently stated in this RFR, may need to be updated.

Comets HD, the Agency's new Child Support Administration System, is scheduled to have its introductory rollout February 2015. As this system is developed, DOR's requirements, as currently stated in this RFR, may need to be updated.

General Information

The Commonwealth makes no guarantee that any Commodities or Services will be purchased from any Contract resulting from this RFR. Any estimates or past procurement volumes referenced in this RFR are included only for the convenience of Bidders, and are not to be relied upon as any indication of future purchase levels.

The DOR reserves the right to process any tax form or payment outlined in this RFR at any DOR facility.

SCOPE OF SERVICE

Scope Statement

There will be three components to the DOR section of the Contract: Lockbox services, Core Banking and Disbursements and ACH Credit and Debit Services (EFT). In addition, there may be optional services as outlined in the Optional Services section.

Lockbox Services

DOR is currently using Lockbox services to process paper tax coupons/returns and accept EFT payments for the following tax types: Withholding, Sales, Fuels, Corporation, Corporate Excise Estimated, Individual Estimated, Fiduciary Estimated and Bills. For Fiscal Year 2015, the total number of checks processed through the Lockbox was approximately 805K with a total value of approximately \$2.1B (see Exhibit A). Other processing categories may be added during the contract term at a rate to be negotiated.

EFT

DOR currently operates two systems, ACH Debit and ACH Credit, for receipt of funds electronically. Debits will be sent to the banking institution using standard NACHA format. During Fiscal Year 2015, \$19B was paid via ACH Debit and ACH Credit through 4.9M transactions. Payments were recorded into 12 bank accounts with postings to 9 major tax types (see Exhibit B).

Massachusetts Law mandates electronic payments for certain taxpayers based on their level of annual tax liability. Taxpayers falling below the mandated thresholds may voluntarily participate in the EFT programs.

DOR expects that participation in the EFT systems will continue to grow during the Contract Term. A combination of an expanded DOR EFT tax type base and lower mandated thresholds along with independent U.S. Treasury EFT initiatives may fuel EFT expansion. This expansion may result in a reduction in Lockbox activity. Decreases in lockbox activity during the course of this contract should not change the negotiated fees.

Tax Filing Frequencies

The following is a summary of the statutory filing requirements of certain tax types. These apply to both Lockbox and EFT services.

In addition to those payments listed below, DOR receives daily payments from bills issued to delinquent taxpayers.

Weekly Payments

- Withholding – Depository payments are due on or before the third business day following the 7th, 15th, 22nd, and last day of the month.

Monthly Payments

- Withholding – Monthly payments are due on or before the 15th day of the month following the taxable period, except for payments for the taxable periods March, June, September, and December, which are due on or before the last day of the following month.
- Sales – Monthly payments are due on or before the 20th day of each month for the preceding month.
- Fuels – Monthly payments are due on or before the 20th day of each month for the preceding month.

Quarterly Payments, Returns, and Reconciliations

- Withholding Quarterly returns are due on or before the last day of April, July, October, and January.
- Withholding Quarterly reconciliations are due on or before the last day of April, July, October, and January.
- Sales tax returns are due on or before the 20th day following the close of the tax period.
- Corporation and Corporate Excise Tax Estimated payments are due on or before the 15th day of the third, sixth, ninth, and twelfth month of the corporation's taxable year. There are a small number of fiscal year filers that file on other dates throughout the year.
- Individual and Fiduciary Estimated payments are due on or before the 15th day of April, June, September, and January. There are a small number of fiscal year filers that file on other dates throughout the year.

Annual Payments and Returns

- Withholding Annual Returns and payments are due on or before January 31 of the following year.
- Sales Tax Annual Returns and payments are due on or before January 20 of the following year.

OPERATIONAL GUIDELINES

General

The timely and accurate processing of all incoming tax returns/payments is of primary importance to DOR and will be a major benchmark for assessing vendor performance. The processing of these items will be closely monitored by DOR.

The selected vendor must process all documents and payments received within twenty-four hours of mail pick-up. The only exceptions to this will be for unforeseen circumstances by the vendor, quarterly Individual Estimates, and for mail opening services. The vendor shall plan for its staff accordingly.

All EFT transactions must be processed within the time frames defined by Federal Reserve Bank (FRB) and National Automated Clearing House Association (NACHA). The vendor must be capable of receiving ACH transactions, perform initial data processing tasks and edits, and deposit funds to appropriate accounts. If necessary, the vendor will be required to assist DOR in changing all existing routing procedures (ABA/RTN and account numbers) for ACH credit participants. The vendor's plans for minimizing the impact of this transition must be included in the response.

DOR expects that the vendor will implement any system enhancements or the addition of new tax processing systems in a reasonable amount of time during the contract term. The costs and scope of any enhancements will be subject to negotiation at that time.

DOR On-Site Space Requirement

If requested by DOR during the term of the contract, the vendor must provide a secure on-site office area for at least one (1) DOR system terminal and a work area for at least one (1) DOR employee.

The DOR requires that all work performed for DOR be in a separate, secure room distinct from any other work performed. There shall be no commingling of tax documents with any other documents.

Mail Pickup

The vendor will pick up mail at 8:00 A.M. and 10:30 A.M., Monday through Friday except holidays. Changes in Post Office processing cycles may require rescheduling of mail pickups. Saturday pickups may be required during the January, April, June, and September peak filing periods at no additional charge.

Mail Sorting and Inventory

In order to facilitate the sorting process, each tax type, along with its filing frequency, is sent to a unique P.O. Box (Exhibit C). A final sort shall be conducted at the vendor's site to confirm accuracy. A detailed inventory system of incoming mail must be maintained.

Processing Priorities

In order to maximize daily deposits, the vendor shall process mail on a FIFO inventory basis. The Vendor shall process mail in the following priority:

1. Individual Estimated
2. Corporate Estimated (355-ES)
3. Withholding Depository
4. Withholding Quarterly Reconciliation
5. Withholding Monthly (M-942)
6. Sales Monthly (ST-9)
7. Meals Monthly (ST-MAB-4)
8. Withholding Quarterly (M-941)
9. Sales Quarterly (ST-9Q)
10. Bill
11. Sales Annual (ST-9A)
12. Withholding Annual (M-941A)

This priority list is subject to change by DOR. Images of these forms can be viewed in Exhibit H.

Screening

Items must be screened for completeness and accuracy before they can be processed. It is the vendor's responsibility to develop a comprehensive screening procedure. Because of the numerous tax types and different frequencies of filings, the selected vendor will be required to perform extensive screening. The selected vendor shall provide sufficient staff so as to be able to perform all of the screening within the time frame required. Examples of some of the attributes that must be screened include, but are not limited to:

- Form for prior tax periods
- Unsigned or Incomplete forms
- Taxpayer address changes
- Taxpayer's final return
- Discrepancies between check and tax document
- Blank or incorrect payee line on check
- Discrepancy between numerical dollar amount and written dollar amount
- Unsigned check
- Post dated check
- Check without accompanying document
- Credit/refund returns
- Partial payments
- Taxpayer correspondence

Describe the process if the screening process produces one or more of the above results.

Imaging of Checks and Payment Coupons

DOR requires that the selected vendor have the capability to scan (image capture) all payments and coupon documents for retrieval at our Chelsea facility. This can be an on-line system for immediate viewing; however, DOR also requires that the selected vendor produce daily files of images. Samples of these images and files are provided in Exhibit D & E. Data elements are subject to change per future technical changes and business needs.

DOR requires that the images of the documents, checks, and associated index values be transmitted daily in lieu of paper documents and checks.

The vendor should provide the following:

1. A detailed explanation of the endorsement methodology used for tax and check documents. (physical, virtual, Check 21)
2. A list of endorsement data that will be provided to DOR.
3. A sample of the vendor's standard method of transferring images and associated index values.

DOR utilizes Check21 and Image Cash Letter for daily deposits and will require a daily acknowledgment file.

Document Balancing and Control

Documents and checks must be batch balanced by the vendor. All checks and money orders must be restrictively endorsed and imaged by the vendor.

All processed tax documents will be delivered to DOR daily in the sequence in which they were processed. DOR also requires the delivery of original paper documents via Lockbox courier.

All materials must be delivered to:

Massachusetts Department of Revenue
Massachusetts Information Technology Center
Information Services/Processing Division

200 Arlington Street, 1st Floor
Chelsea, Massachusetts 02150

Delivery must be completed by 3:00 P.M. each business day. DOR reserves the right to change the delivery schedule at no additional charge.

Daily Deposit Cycle

For Lockbox, a daily deposit cycle will commence at 8:01 A.M. each business day and end at 8:00 A.M. the next business day. All work processed during that time will contain the same date this daily cycle occurred.

All EFT transactions must be completed within the time frames defined by FRB and NACHA.

EFT Processing

General – DOR adheres to the Tax Payment (TXP) Banking Convention established by the NACHA and will utilize and comply with NACHA rules including the Addenda Records of the PPD+ and CCD+ file formats (see Exhibit F). The Addenda record, Record 7, of the CCD+ format contains the taxpayer specifics that determines where and how the funds are posted within DOR's internal system.

ACH Credits

A file containing supporting detail for funds received, each banking day, must be provided to DOR in a format and on the timetable specified. The scheduling of this transmission, as well as the content and format, will be described to the vendor.

ACH Debits

Initiation file – DOR will create and transmit to the vendor a file containing all NACHA formatted payments scheduled for settlement on the next banking day. The scheduling of this transmission as well as the content and format will be described to the vendor.

Failed payments – a file containing all unsuccessful ACH Debits will be transmitted to DOR on a daily basis. The scheduling of this transmission as well as the content and format will be described to the vendor.

Notices of Change (NOC) – Notice of Change transactions will be contained in the failed payment file noted above.

Sweeps – Movement of funds by the State Treasurer will be accomplished in the most expeditious manner and in accordance with the methods prescribed by the Treasury. ACH and/or wire transfers will be employed. See Financial Accounting Procedures Section below.

Transition – The cash flow associated with DOR's electronic payments is of critical importance to the financial structure of the Commonwealth. Transition from DOR's current bank to the vendor must be flawless. The vendor's suggestions regarding the transition process (if applicable) will be of paramount consideration in the evaluation process.

Data Capture

Either a combination of Optical Character Recognition (OCR) and manual data entry, EFT or entirely manual data entry will capture data from payments or other tax forms. Optional forms may include, but are not limited to, W-2's, 1099's, and Partnership forms such as Form 3, Schedule 3K-1 and Schedule K-1. See Exhibit G for maximum potential keystrokes for each form.

MANAGEMENT INFORMATION SYSTEMS (MIS) REQUIREMENTS

General

DOR will review the format and utility of all electronic, magnetic, and paper MIS outputs required in this RFR. The vendor must indicate in its response, its ability to maintain, modify, or redesign any or all of the output described herein. Any alternative design or other output schemes that the vendor believes would benefit DOR shall be described in the response.

Cash Management Balance Report Requirements

- Provide consolidated BAI2-formatted cash management balance file for all bank accounts, with detail records for lockbox deposits (116), ACH deposits (143), checks paid (475), returned ACH (557), returned checks (555), and returned item fees (567)
- Provide ability to transmit BAI2-formatted cash management balance file on an hourly and daily basis
- Provide ability to add additional detail record types (BAI codes) to BAI2 file transmission to accommodate future business needs
- Provide secure transfer of BAI2-formatted cash management balance file from bank server to DOR server

Taxpayer Detail By Tax Type - Electronic Data Interchange (EDI)

The total taxpayer detail, by tax type, will be transmitted electronically to the DOR Data Center. The scheduling of this transmission as well as the content and format will be described by DOR to the Vendor. DOR will utilize and comply with NACHA rules including the Addenda Records of the CCD+ and PPD+ file formats.

Taxpayer Detail By Tax Type – Magnetic Tape

In the event of any difficulty with the daily EDI transmission, DOR requires that the last 20 daily EDI transmissions be backed up and retained on magnetic tape. Specific tape layout and format will be provided by DOR to the Vendor.

On-Line Terminal Inquiry

The vendor must provide an on-line or web based terminal network for both the DOR and the State Treasurer, in order to provide access to the following daily information on all bank accounts that are used for Lockbox services.

- Dollar amount deposited
- Dollar amount to be transferred
- Number of checks deposited and/or number of transactions
- Account to which credit was applied

The web-based system must be able to obtain reports and queries and allow detail or summary downloads in BAI, .csv, or MS Excel or equivalent

FINANCIAL ACCOUNTING PROCEDURES

Check Endorsement

The Vendor will imprint on each check deposited a guaranteed endorsement to be defined by DOR. This endorsement will identify the check as one processed as a depository item through said bank, the date deposited, tax type, and account number.

Deposits

All payments processed will be credited to an account(s) entitled:

Commonwealth of Massachusetts
Department of Revenue
Depository Account (#)

Sweeps

All funds deposited each day must be transferred via ACH or Wire Transfer from the depository account to an account at a bank designated by the Treasurer.

Protested Checks

Checks deposited that are not collected and are returned unpaid (protested checks) must be deposited twice. If after the second deposit an item is again returned, the following procedure will apply (DOR requests that this process be automated):

1. The Vendor will provide an electronic Returned Item Notification File transmitted daily containing the following fields:
 - Return dollar amount
 - ABA number of drawee bank
 - Drawee account number

- Check serial number
 - Deposit account number
 - Charge account number
 - Date of return
 - Date of deposit
 - Reason for return
 - Maker and customer reference number
2. Images of the uncollected checks will be made available on the vendor's web-based inquiry system.

EFT Adjustments, Errors, and Reversals.

In general, DOR will comply with NACHA rules and procedures for honoring EFT adjustments. However, DOR does not allow debits to its EFT accounts, except for specific reversal conditions noted below.

Reversals

DOR may comply with NACHA rules regarding EFT Reversals. Transactions meeting reversal conditions must contain the word REVERSAL in the first eight positions of the entry description field, record 5.

ACH Debit Returns and Adjustments

DOR will comply with NACHA rules regarding ACH Debit Returns and Adjustments. General conditions for acceptable adjustments are Returns for Insufficient Funds, Returns for Revocation of Authorization, Returns for Unauthorized Consumer Debits, or erroneous or incomplete account information.

Failed payments – a file containing all unsuccessful ACH Debits will be transmitted to DOR on a daily basis. The scheduling of this transmission as well as the content and format will be described to the vendor.

Deposit Adjustments

- In cases where vendor has a balance due to DOR, the bank account will be credited and a credit memo with a description of the error, a photocopy of the item in question and a copy of the remittance register will be forwarded to DOR
- In cases where DOR has a balance due to the vendor, the bank account will be debited and a debit memo containing a description of the error, a photocopy of the item and a copy of the remittance register will be forwarded to DOR

Depository Account Analysis

The vendor must provide an analysis of each depository account monthly in Excel format

MIS Report and Transmission Development

DOR will continue to review the format and utility of all electronic, magnetic, and paper MIS outputs from the contract. The vendor must demonstrate the ability to maintain, modify, or redesign any or all of the output described herein. Any alternative designs or other output schemes that the vendor believes would benefit DOR should be described in the response. Submissions will be evaluated on the basis of the initiative demonstrated by the vendor and its consideration of the unique needs of a tax agency.

In-house ability to develop all of the software needed to support any future batch projects or on-line development projects shall also be demonstrated in the response. Any response to subcontract software development will be very carefully reviewed, since DOR strongly desires single point responsibility for all work performed under the contract. If subcontractors are used, they must complete all background, CORI, and other checks contained at the end of this section.

Quality control of all deliverables will be the responsibility of the vendor. All costs of replacement and reruns will be borne by the vendor.

Vendors must include Quality Control guidelines in their response.

COST RESPONSE (as it relates to DOR's portion of the RFR)

The vendor's costs shall be submitted in a separate section in accordance with the following requirements:

- The vendor shall credit the Commonwealth with earnings on all items deposited as soon as they become available in accordance with the vendor's published availability schedules, which must accompany the response. Earnings credit for EFT transactions shall be available on settlement date. The earnings rate shall be equal to the rates set at the last auction of the previous month's 91-day Treasury Bill Rate.
- The vendor must transfer to a bank designated by the Treasurer the entire amount of money deposited each day by noon of the next business day, regardless of whether all transactions have cleared by then.
- The Commonwealth will retain any earnings on checks deposited prior to transferring the money to the bank designated by the Treasurer.

The vendor must propose any and all of its potential costs on a per item basis. Each item that may appear on an invoice must be included in the response, along with a detailed definition. At a minimum, this list should include such items as:

- 1) A cost per tax document processed.
- 2) A cost per check processed.
- 3) A cost per EFT ACH Credit payment.
- 4) A cost per EFT ACH Debit payment

The costs proposed must be the same for all items processed; e.g., the same cost per tax document must apply to all tax documents, regardless of the tax type or the amount of manual data entry required and the same cost per check must apply to all checks processed.

If an invoice contains an item that is not on this list, it will not be paid.

TECHNICAL AND BUSINESS RESPONSE (as it relates to DOR's portion of the RFR)

It is crucial that vendors prepare comprehensive and accurate responses. A response, which merely states that the vendor will meet the RFR's requirements, will be penalized in the evaluation process. The response must contain a comprehensive description of how the vendor plans to meet the requirements of the RFR. To that end, a vendor must include at least the following in its response:

1. Vendor Information: the name, address, telephone number, and fax number of the Vendor and the names and business addresses of its principal officers.

2. Contract Manager:

The name(s) and resume(s) of the Contract Manager(s).

3. Experience:

- a. The vendor must describe what experience it has in performing services similar in size and scope to those required under the RFR.
- b. The vendor must describe in detail any applications where it has performed services similar to those required under the RFR. The vendor must describe any other applications that have similar peak processing demands as required under the RFR and how it will provide staff and equipment to meet such peak demands.
- c. The vendor must provide at least three references for services similar in size and scope to what is required under the RFR. References should include each reference's name, address, and telephone number; the name of the contact person at the reference; a description of the type of work performed for the reference, including approximate volume and processing requirements; and any other factors that may help the PMT understand the work performed for the reference. The PMT reserves the right to contact other entities not reported by the vendor for which the vendor has performed similar services. The vendor may not list DOR as a reference.

4. Staffing

a. Describe the vendor's present staffing levels by shift, including Saturday and Sunday for:

- Mail openers/screeners
- OCR operators/encoders
- Data entry clerks
- Managers/Supervisors
- Others

b. Describe the vendor's proposed staffing by shift, including Saturday and Sunday for the contract for:

- Mail openers/screeners
- OCR operators/ encoders

- Data entry clerks
- Managers/supervisors
- Others

c. Indicate the proposed staffing levels for each of the above classifications during normal and peak processing periods, and specifically during the height of Filing Season, from January through June.

d. Indicate how many employees are full time and how many are part time.

5. Temporary Agencies:

The vendor must describe if and how temporary agencies will be used and what the vendor's procedure for screening temporary employees will be. All tax, criminal and other background investigations, as noted in the Employee Background Check Section, are required for all full-time and temporary employees assigned to this activity.

6. Project Management

The vendor must describe in detail its plan for developing the required software, acquiring and installing the necessary equipment, and hiring and training by the deadline agreed upon by DOR and the vendor. The vendor must be as specific as possible, provide important milestones, and indicate how many people will be working on the project.

7. Equipment

Describe the equipment the vendor will be dedicating to the contract. Indicate the type and quantity of equipment to be dedicated to the contract for mail openers, OCR, data entry stations, EFT payment processing, and other equipment. Indicate the type and quantity of additional equipment available to process DOR work during peak periods.

8. Processing of Remittance Documents

The vendor must describe in detail how it plans to perform all the functions required under the Operational Guideline Section of the RFR, including but not limited to:

- Mail Pickup
- Mail Sorting and Inventory
- Processing Priorities
- Document Screening
- Document Batching
- Document Balancing and Control
- Processing all documents within 24 hours of their receipt, with exceptions noted

9. EFT

ACH Transition Plan – The vendor must describe in detail its plan for transitioning ACH Credit participants

EFT Transactions – The vendor must describe in detail how it will meet the requirements for processing and reporting ACH and EFT transactions.

10. Financial Accounting Procedures

The vendor must describe in detail how it will meet the requirements from this section which include:

- Check Endorsement
- Deposits
- Sweeps
- Protested Checks
- EFT Adjustments, Errors and Reversals
- Reversals
- ACH Debit Returns and Adjustment
- Deposit Adjustments
- Depository Account Analysis

1. Management Reports

The vendor must describe in detail how it will prepare reports defined by DOR. In particular, the vendor must describe how it will meet the deadlines for filing reports.

12. Physical Operation and Security

The vendor must describe how it will ensure that all paper and electronic data pertaining to DOR activity will be kept confidential and protected.

13. Disaster Recovery

The vendor's disaster recovery plan shall delineate in detail the steps that the vendor would take to minimize the disruption to DOR's workflow in the event of a disaster. The vendor must describe what provisions it has for continuing the contract if:

- One or more of the OCR or data entry workstations are inoperable.
- The central processing unit supporting the data capture, check processing and preparation and issuance of management reports is inoperable.
- The facility where Lockbox services are performed is not usable.
- Other circumstances.

14. Quality Control

The vendor must describe what procedures it will use to ensure that the requirements of the contract are met or surpassed.

15. Unique Services

Any information, including a description of any unique services that the bidder deems pertinent for consideration by DOR. (Preference in the evaluation of responses may be given to bidders that offer more services than are required by the RFR.)

16. Audited Financial Statements

Audited financial statements for the last three years, including cash flow, balance sheets, and profit and loss statements, and any related notes

17. Solvency

Certification must be provided that the bidder has not been in bankruptcy and/or receivership within the last three calendar years.

18. Pending Litigation

Details of any judgment, criminal conviction, investigation, or litigation pending against the bidder or any of its officers, directors, employees, agents, or subcontractors that would affect the ability of the vendor to perform the required services for DOR; or a statement that there are none.

19. Fidelity Bond

A copy or other evidence of a fidelity bond indicating that all employees who perform work under the contract are covered.

DOR CONTRACT REQUIREMENTS

SUBCONTRACTORS

No work involving the DOR Information or Information Technology services will be subcontracted or outsourced by the contractor without prior written approval of DOR. The contractor is not allowed to transfer DOR information to any other contractor or third party, including subcontractors (hereinafter, collectively, “subcontractors”), without the prior written approval of DOR. Failure to obtain written approval for the use of a subcontractor prior to the subcontractor receiving any DOR information may be regarded as a material breach, subjecting the contractor to sanctions, including, but not limited to, liquidated damages, withholding of payments, contract suspension, or termination.

The contractor must account for the use of all subcontractors, as permitted by law or regulation, to do programming, processing, or administrative services requiring access to the DOR Information.

The bidder must provide DOR with a detailed explanation of any subcontractor that it anticipates using under the contract. This includes subcontractors that may serve process for the contractor, or that may have access to any DOR Information under the contract.

The successful bidder must provide a copy of all contracts between the contractor and all subcontractors identified in its response: 1) at the onset of contract negotiations, either in draft form or as executed by the contractor and its subcontractor; and 2) prior to the execution of the contract, as executed by the contractor and its subcontractor. Every contract entered into between the contractor and a subcontractor, whether the subcontractor is named in the response or is named subsequent to the execution of the contract, is subject to DOR's prior written approval. A copy of each such contract must be provided to DOR upon its request, whether in draft form or as executed, at the time of DOR's request. The substitution of one subcontractor for another may be made only with prior written approval of DOR's Contract Manager.

The contractor will be and will remain fully responsible for the subcontractors' compliance with all terms, conditions, and specifications of the contract. No subcontract or delegation shall relieve or discharge the contractor from any duty, obligation, responsibility or liability arising under the contract except as specifically set forth in DOR's written approval. All subcontracts shall be in writing and shall contain provisions, which are functionally identical to, and consistent with, the provisions of the contract. DOR shall not be bound by any provisions contained in a subcontract to which it is not a party.

All subcontractors and their employees must comply with DOR's Confidentiality and Security Requirements Outlined Below.

CONTRACTOR AND CONTRACTOR'S EMPLOYEE REQUIREMENTS

(Exhibit H contains the relevant forms)

Contractor Tax and Child Support Compliance

Massachusetts General Laws chapter 62C, § 49A prohibits DOR from entering into a contract with a contractor unless the contractor certifies in writing, under penalties of perjury, that it has complied with all laws of the Commonwealth or other jurisdiction relating to taxes, wage reporting, and withholding and remitting child support. DOR will verify the compliance of each bidder with the applicable laws upon receipt of the bidder's response. The non-compliance of a bidder with any of these laws will not disqualify the bidder or affect the scoring of its response, but DOR may **not** award the contract to a bidder until the bidder's tax, wage reporting, and child support issues have been resolved to DOR's satisfaction.

An employer is required to withhold and remit child support upon notice of a child support order or judgment that includes an income withholding provision. M.G.L. c. 119A, § 12. In addition, an employer is required to comply with requests for information regarding child support obligors sent to employers by DOR. M.G.L. c. 119A, § 14.

DOR will aggressively pursue all non-compliance issues found with respect to any bidders.

Confidentiality and Security

The contractor will comply with the notification requirements of M.G.L. c. 93H (Security Breaches) and Executive Order Number 504 (Order Regarding the Security and Confidentiality of Personal Information), and any supplemental procedures or regulations thereto.

The contractor agrees and acknowledges that the DOR information is confidential and that through its receipt of the DOR information it will acquire or have access to "personal data" and become a "holder" of personal data as defined by M.G.L. c. 66A, and "personal information" as defined by M.G.L. c. 93H. As such, the contractor is subject to and must comply with all applicable federal and state regulatory and statutory requirements, and any amendment thereto, pertaining to confidentiality and privacy, including but not limited to: M.G.L. c. 62C, §§ 21 and 21B; M.G.L. c. 62E; G.L. c 119A, § 5A; M.G.L. c. 66A;

M.G.L. c. 93H; 801 C.M.R. 3.00 et seq.; I. R. C. § 6103; I. R. C. § 7213; I. R. C. § 7213A; and I. R. C. § 7431.

The contractor recognizes DOR's ownership of the DOR information and agrees that they will not publish or otherwise release individual listings from the DOR Information, or statistics from the DOR information that could indirectly reveal an identifiable individual, without prior written authorization from DOR.

If working with child support information, the contractor must require each contractor's Employee to identify if he or a member of his family is a participant in a child support case in the Commonwealth. Any contractor's employee so identified must be prohibited from taking any action related to his family's case for any purpose.

Contractor's Employee Requirements

A. Compliance Agreements

Before any contractor's employee, including an employee hired after the date of the contract, may have access to the DOR information, the contractor must inform its employees of DOR's confidentiality and security requirements and the prohibitions relating to the disclosure or browsing of the DOR information.

Additionally, the contractor will prohibit access to the DOR information by any of its employees, including an employee hired after the date of the contract, until the employee has read and signed DOR's "Contractor's Employee Compliance Agreement" acknowledging that they are holders of personal data under M.G.L. c. 66A. The contractor will maintain the originals of the contractor's Employee Compliance Agreements with its other contract records and will allow DOR to copy or review such agreements upon request.

Each year, the contractor will require all employees to read and sign the contractor's Employee Compliance Agreement.

B. Tax and Child Support Checks

All the contractor's employees who may have access to DOR information are required to undergo a tax and child support check upon hire, and to undergo a yearly tax check.

The contractor will prohibit access to the DOR information by any of the contractor's employees, including an employee hired after the date of the contract, until the contractor's employee has undergone a tax and child support check satisfactory to DOR. The contractor's Contract Manager must submit a complete and signed copy of DOR's "Tax and Child Support Questionnaire" in a secure manner to James Reddington @ 100 Cambridge Street, 6th floor, Boston, MA 02114.

On an annual basis, each contractor's employee must submit a complete and signed copy of DOR's "Tax and Child Support Questionnaire" to James Reddington in accordance with the above procedure.

C. Criminal History Background Checks

All the contractor's employees who may have access to DOR information are required to undergo a criminal history background check upon hire.

The contractor will prohibit access to the DOR Information by any of its employees, including an employee hired after the date of the contract, until the employee has undergone a criminal history background check satisfactory to DOR in accordance with one (1) of the two (2) procedures below:

1. The contractor may request DOR conduct Criminal Offender Record Information (CORI) checks on its behalf by collecting a "CORI Request Form" from each employee that may have access to the DOR

information and sending the form with a copy of valid photo identification to James Reddington in a secure manner. The CORI check will be conducted by James Reddington, Director, Office of Internal Affairs, in accordance with DOR's procedures for its own employees. In the event that CORI results obtained for an Employee reveals that the individual has: 1) a felony; or 2) misdemeanor involving violence against persons, abusive, inappropriate, or threatening behavior, or the misappropriation or misapplication of money or other property, including proprietary or confidential information in any jurisdiction, James Reddington shall notify the Contractor's Contractor Manager or his designee only that DOR requests that such a person not perform work under the contract. Otherwise, James Reddington will notify the contractor's Contract Manager, via secure, encrypted email that the Employee may work under the contract. The results of the CORI check will not be shared with any Employee of DOR, and will be kept confidential and secure in accordance with applicable DOR procedures. Any Employee for whom a CORI check is conducted will have a right to access his records from DOR and will also have the opportunity to comment on its accuracy and offer a written explanation, if they desire.

If a Contractor's Employee has questions about criminal record checks conducted by DOR, the employee should contact Mr. Reddington by calling 617-626-2135, not DOR's Contract Manager.

2. In the alternative, with Mr. Reddington's approval, the contractor may conduct the background check and will be responsible for notifying Mr. Reddington of any employee for whom a criminal record was discovered in order for DOR to evaluate the employee's suitability to access the DOR information. The contractor must follow the above mentioned CORI results as a guideline in evaluating the employee's suitability.

However, only the contractor can conduct background checks for an employee if the employee currently resides in a state other than Massachusetts, or lived in another state as an adult. The contractor may work with Mr. Reddington to conduct out-of-state background checks using the following standards: the contractor will use a national vendor to provide background check services which contains a statewide Felony and Misdemeanor search for the employee's state of residence for the past seven (7) years, which includes any criminal disposition such as probation. The contractor will only hire employees who pass its background check process. **Please note the following exception: DOR is able to conduct checks of the criminal records of the states of Hawaii, Illinois, Indiana, Iowa, Louisiana, Maryland, Minnesota, Mississippi, Montana, Nevada, New Hampshire, New Mexico, Oregon, Rhode Island, South Carolina, Utah, West Virginia and Wyoming.**

All such employees requiring an out of state criminal records check may also be required to send a complete and signed "Conditional Services Form." The Contractor's contract manager will send this form to James Reddington in a secure manner.

D. Training

The contractor will provide training to its employees who will specifically address: the purpose of the contract; the restrictions of the contract; DOR's confidentiality and security requirements; and the prohibitions relating to the disclosure or browsing of the DOR information.

The contractor also agrees to inform these employees that only those employees who are authorized may access the DOR information, that the DOR information is to be used only for the purpose of implementing the provisions of the contract and may be shared only with such authorized employees for the purpose of implementing the contract.

During this training, the contractor will also explain the responsibilities of "holders" of personal data, and will review the state and federal statutes and regulations relating to the DOR information, including but

not limited to: M.G.L. c. 62C, §§ 21 and 21B; M.G.L. c. 62E; G.L. c. 119A, § 5A; M.G.L. c. 66A; M.G.L. c. 93H; 801 C.M.R. 3.00 et seq.; I. R. C. § 6103; I. R. C. § 7213; I. R. C. § 7213A; and I. R. C. § 7431.

As part of this training, each employee is required to view DOR's Protecting Privacy video and may be required to complete DOR's Security and Privacy Training.

This training will be conducted on an annual basis. The contractor's Contract Manager will keep a list of all employees who have received training and will allow DOR to copy or review such lists upon request.

E. Notification of Authorization to Access DOR Information

Upon the completion of satisfactory tax, child support, and background checks, James Reddington will notify the contractor's Contract Manager via secure, encrypted email that the employee may have access to the DOR information. No employee may have access to the DOR information until the contractor has received written approval from James Reddington and the employee has signed a contractor's Employee Compliance Agreement and attended training. The contractor must enforce this requirement or DOR may immediately terminate the contract.

F. Notification Requirements

The contractor must immediately notify Mr. John Mogni, Chief Risk Management Officer, both orally at 617- 626-2172, and in writing utilizing the Contractor's secure encrypted email to **mognij@dor.state.ma.us** if the DOR Information in the contractor's possession is improperly used, accessed, or disclosed in violation of any applicable law or the terms of the RFR or the Contract.

The Contractor must also notify Mr. Mogni immediately via secure encrypted email in the event that the DOR Information is the subject of any subpoena or other legal process, specifying the appropriate legal actions that the party has taken or will take under M.G.L. c. 66A or other relevant statutory or regulatory provisions.

The Contractor shall send written notice to Mr. Mogni via secure encrypted email within forty-eight (48) hours if any Employee authorized to access the DOR Information has been terminated, laid off, or voluntarily or involuntarily removed in any way from his or her employment for any reason connected to a breach or misuse of the DOR Information.

Additionally, in accordance with IRS Publication 1075 (Tax Information Security Guidelines for Federal, State and Local Agencies and Entities), if a possible improper use, inspection or disclosure of **federal tax information**, including breaches and security incidents, is observed by any person, the Special Agent-in-Charge, Treasury Inspector General for Tax Administration must be contacted immediately (1-800-366-4484).

PHYSICAL AND TECHNICAL SECURITY REQUIREMENTS

If the contractor is unable to meet any of the requirements of this section at the time the contract is executed, the contractor must work with DOR to develop an acceptable compliance plan for meeting the requirements and for putting in place compensating controls deemed necessary by DOR. Although DOR will accept a compliance plan, DOR will not sign a contract until the contractor submits an acceptable draft compliance plan and the contractor can assure DOR that the DOR Information will be adequately safeguarded while the contractor works towards meeting the requirements of the compliance plan, including all associated deadlines. Failure of the contractor to demonstrate good faith efforts toward meeting the requirements of the compliance plan will result in the suspension of access to DOR information.

Managing Operation and Physical Security Controls.

The contractor must submit a written statement that the contractor will follow the best practices contained in the National Institute of Standards and Technology (NIST) Special Publication 800-53 Revision 2, “Security Controls for Federal Information Systems”, Annex 2, “Moderate-Impact Baseline” (NIST 800-53 (Moderate Level)) regarding the physical security of the DOR Information (this document can be found at: <http://csrc.nist.gov/publications/PubsSPs.html>).

A. The Contractor must provide proof of its ability to:

1. Implement Physical and Environmental Protection Policies and Procedures to ensure the protection of the DOR Information.
2. Maintain a list of all employees with authorized access to all areas containing DOR information and issue appropriate authorization credentials (e.g., badges, identification cards, smart cards) to such employees.
3. Control all physical access points (including designated entry/exit points) to all areas containing DOR information systems and verify access authorizations before granting access to any area containing DOR information.
4. Control physical access to system devices that display DOR information to prevent unauthorized individuals from observing the display.
5. Monitor physical access to systems containing DOR information to detect and respond to incidents.
6. Control physical access to systems containing DOR information by authenticating visitors before authorizing access to facilities or areas containing DOR information.
7. Ensure that all areas containing DOR information have the capability of shutting off power to any information technology component that may be malfunctioning (e.g., due to an electrical fire) or threatened (e.g., due to a water leak) without endangering employees by requiring them to approach the equipment.
8. Provide a short-term uninterruptible power supply to facilitate an orderly shutdown of the systems containing the DOR information in the event of a primary power source loss.
9. Employ and maintain automatic emergency lighting systems that activate in the event of a power outage or disruption and that cover emergency exits and evacuation routes.
10. Employ and maintain fire suppression and detection devices/systems that can be activated in the event of a fire.
11. Regularly maintain, within acceptable levels, all facilities containing servers with DOR Information and monitor the temperature and humidity levels.
12. Protect the systems containing DOR information from water damage resulting from broken plumbing lines or other sources of water leakage by ensuring that master shutoff valves are accessible, working properly, and known to key personnel.

13. Control information system-related items (i.e., hardware, firmware, software) entering and exiting the facility and maintain appropriate records of those items.
14. Employ appropriate information system security controls at alternate work sites containing DOR information.
15. Position information system components containing DOR information within the facility to minimize potential damage from physical and environmental hazards and to minimize the opportunity for unauthorized access.

Storage, Transmission and Monitoring Technical, Operational and Management Controls

- A. The contractor must provide a policy that states that the DOR Information will not be transmitted by email or sent over the internet unless the data at rest has been encrypted using a PGP or GPG encryption algorithm and the data is sent over an encrypted secure connection or a secure email process.
- B. The contractor must provide proof of its ability to continuously monitor the use of the DOR information maintained on its computer systems to ensure that access to the systems is limited to authorized employees who have a business need for the DOR information. The contractor must agree that they will not outsource any information technology functions including but not limited to monitoring, auditing, technical, operational and management controls, on any system or network which contains DOR information.
- C. The contractor must provide a security plan which establishes their auditing and logging capabilities utilizing the following requirements:
 1. All transaction access to the DOR information must be logged and maintained for the period legally required based upon the information being accessed.
 2. The contractor must house and maintain these logs.
 3. If requested by DOR's Contract Manager, the contractor will be required to provide state and federal auditors and authorized DOR Employees access to the logs.
- D. The contractor must provide a security plan which establishes their auditing and logging capabilities utilizing the following requirements:
 1. The DOR information may never be maintained or stored on a mobile or portable electronic device without DOR's prior written approval and the DOR information must be encrypted in accordance with NIST 800-53 (Moderate Level). This prohibition applies to laptop computers, smart phones, USB flash drives, MP3 Players, CD ROMS, DVD's, floppy disks or the equivalent of any of these devices.
 2. Emails which contain DOR information must be deleted from the smart phone or other portable electronic media as soon as possible after reading. The contractor cannot copy, resend or otherwise transmit any DOR information received on a mobile device to any non-controlled email system.
- E. The contractor must provide a security plan which establishes their access control, authorization and data loss protection capabilities. In order to access any file, application or server which contains DOR Information from all contractor worksites and locations, the contractor must ensure that the following security requirements are in place:

1. Only computers, media, and software owned or leased by the contractor will be used to process or access the DOR information.
 2. The contractor must retain ownership and control of all hardware, software, and telecommunications equipment connecting to public communication networks, where these are resident at all alternate work sites including home offices. Use of contractor owned or leased equipment is mandatory at alternative work sites by the contractor's employees. Use of personal electronic devices, personal computers or laptops is not allowed at an alternative work site by the contractor's employees.
 3. A two factor authentication process must be used for any individual who requires access from an alternate work site. The contractor must define and provide a client certificate type being used for an SSL connection.
 4. The laptop must have a fully encrypted hard drive.
 5. The DOR information is not allowed to be stored or maintained on any alternate or portable electronic, magnetic or tape media. All paper copies should be destroyed when no longer required following the Data Destruction requirements outlined in this RFR and any resulting contract.
 6. The contractor must provide proof of equipment ownership or lease agreement as part of the approval process. If the equipment has been leased the data destruction requirement remains in effect and must be applied against the leased equipment prior to return to the leasing vendor.
 7. The contractor must provide proof that all servers which contain DOR Information have been secured using the security settings established by NIST 800-53 (Moderate Level) Standard. All contractor equipment including but not limited to network, servers and desktops which have access to DOR Information must meet this standard.
- F. The contractor must provide a security plan which establishes their backup storage and disaster recovery capabilities utilizing the following requirements:
1. Magnetic tape containing the DOR information should be maintained in accordance with Section MP-4 of NIST 800-53 for media protection.
 2. All DOR Information stored on electronic or magnetic media must be encrypted using either a software or hardware encryption methodology.
 3. All removable electronic, magnetic tape or portable paper or electronic media containing DOR Information must be inventoried and stored in a locked case separate from all other data.
- G. The contractor must agree, in writing, to the provision that all DOR information will be encrypted, whether in-transit or at rest. DOR Information stored at the contractor's local or alternative processing sites, remote contractor sites, offsite storage facility or alternative processing locations must be encrypted.
- H. The contractor must agree, in writing, that it will not commingle the DOR information with any of its other records.

Configuration, Maintenance, Logging, Audit and Inventory Requirements

- A. The contractor must agree, in writing, that it will ensure that appropriate server hardening as required under NIST 800-53 (Moderate Level) will occur and the applications have the ability to restrict access to DOR information to only those users with a need or use for this data.

- B. The contractor must agree, in writing, that the server systems that contain DOR information will be dedicated systems on an isolated network segment with a current Antivirus running at all times and housed in a physically secure computer room with access controls that limit access to authorized personnel.
- C. The contractor must provide a formal security plan which details the security elements in place ensuring that DOR information that will be stored on servers have met or exceed the security requirements contained in this RFR and any resulting contract and the NIST 800-53 (Moderate Level) computer security requirements. The plan must state the following:
 - 1. Security access control devices (hardware/software) are installed and receive regularly scheduled maintenance, including upgrades.
 - 2. Access control includes password security, an audit trail, encryption or guided media, virus detection, and data overwriting capabilities.
 - 3. The DOR information will never be maintained or stored on any media, including servers, desktops, electronic media, tape, portable electronic devices, smart phones, PDA's or paper, which do not meet the security requirements set forth in the contract.
 - 4. The DOR information will not, under any circumstance, be taken off of the contractor's worksite except as allowed under the contract.
- D. The contractor must provide a detailed plan which defines their ability to ensure that all access to DOR information stored in an electronic or magnetic format will be logged whenever access to the media is requested.
 - 1. A log must be maintained by the contractor showing all requests for access to any electronic or magnetic media which contains DOR information.
 - 2. All access to DOR information stored in databases or on disk must be logged.
 - 3. The logs must be maintained for the life of the contract and delivered to DOR upon request.
- E. The contractor must provide evidence that it has a viable asset management process in place with the ability to maintain a current inventory including but not limited to networks, servers, desktops, laptops, USB flash drives, CDs, floppy disks, etc., that contain DOR information, including the location, serial number and the asset tag numbers of the devices.
- F. The contractor must provide evidence that it has the appropriate mechanism in place to inform DOR's Contract Manager if equipment, including electronic or magnetic media containing DOR information, is added, removed, destroyed or relocated during the term of the contract.

Policies and Procedures

- A. The contractor must provide a detailed security plan which references the policies and procedures they have in place which conform to the NIST 800-53 (Moderate Level) compliance requirements, all Enterprise Policies and Standards, and all state and federal laws and regulations.
- B. The contractor must provide a policy that includes the requirement that employees do not leave computers or paper containing the DOR information unprotected at any time, at any contractor location or alternative worksite. The DOR information must never be left unattended at an employee's desk, the photocopy machine, the fax machine, etc. The DOR information must never be in the open sight of any individual not authorized to access the DOR information.

- C. The contractor must provide evidence that they have a password policy which meets the minimum requirements listed below:

All passwords required to access the DOR information have certain parameters, including, but not limited to: eight (8) characters with one (1) character consisting of at least one number or special character; and a mix of upper and lower case letters. Local administrative passwords must be maintained by the system administrator of the server and be unique to the functional area. No single local administrative password is to be maintained across all servers.

- D. The contractor must provide a process to ensure that as soon as an employee resigns, terminates, or has a change in duties the contractor will conduct data purification and user account validation in accordance with Executive Order 504. The contractor will immediately terminate access to the computer system of any employee that is no longer authorized to access the DOR information. The contractor must state its established policies and procedures that define the process to change the status of an employee.
- E. The contractor must state in writing that they will allow DOR to review the contractor's last audit, risk assessment of the application, and policies and procedures to ensure the system is National Institute for Standards and Technology NIST 800-53 and compliant with the terms of this RFR and the contract.

The contractor must state in writing that they will provide an annual certification to DOR stating that it is in compliance with the terms of this RFR and the contract.

Internet Access.

In addition to the security requirements outlined in this RFR, the contractor must agree to all terms listed below in order to utilize the internet for processing or accessing the DOR information from the contractor's site. The contractor must provide evidence that the data being accessed by DOR employees will be compliant with the terms of this RFR and the contract:

- A. A secure connection must be established using SSL VPN or IPSEC VPN, along with two-factor authentication.
- B. The contractor's firewall must restrict application access to IP Addresses provided by DOR.
- C. Any access to DOR information must be logged by the contractor and provided to DOR upon request. The logs must include at a minimum: the date; time; user id; application accessed; and the IP Address of the employee accessing the application. Log files must be maintained for duration of the contract.
- D. The DOR information must be maintained on a separate server used only for the purpose of this contract. The DOR information on the server should be encrypted while in transit and at rest.
- E. DOR will handle all data retrieval. At no time will the contractor be allowed to directly access the DOR WAN.
- F. No application client will reside on any DOR desktop or server. Access to the contractor's application will be browser based. The contractor application should provide support for browsers IE6 and above, along with Firefox.
- G. The contractor must provide reports to DOR that details all accesses to the DOR information.
- H. The contractor must maintain an up-to-date list of valid DOR users and the contractor's employees who have access to DOR information. DOR and the contractor must establish a methodology for notification if there is a change in a valid user's status which would limit or terminate their access to the DOR information.
- I. The contractor must attest that they are compliant with the terms of this RFR and the contract, and provide DOR a valid security plan upon request.
- J. The contractor must agree to allow DOR the right to perform a physical audit on the contractor's sites and their networks within a mutually agreed timeframe.

Destruction of Data

- A. The contractor must provide evidence that it has the capabilities in place to assure that DOR will be notified and has approved the destruction or relocation of all equipment used by the contractor during the term of the contract. Prior to destroying or sending the equipment containing DOR information off-site, the contractor must certify, in writing, that it has wiped all electronic media capable of storing the DOR information. The contractor must destroy the information in accordance with the requirements of NIST 800-88 and this section of the RFR.
- B. The contractor must certify in writing that they have no processes or regulatory compliance requirements that would require the retention of DOR information furnished to the contractor, and any material generated there from, such as extra copies, photo impressions, computer printouts, notes and work papers upon termination of contract or if the data is no longer needed by the DOR which could delay or prevent the data from being destroyed.

1. The contractor will certify that the data will be destroyed on site by individuals who have been previously approved by DOR to have access to the DOR information and will utilize a NIST 800-88 approved destruction methodology.
 2. DOR information must never be discarded whole, under any circumstance.
 3. The contractor must maintain a log and inventory documenting the destruction of the DOR information.
- C. The contractor must agree, in writing, that it will maintain the DOR information in its files or on its system only for as long as it is relevant or useful to the contract. The contractor is required to follow: the best practices contained in the NIST 800-88 Standard regarding the destruction of electronic or paper media and magnetic tapes; applicable state and federal statutes and regulations, including M.G.L. c. 93I; and the Massachusetts Statewide Records Retention Schedule.
- D. The contractor must provide procedures which will be followed when the contract expires or is terminated. All DOR Information, including files, cartridges or hard copies, in the contractor's possession are to be destroyed or returned to DOR. The contractor's inventory logs must be returned to DOR. The contractor must provide a written attestation, to DOR's Contract Manager that all the DOR information, including files and tapes, have been destroyed or returned to DOR's Inspectional Services Division in accordance with all terms of this RFR and the Contract.

Periodic Review by DOR.

DOR shall be entitled to periodically review the contractor's use of the DOR information. The objective of such reviews will be to reasonably determine and verify, as required by this RFR and any resulting contract, that the confidentiality of the DOR information is maintained and that the DOR information is used by the contractor only for authorized purposes. As part of such review, representatives from DOR's Inspectional Services Division shall have the right to visit the contractor's office or facilities, for the purpose of auditing, verifying and ensuring the security and confidentiality of the DOR information, provided that reasonable notice has been given to the contractor's Contract Manager.

Additionally, in the event of a violation of the terms of this ISA or a breach of the DOR information, DOR reserves the right to visit the contractor's offices and facilities at reasonable hours and upon reasonable notice to determine the cause of the violation or breach and to ensure that the DOR information is properly protected in accordance with DOR's standards.

Record Retention

The vendor shall maintain records of all processing activity it undertakes as part of the contract for a minimum retention period of seven (7) years beginning on the first day after the final payment under a contract, or such longer period as is necessary. Such records shall be maintained in the principal office of the vendor or other location specified by DOR.

The vendor must maintain an electronic processing, billing, and filing system and other records as specified in the contract that will ensure the retrieval of information during the contract term.

The vendor must keep these all DOR documents and records in a separate secured area to which unauthorized access is prohibited. DOR documents and records must be physically protected from being commingled with other vendor or vendor client records.

EXHIBITS

- Exhibit A:** Actual Lockbox Volume Statistics for Fiscal Year 2015
- Exhibit B:** Actual Combined ACH Debit and Credit Volume Statistics for Fiscal Year 2015
- Exhibit C:** Lockbox Post Office Boxes Assigned to Each Tax Frequency
- Exhibit D:** Images of Tax Forms
- Exhibit E:** Image Transfer Specifications
- Exhibit F:** ACH Debit Origination Specifications
- Exhibit G:** Maximum Potential Keystrokes for Each Form
- Exhibit H:** DOR Contract Forms

EXHIBIT A**Actual Lockbox Volume Statistics for Fiscal Year 2015**

Estimates of Lockbox Payments Processed in FY15		
Lockbox Item	Count	Total Payments
Sales Tax Returns	71,000	\$8,200,000.00
Withholding Returns	31,000	\$8,000,000.00
Withholding Depository	1000	\$1,200,000.00
Meals Returns	4,000	\$1,100,000.00
Rooms Returns	400	\$95,000.00
Corporate Estimated Payments	5,000	\$20,000,000.00
Income Estimated Payments	660,000	\$2,000,000,000.00
Fiduciary Estimated Payments	31,000	\$40,000,000.00
Club Alcohol Returns	1000	\$900,000.00
Sales/Services Returns	200	\$120,000.00
TOTAL	804,800	\$2,079,615,000.00

EXHIBIT B**Actual Combined ACH Debit and Credit Volume Statistics for Fiscal Year 2015**

TAX TYPE	COUNT	AMOUNT
Sales Services	5,055	\$230,269,266.79
Sales / Use	524,238	\$3,384,794,405.66
Meals	432,333	\$1,008,212,456.58
Income	949,700	\$1,834,980,194.84
Rooms Occupancy	25,988	\$396,401,110.17
Withholding	2,614,468	\$10,009,322,339.74
Corporate	168,325	\$1,976,885,519.24
Fiduciary	134,809	\$53,549,743.14
Personal Use	1,320	\$6,767,174.69
TOTAL	4,856,236	\$18,901,182,210.85

EXHIBIT C

Lockbox Post Office Boxes Assigned to Each Tax Frequency

7007	Individual and Fiduciary Estimated
7014	Bill – Bank Levy
7034	Employer’s Weekly Payment and Quarterly Return/Paying Weekly
7038	Employer’s Monthly Return
7039	Sales Monthly Return
7040	Meals Monthly Return
7042	Employers’ Quarterly and Annual Return
7043	Sales Quarterly and Annual Return
7046	Corporate Estimated
7049	Bill – Wage Levy
7065	Bill – Consolidated
7072	Bill – Notice of Intent to Assess and Failure to File

Note: P.O. Box Numbers are subject to change at the discretion of the vendor

EXHIBIT D

Images of Tax Forms

Massachusetts Department of Revenue

ST-MAB-4 — Sales Tax on Meals, Prepared Food and All Beverages Return ☐ Check if any sales reported on this return are from a vending machine

Account ID number	City/town name	For month/ year	City/town code	1. Gross receipts from the sale of meals, including food and non-alcoholic beverages. (Do not include non-alcoholic beer.)	
				2. Gross receipts from sale of alcoholic beverages. (Include non-alcoholic beer.)	
Business name				3. Total gross receipts. Add lines 1 and 2.	
Business address				4. Total charged for tax-exempt meals.	
City/Town State Zip				5. Total taxable receipts. Subtract line 4 from line 3.	
Phone number E-mail address				6. State tax due. Multiply line 5 by .0625.	
				7. Local tax due. Multiply line 5 by .0075.	
				8. Penalty.	
<input type="checkbox"/> Check if amended return (see "Amended Return" in instructions)				9. Interest.	
<input type="checkbox"/> TBD					
<input type="checkbox"/> Check if final return and you wish to close your sales tax on meals account					
See instructions for due dates and mailing address.				10. Total amount due with this return. Add lines 6 through 9.	
I declare under the penalties of perjury that this return (including any accompanying schedules and statements) has been examined by me and to the best of my knowledge and belief is a true, correct and complete return.					
Signature Title Date					

0000000000000000 00000 0000000000 000 0000000000 000000000000

Massachusetts Department of Revenue

RTN.STS

STS — Sales and Use Tax on Services Return

Federal Identification number	Xxxxxx	Tax filing period	1. Gross sales of services		
FEIN		Period	2. Sales for resale/exempt sales or other adjustments		
Business name			3. Taxable sales (subtract line 2 from line 1; not less than "0")		
Business address			4. Use tax purchases		
City/Town State Zip			5. Total taxable amount (add lines 3 and 4)		
Phone number E-mail address			6. Total taxes (multiply line 5 by .0625)		
<input type="checkbox"/> Check if amended return (see "Amended Return" in instructions)			7. Penalty		
<input type="checkbox"/> TBD					
<input type="checkbox"/> Check if final return and you wish to close your sales and use tax on services account					
See page 2 for due dates and mailing address.			8. Interest		
I declare under the penalties of perjury that this return (including any accompanying schedules and statements) has been examined by me and to the best of my knowledge and belief is a true, correct and complete return.					
Signature Title Date			9. Total amount due (add lines 6 through 8)		

0000000000000000 00000 0000000000 000 0000000000 000000000000

Massachusetts Department of Revenue ST-9 — Sales and Use Tax Return			1. Gross sales.	
Account ID number	Xxxxxxx	Tax filing period	2. Sales for resale/exempt sales or other adjustments.	
Business name			3. Exempt sales of materials, tools and fuel.	
Business address			4. Exempt sales of machinery and replacement parts.	
City/Town	State	Zip	5. Total nontaxable sales. Add lines 2 through 4.	
Phone number	E-mail address		6. Total taxable sales. Subtract line 5 from line 1 (not less than "0").	
<input type="checkbox"/> Check if amended return (see "Amended Return" in instructions) <input type="checkbox"/> TBD <input type="checkbox"/> Check if final return and you wish to close your sales and use tax account See instructions for due dates and mailing address. I declare under the penalties of perjury that this return (including any accompanying schedules and statements) has been examined by me and to the best of my knowledge and belief is a true, correct and complete return.			7. Total sales tax. Multiply line 6 by .0625.	
Signature			8. Use tax purchases.	
Title			9. Total use tax. Multiply line 8 by .0625.	
Date			10. Total sales and use tax. Add lines 7 and 9.	
			11. Credit for prepaid sales tax on tobacco products (tobacco retailers only).	
			12. Subtract line 11 from line 10.	
			13. Penalties and interest.	
			14. Total amount due or refund. Add lines 12 and 13.	

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Massachusetts Department of Revenue				RTN.RO-2	
RO-2 — Room Occupancy Tax Return					
Account ID number	City/town name	For month/ year	City/town code	1. Total rents.	
AccountID		Period		2. Taxable rents.	
Business name				3. State tax due. Multiply line 2 by .057.	
Business address				4. Local tax due. Multiply line 2 by	
City/Town	State	Zip		5. CCF fee due. Multiply line 2 by .0275.	
Phone number	E-mail address			6. Penalty.	
<input type="checkbox"/> Check if amended return (see "Amended Return" in instructions) <input type="checkbox"/> TBD <input type="checkbox"/> Check if final return and you wish to close your room occupancy tax account See instructions for due dates and mailing address. I declare under the penalties of perjury that this return (including any accompanying schedules and statements) has been examined by me and to the best of my knowledge and belief is a true, correct and complete return.				7. Interest.	
Signature				9. Total amount due with this return. Add lines 3 through 7.	
Title					
Date					

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Massachusetts Department of Revenue

M-941 — Employer's Return of Income Taxes Withheld

Account ID number	Number of employees from whom taxes were withheld	Tax filing period	1. Amount withheld.	
Business name			2. Previous payments made. List all payments made for this period on reverse. Depository filers only (see instructions).	
			3. Credit from previous quarter. Depository filers only (see instructions).	
Business address			4. Total. Add lines 2 and 3. Depository filers only (see instructions).	
			5. Total tax due. Subtract line 4 from line 1.	
City/Town	State	Zip	6. Penalties.	
Phone number	E-mail address		7. Interest.	
<input type="checkbox"/> Check if amended return (see "Amended Return" in instructions) <input type="checkbox"/> TBD <input type="checkbox"/> Check if final return and you wish to close your withholding tax account			8. Total amount due. Add lines 5 through 7.	
			9. Amount overpaid to be credited to next period. Depository filers only (see instructions).	
See instructions for due dates and mailing address.			10. Amount overpaid to be refunded. Depository filers only (see instructions).	
I declare under the penalties of perjury that this return (including any accompanying schedules and statements) has been examined by me and to the best of my knowledge and belief is a true, correct and complete return.				
Signature	Title	Date		

0000000000000000 00000 0000000000 000 0000000000 000000000000

Massachusetts Department of Revenue

180 — Tax Return of Certain Corporations, Associations and Organizations Engaged in the Sale of Alcoholic Beverages

Account ID number	Tax filing period	1. Gross receipts.	
		2. Tax rate.	.0057
<input type="checkbox"/> Check if amended return (see "Amended Return" in instructions) <input type="checkbox"/> Check if final return and you wish to close your account		3. Tax due. Multiply line 1 by line 2.	
		4. Penalties.	
		5. Interest.	
		6. Total amount due. Add lines 3 through 5.	
See instructions for due dates and mailing address.			
I declare under the penalties of perjury that this return (including any accompanying schedules and statements) has been examined by me and to the best of my knowledge and belief is a true, correct and complete return.			
Signature	Title	Date	

0000000000000000 00000 0000000000 000 0000000000 000000000000

Form 355-PV Massachusetts Corporate Tax Payment Voucher				2015
Corporation name ABC Corporation		Federal Identification number 123456789	Payment for the year ending: 12 / 31 / 2015 MONTH DAY YEAR	
Tax type 014	Voucher type 01	ID type 004	Vendor code 0001	
Street address 125 Main Street				
City/Town Any Town	State MA	Zip 11111-1111	Amount enclosed \$ 12,345.67 <input type="checkbox"/> Check if name/address changed since 2014	

Pay online at mass.gov/dor/payonline. Or, return this voucher with check or money order payable to: Commonwealth of Massachusetts, and mail to: Massachusetts Department of Revenue, PO Box 7005,

00100123456789 123115 0000000000 014 010040001 00012345671

1.5 inches

0.3 inches

Form 355-7004 Application for Corporate Extension — 2015			Massachusetts Department of Revenue
Federal Identification number 123456789	Is the corporation incorporated in Massachusetts? <input type="checkbox"/> Yes <input type="checkbox"/> No	Period end date 12/31/2015	Amount enclosed 12,345.67
Tax type 014	Voucher type 18	ID type 004	Vendor code 0001
Business name ABC Corporation		Type of extension being applied for <input type="checkbox"/> a. Automatic six-month <input type="checkbox"/> b. Extension until:	
Mailing address 123 Main street	City/Town Any Town	State MA	Zip 11111-1111
Sign here. Under penalties of perjury, I declare that to the best of my knowledge and belief this return and enclosures are true, correct and complete.			
Signature of officer or agent		Signature of paid preparer	
Employer Identification number of paid preparer		Social Security number or PTIN of paid preparer	

00100123456789 123115 0000000000 014 180040001 00012345672

1.5 inches

0.3 inches

Form M-990T-7004**Application for UBIT Extension — 2015**Massachusetts
Department of Revenue

Federal identification number 123456789	Is the corporation incorporated in Massachusetts? <input type="checkbox"/> Yes <input type="checkbox"/> No	Period end date 12/31/2015	Amount enclosed 12,345.67
Tax type 036	Voucher type 18	ID type 004	Vendor code 0001
Business name ABC Corporation	Type of extension being applied for <input type="checkbox"/> a. Automatic eight-month <input type="checkbox"/> b. Extension until:		
Mailing address 123 Main street	City/Town Any Town	State MA	Zip 11111-1111
Sign here. Under penalties of perjury, I declare that to the best of my knowledge and belief this return and enclosures are true, correct and complete.			
Signature of officer or agent		Signature of paid preparer	Date
Employer identification number of paid preparer		Social Security number or PTIN of paid preparer	

00100123456789 123115 0000000000 036 180040001 00012345676

1.5 inches

0.3 inches

Form M-4868**Application for Automatic Six-Month Extension — 2008**Massachusetts
Department of Revenue

Social Security number 343347631 (1)	Spouse's Social Security number 400008103 (2)	Year End date 12/08 (3)	Amount enclosed 28479.00 (4)
Joe Smoke Holly Smoke (5) 6 Winston Way Hollis, NH 03811			
Sign here. Under penalties of perjury, I declare that to the best of my knowledge and belief this return and enclosures are true, correct and complete.			
Your signature		Signature of paid preparer	Date
Employer identification number of paid preparer		Social Security number or PTIN	

1 inch

(16) V# 9999

1/2 inch

(6) (7) (8) (9) (10) (11) (12) (13) (14) (15)
343347631 8 191315 7 00002847900 4 1208 0140 104 4

2.5 inch

7

Form 2-PV**Fiduciary Tax Payment Voucher — 2008**Massachusetts
Department of Revenue

U.S. taxpayer number 477296843 (5)	Year end date 12/31/2008 (6)	Amount enclosed 28479.00 (7)
ABC Irrevocable Trust (1) Donald McDonald, Trustee (2) 123 Main Street (3) River City, MA 09182 (4)		<input type="checkbox"/> Name/address changed since 2007 (8)

Return this voucher with check or money order payable to: **Commonwealth of Massachusetts.**
Mail to: **Massachusetts Department of Revenue, PO Box 7018, Boston, MA 02204.**

(19) V# 9999

1/2 inch

(9) (10) (11) (12) (13) (14) (15) (16) (17) (18)

477296843 6 010203 4 00002847900 4 1208 2008 0179 136

2.0 inch

11

2-ES Massachusetts Dept. of Revenue		Estimated Tax Payment For filers of Forms 2, 3M and M-990T-62		
Federal identification number XXX-XX-1234	Be sure this return covers correct period	Due date	Voucher 1	Estimated tax for the year ending 12/2011
IMA SAMPLE Ima Sample2 46 Jonspin Rd Wilmington, MA 01887-1002		512 345 678-9	1. Amount of this installment (from line 10 of estimated tax worksheet): \$	
527039788IMAB 9121179		Check which form you plan to file: <input type="checkbox"/> Form 2 Fiduciary <input type="checkbox"/> Form M-990T-62 <input type="checkbox"/> Form 3M Club and other		
Return this voucher with check or money order payable to: Commonwealth of Massachusetts. Mail to: Massachusetts Department of Revenue, PO Box 7007, Boston, MA 02204.		Important Information File your Form 2-ES online at no cost! It's fast, easy and secure. Go to www.mass.gov/dor and click on WebServices for Income for more information.		
Please verify all preprinted information. If incorrect, clearly make the change alongside or above the item. Do not make the original entry illegible.				

Sample Payment Voucher Layout

CUT HERE AND RETURN IN THE ENVELOPE PROVIDED

001 Payment Voucher

Massachusetts Department of Revenue

Taxpayer ID Number XX-XXX2222 FEIN	Payment Due Date May 16, 2015	Amount Due \$666.00	Amount Enclosed			
FERRY TEST 90 EVERETT AVE CHELSEA MA 02150-2311	Payment Number 16272588803	Period End 09/30/14	Tax Type 001	Voucher Type 04	ID Type 001	Vendor Code 0001

Pay online at mass.gov/masstaxconnect, or return this voucher with a check or money order payable to: Commonwealth of Massachusetts.

Mail to:

MASSACHUSETTS DEPT OF REVENUE
PO BOX 7089
BOSTON, MA 02204-7089

00116272588803 093014 0000000000 001 040010001 00000666001

Standard Voucher Scanline Format

Form Number	1-3
ID	4-14
Space	15
Filing Period	16-21
Space	22
Received Date	23-28
Filler	29-32
Space	33
Tax Type	34-36
Space	37
Voucher Type	38-39
ID Type	40-42
Vendor Number	43-46
Space	47
Amount Due	48-57
Check Digit	58

Overview:

Coupons for multiple accounts and/or periods will use the Payment Number positions 4-14 to store a GeniSys Media Number and will set the ID Type to "001". The Filing Period will be zero-filled as it will not be necessary for such a Media Number coupon.

Coupons for a single account and period will store the Account ID (the type of which determined by the value of the ID Type field, see the list below) in the Payment Number field in positions 4-14 and the Filing Period in positions 15-20.

ID:

EXHIBIT E

Image Transfer Specifications

MASSACHUSETTS DEPT. OF REVENUE

Image Transmission

Overview

This document outlines the general specifications for the transfer of lockbox image files and associated index values from the vendor to the Massachusetts Department of Revenue (MDOR). This transfer will consist of the transmission of image files and associated index values for the daily MDOR lockbox transactions processed by the vendor. Most required index values are a subset of the data that will also be required.

Terminology

For clarity purposes:

- Item** - A single, physical piece of paper (stub/remittance or check)
- Document** - A logical group of 'items' stored in the Imaging System.
- Page** - A single TIFF file containing either a front or rear image of an item.
- Box Number** - Represents the MDOR post office box number. Work is processed based on the box number.
- Work Unit** - A batch of work and is unique to the day. Not related to the same box number day to day.
- Item Number** - Document number within a work unit and is unique to each check.
- Date of Deposit** - Self explanatory.
- Envelope Number** - Presents all of the items that make up a transaction. The envelope number is unique within a transmission.

Daily Transmissions

There will be two transmissions a day, one for the consolidated bills and one for all other MDOR work. Each transmission will consist of:

- One 'Control File' that lists all the batches for the transmission
- A series of files, grouped by batch, that include:
 - Index file ("RBE.DDF" File) containing the index values for each document and references to each image associated with each document
 - Individual images of the front of each item in the batch. That is, 1 image for the front of an item.
 - *Images are compressed according to CCIT Group IV 2D. Their image resolution is 200 DPI. The image file format conforms to the Tagged Image File Format (TIFF) specification revision 7.0.*

Refer to 'Sample File Structure' for example of Transmission file structure.

Files will be compressed into ZIP files named:

- LBXXXXMMDD-A.ZIP for the main work
- LBXXXXMMDD-BILLS-A.ZIP for the bills

If additional files are needed, the A will be incremented to B, C etc. The Zip file 'path' information for each Batch-level file will consist only of the 10 character Batch Number (left-most 10 characters of DIN).

MASSACHUSETTS DEPT. OF REVENUE

Image Transmission

Control File

- Control File that lists every batch for the transmission.
- File names are:
 - "LBXMMDDYYYYAControlFile.txt" for main transmission
 - "LBKMMDDYYYYABillsCntrlFile.txt" for bills transmission
- File format is comma separated with fixed length fields.
- This file will contain one record for each batch and have the following format:

	Field	Length	Description
1.	Batch number	10	First ten characters of the DIN
2.	Documents in batch	4	Total of image documents in the batch.
3.	Stub Documents in batch	4	Total of Stub Documents in batch
4.	Check Documents in batch	4	Total of Check Documents in batch
5.	Dollar Amount of Checks	18	Total Dollar Amount of Checks in batch

- End of file record.

	Field	Length	Description
1.	EOF	3	Constant value of "EOF"
2.	Documents in Transmission	6	Total Number of Image Documents in Transmission
3.	Stub Documents in Transmission	6	Total Number of Stub Image Documents in Transmission
4.	Check Documents in Transmission	6	Total Number of Check Image Documents in Transmission
5.	Dollar Amount of Checks	18	Total Dollar Amount of Checks in Transmission

Example of Control File

```

0099532403,0002,0002,0000,000000000000120039
0099532404,0002,0002,0000,000000000000051632
0099326046,0115,0065,0050,000000000001322319
0099326047,0060,0030,0030,00000000000005000
0099326048,0016,0008,0008,000000000000012345
0099326049,0002,0001,0001,000000000000087654
EOF,000197,000108,000089,0000000000001598989

```

MASSACHUSETTS DEPT. OF REVENUE

Image Transmission

Batch Folder Structures

There will be a separate folder for each batch.

The folder name will be the batch id (first 10 characters of the DIN).

- TIFFS
 - Single page tiff with one file for each side of a each item
- DDF FILES (Per Unisys Rapid Batch Entry Specifications)
 - Refer to Sample DDF's for example
 - One file per batch.
 - #REM State of Massachusetts DOR Version 5
 - VERSION|4
 - CLASS|LOCKBOX
 - AUTOICON|y
 - NUM_DOC| (number of documents in the batch)
 - Repetition of the following – 1 repetition for each document in batch
 - DOCUMENT
 - NUM_PAGE| (number of individual TIFFS in the document)
 - DOCNAME (value will be the DIN)
 - DOCFIELD| (one line for each required index, see descriptions below)
 - PAGE| (statement will be in the following format:)
 - PAGE|(TIFF file name)|name
 - The image page name will have one of two values:
 - Check Front
 - Stub Front

Document Structures

For all transactions, each page or item will be in a separate image document. That is, there will be a separate image document for each stub and each check of a transaction. If there are three stubs and two checks, then there will be three stub documents and two check documents for a total of five image documents for the transaction. For a stub document, the olddocid (endorsement) index will be omitted. For a check document, the DIN index will be omitted.

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

INDEX DESCRIPTIONS

Most index information is a subset of the data that will be transmitted from the vendor to MDOR in the daily files.

	Index	DDF DOCFIELD Name	MDOR Length	Vendor Length	Description	MDOR Data Upload Field	STUBS	CHECKS
1.	Document Identification Number	din	12		Generated, where "y"=last digit of year (2011=1), "jjj"=julian date (Jan 15=015, Feb 15=046), "xx" = batch type and "ssss"=sequential number starting each day at 0001 and increments with each batch. The DIN format for is : YJJJXXSSSSDD <ul style="list-style-type: none"> • Y – Year • JJJ – Julian Date • XX – Batch Type (from Batch Type Table) • SSSS – sequential number starting each day at 0001 and increments with each batch • DD – Document (transaction) number 	Concatenation of the of BTCH_NUM and DOC_ID_NUM	Y	
2.	Taxpayer Identification Number	soc_sec_no	9		Taxpayer identification number (Social Security Number or Federal Identification Number)	TPID_SCRN_NUM	Y	Y
3.	Alpha Check	last_name	36		First three ALPHA characters of last name Or First 3 Bytes (from Left): First 3 alphanumeric/numeric characters from the Filers Name.	ALPHA_CHK_TXT	Y	
4.	Document Type	document_type	15		From the Form List table, column "DOR Form ID" (The literal "Check" for check documents.) (The literal "Bill Payment" for Bill Stubs.)		Y	Y
5.	Period End Date	period_ending	10		Format is MM/DD/YYYY	PRD_END_DTE	Y	

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

	Index	DDF DOCFIELD Name	MDOR Length	Vendor Length	Description	MDOR Data Upload Field	STUBS	CHECKS
6.	Endorsement	olddocid	12		Vendor system endorsement either virtual or printed on the documents.			Y
7.	Date of Deposit	mrdate	12		Format is MM/DD/YYYY	TRNS_EFF_DTE	Y	Y
8.	Voucher #	lb_voucher_no	1		Voucher number for estimated payments forms 1-ES, 2-ES and 355-ES.		Y	
9.	TPID Check Digit	lb_tpid_chk_dg	1		TPID Check Digit for Bill Payments only.		Y	
10.	TID	lb_tid	12		Transaction ID from Vendor System			Y
11.	Envelope #	lb_envelope	12		Envelope number from Vendor System.		Y	Y
12.		lb_multiple	1		"M" if document is part of a multiples transaction. "S" if document is a singles transaction.		Y	Y
13.	Box Number	lb_box	10		The box number in the format of SSS-III S = Vendor number I = lockbox number		Y	Y
14.	Transaction	lb_transaction	20		Unique vendor identifier.		Y	Y
15.	ABA/RT	lb_routing	9		ABA Routing Transit Number			Y
16.	Account Number	lb_account_no	17		Check account Number			Y
17.	Check Number	lb_check_no	17		Check Number			Y
18.	Check Amount	lb_check_amt	14		Amount of the Check, including cents, no punctuation.			Y
19.	Bill Number	bill_din	12		Bill or Document Number from the Stub.		Y	

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

FORM LIST

MDOR Form ID	Form Name	Description
1-ES	1-ES	Estimated Tax Payment (voucher 1,2,3,4)
2-ES	2-ES	Estimated Tax Payment (voucher 1,2,3,4)
355-ES	355-ES	Corporate Estimated Tax Payment (voucher 1,2,3,4)
M-941W	WD	Employer's Weekly Payment of Income Taxes Withheld
M-941D	WR	Quarterly Return of Income Taxes Withheld for Employers Paying Weekly
M-942	W42	Employer's Monthly Return of Income Taxes Withheld
M-941	WQ	Quarterly Return of Income Taxes Withheld
M-941A	A	Employer's Annual Return of Income Taxes Withheld
ST-9	SM	Monthly Sales and Use Tax Return
ST-9Q	SQ	Quarterly Sales and Use Tax Return
ST-9A	A	Annual Sales and Use Tax Return
Bills	Bill Payment	Consolidated Bills - Payments
Check	Check	Any image document that contains just a check should have the literal "Check".

BATCH TYPE LIST (fifth and sixth characters of MDOR Batch Number)

Box - Form		Zero	Payment	Tax Due	Refund	Credit
7007 - 1ES	1-ES		31			
7007 - 2ES	2-ES		32			
7046 - Corporate	355-ES		36			
7065 - Bills (no Post Audit)	Bill Payment		68			
7039 - Sales Monthly	ST-9	50	52	53		
7043 - Sales Quarterly/Annual	ST-9Q / ST-9A	50	51	53		
7034 - Withholding- Depository	M-941W		46			
7034 - Withholding- Recon	M-941D	40	45	43	40	47
7038 - Withholding- Monthly	M-942	40	42	43		
7042 - Withholding- Quarterly/Annual	M-941 / M-941A	40	41	43		

MASSACHUSETTS DEPT. OF REVENUE

Image Transmission

Sample File Structure

Control File

Batch Folder ID

Batch 'DDF' file

Batch 'TIFF' files

Batch Folder ID

Batch 'DDF' file

Batch 'TIFF' files

For example:

LBKMMDDYYYYControlFile.txt

9299310001

Rbe.ddf

00000001.tif	Check	Singles Transaction
00000003.tif	Stub	
00000005.tif	Check	Singles Transaction
00000007.tif	Stub	

9299310002

Rbe.ddf

00000009.tif	Check	Multiples: Two Stubs, Two Checks
00000011.tif	Check	
00000013.tif	Stub	
00000015.tif	Stub	
00000017.tif	Check	Multiples: three Stubs, Two Checks
00000019.tif	Check	
00000021.tif	Stub	
00000023.tif	Stub	
00000025.tif	Stub	
00000023.tif	Check	Singles Transaction
00000025.tif	Stub	

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

Sample DDF's

RBE.DDF for first batch 9299310001

```
#REM State of Massachusetts DOR Version 5
VERSION|4
CLASS|LOCKBOX
AUTOICON|y
NUM_DOC|4
```

DOCUMENT	Singles Transaction
NUM PAGE 1	
DOCNAME 929931000100	
DOCFIELD din 929962000100	
DOCFIELD soc sec no 987654321	
DOCFIELD last_name SMI	
DOCFIELD document type 1-ES	
DOCFIELD period_ending 12/31/09	
DOCFIELD mrdate 05/01/2009	
DOCFIELD lb_envelope 9	
DOCFIELD lb_voucher 4	
DOCFIELD lb_multiple S	
DOCFIELD lb_box BOS-007007	
DOCFIELD lb_transaction 20090501007007000009	
PAGE 00000003.tif Stub Front	
DOCUMENT	
NUM PAGE 1	
DOCNAME 929931000100	
DOCFIELD document type Check	
DOCFIELD period_ending 12/31/09	
DOCFIELD olddocid 8647 2	
DOCFIELD mrdate 05/01/2009	
DOCFIELD lb_tid Y-8647002	
DOCFIELD lb_envelope 9	
DOCFIELD lb_multiple S	
DOCFIELD lb_box BOS-007007	
DOCFIELD lb_transaction 20090501007007000009	
PAGE 00000001.tif Check Front	

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

DOCUMENT	Singles Transaction
NUM_PAGE 1	
DOCNAME 929931000101	
DOCFIELD din 929962000101	
DOCFIELD soc_sec_no 666666666	
DOCFIELD last_name JON	
DOCFIELD document_type 1-ES	
DOCFIELD period_ending 12/31/2009	
DOCFIELD olddocid D-8647 0003	
DOCFIELD mrdate 05/01/2009	
DOCFIELD lb_tid Y-8647003	
DOCFIELD lb_envelope 11	
DOCFIELD lb_multiple S	
DOCFIELD lb_box BOS-700007	
DOCFIELD lb_transaction 2009050100700007000011	
PAGE 00000007.tif Stub Front	
DOCUMENT	
NUM_PAGE 1	
DOCNAME 929931000101	
DOCFIELD document_type Check	
DOCFIELD olddocid 8647 4	
DOCFIELD mrdate 05/01/2009	
DOCFIELD lb_tid Y-8647004	
DOCFIELD lb_envelope 11	
DOCFIELD lb_multiple S	
DOCFIELD lb_box BOS-700007	
DOCFIELD lb_transaction 2009050100700007000011	
PAGE 00000005.tif Check	

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

RBE.DDF for second batch 9299310002

#REM State of Massachusetts DOR Version 5
VERSION|4
CLASS|LOCKBOX
AUTOICON|y
NUM_DOC|11

DOCUMENT **MULTIPLES TRANSACTION**

NUM_PAGE|1
DOCNAME|929931000200
DOCFIELD|din|929931000200
DOCFIELD|soc sec no|123456789
DOCFIELD|last name|ANT
DOCFIELD|document_type|1-ES
DOCFIELD|period_ending|12/31/2009
DOCFIELD|lb_voucher_no|3
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_envelope|23
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-007007
DOCFIELD|lb_transaction|20090501007007000023
PAGE|00000013.tif|Stub Front

DOCUMENT
NUM_PAGE|1
DOCNAME|929931000201
DOCFIELD|din|929931000201
DOCFIELD|soc sec no|123456789
DOCFIELD|last_name|ANT
DOCFIELD|document_type|1-ES
DOCFIELD|period_ending|12/31/2009
DOCFIELD|lb_voucher_no|4
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_envelope|23
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-007007
DOCFIELD|lb_transaction|20090501007007000023
PAGE|00000015.tif|Stub Front

NUM_PAGE|1
DOCNAME|929931000201
DOCFIELD|document_type|Check
DOCFIELD|olddocid|8647 5
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_tid|Y-086475
DOCFIELD|lb_envelope|23
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-007007
DOCFIELD|lb_transaction|20090501007007000023
PAGE|00000009.tif|Check Front

DOCUMENT
NUM_PAGE|1
DOCNAME|929931000201
DOCFIELD|document_type|Check
DOCFIELD|olddocid|8647 6
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_tid|08647 6

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

DOCFIELD|lb_envelope|23
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-007007
DOCFIELD|lb_transaction|20090501007007000023
PAGE|00000011.tif|Check Front

DOCUMENT MULTIPLES TRANSACTION

NUM_PAGE|1
DOCNAME|929931000202
DOCFIELD|din|929931000203
DOCFIELD|soc_sec_no|257299515
DOCFIELD|last_name|MIS
DOCFIELD|document_type|1-ES
DOCFIELD|period_ending|12/31/2009
DOCFIELD|mrdate|05/01/2008
DOCFIELD|lb_voucher_no|3
DOCFIELD|lb_envelope|10
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-700007
DOCFIELD|lb_transaction|2009050100700007000010
PAGE|00000021.tif|Stub Front

DOCUMENT
NUM_PAGE|1
DOCNAME|929931000203
DOCFIELD|din|929931000203
DOCFIELD|soc_sec_no|257299515
DOCFIELD|last_name|MIS
DOCFIELD|document_type|1-ES
DOCFIELD|period_ending|12/31/2009
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_voucher_no|2
DOCFIELD|lb_envelope|10
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-700007
DOCFIELD|lb_transaction|2009050100700007000010
PAGE|00000023.tif|Stub Front

DOCUMENT
NUM_PAGE|1
DOCNAME|929931000204
DOCFIELD|din|929931000204
DOCFIELD|soc_sec_no|257299515
DOCFIELD|last_name|LEP
DOCFIELD|document_type|1-ES
DOCFIELD|period_ending|12/31/2009
DOCFIELD|mrdate|05/29/2009
DOCFIELD|lb_voucher_no|1
DOCFIELD|lb_envelope|10
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-700007
DOCFIELD|lb_transaction|2009050100700007000010
PAGE|00000025.tif|Stub Front

DOCUMENT
NUM_PAGE|1
DOCNAME|929931000204
DOCFIELD|document_type|Check
DOCFIELD|olddocid|8647 7

MASSACHUSETTS DEPT. OF REVENUE
Image Transmission

DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_tid|Y-86470007
DOCFIELD|lb_envelope|10
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-700007
DOCFIELD|lb_transaction|2009050100700007000010
PAGE|00000017.tif|Check Front
DOCUMENT
NUM_PAGE|1
DOCNAME|929931000204
DOCFIELD|document_type|Check
DOCFIELD|olddocid|8647 8
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_tid|Y-86470008
DOCFIELD|lb_envelope|10
DOCFIELD|lb_multiple|M
DOCFIELD|lb_box|BOS-700007
DOCFIELD|lb_transaction|2009050100700007000010
PAGE|00000019.tif|Check Front

DOCUMENT [Singles Transaction](#)
NUM_PAGE|1
DOCNAME|929931000206
DOCFIELD|din|929931000200
DOCFIELD|soc sec no|987654322
DOCFIELD|last name|HAR
DOCFIELD|document_type|1-ES
DOCFIELD|lb_voucher no|4
DOCFIELD|period_ending|12/31/2009
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_envelope|20
DOCFIELD|lb_multiple|S
DOCFIELD|lb_box|BOS-007007
DOCFIELD|lb_transaction|20090501007007000020
PAGE|00000029.tif|Stub Front
DOCUMENT
NUM_PAGE|1
DOCNAME|929931000205
DOCFIELD|document_type|Check
DOCFIELD|olddocid|8648 1
DOCFIELD|mrdate|05/01/2009
DOCFIELD|lb_tid|Y-86480001
DOCFIELD|lb_envelope|20
DOCFIELD|lb_multiple|S
DOCFIELD|lb_box|BOS-007007
DOCFIELD|lb_transaction|20090501007007000020
PAGE|00000027.tif|Check Front

EXHIBIT F

ACH Debit Origination Specifications

The vendor will serve as the Originating Depository Financial Institution (ODFI) for the Commonwealth/DOR. As ODFI, the vendor must adhere to the rules and regulations of NACHA.

DOR will provide, NACHA format file using CCD+ format, the following data elements for originating ACH Debits:

- Debit RTN
- Debit Account Number
- Payer Name
- Payer FID Number
- Amount
- Settlement Date
- Tax Type
- Period End Date
- Filing Frequency

The vendor must augment this information to meet NACHA requirements for originating ACH transactions.

DOR's Web services and Interactive Voice Response System (IVR) operate seven days per week, 24 hours per day, for access by registered taxpayers. Payment instructions must be completed by 4:00 P.M. (EST) for next day payment settlement. At 4:00 P.M., the system is temporarily suspended and all transactions from the past 24 hours or from the last transmission are assembled with the data elements noted above for transmission to the bank.

EXHIBIT G

Maximum Potential Keystrokes for Each Form

FORMS	MANUAL KEYSTROKES
Sales Tax	96
Withholding Tax	65
Meals Tax	65
Individual Estimated	40
Corporate Estimated	41
Bills	53

DOR Contract Forms



B2(a) CONTRACTOR COMPLIANCE AGREEMENT

_____ (the "Contractor") hereby acknowledges that, in connection with its performance under a Contract (the "Contract") with the Massachusetts Department of Revenue ("DOR"), the Contractor and its Employees may acquire or have access to confidential information from DOR, including, without limitation, state and federal tax information, health insurance coverage information, wage reporting information, financial institution match information, 14-day new hire information and child support information, as well as "personal data" as defined in M.G.L. c. 66A and "personal information" as defined in M.G.L. c. 93H (collectively, the "DOR Information"). The term "Employees," for the purpose of this Agreement, shall include all full and part-time employees, volunteers, trainees, interns, members, directors, officers, principals, partners, or agents.

In performance of this Contract, the Contractor agrees to comply with and assume responsibility for compliance by its Employees with the following requirements.

- 1) All work will be performed under the supervision of the Contractor or the Contractor's authorized Employees (defined as an Employee that has a legitimate business reason to access the DOR Information under the Contract).
- 2) All DOR Information made available in any format shall be used only for the purpose of carrying out the provisions of the Contract. This DOR Information will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of the Contract. The Contractor shall protect the confidentiality of the DOR Information in accordance with DOR requirements. In this regard, the Contractor agrees to take commercially reasonable steps to ensure the confidentiality of the DOR Information. "Browsing" (defined as an unauthorized willful inspection) by or disclosure to anyone other than an authorized DOR or Contractor Employee is prohibited.
- 3) The Contractor shall abide by all applicable statutes and regulations that prohibit the unauthorized use, disclosure or browsing (defined as having no legitimate business reason to use, disclose or browse) of the DOR Information. Employees and other persons under the Contractor's control or on its premises who may have access to the DOR Information shall be required by the Contractor to agree that they will also abide by such statutes and regulations. In this regard, the Contractor agrees to take commercially reasonable steps to prohibit Employees or other persons under the Contractor's control or on its premises who may have access to the DOR Information from unlawfully using, disclosing or browsing the DOR Information.
- 4) All DOR Information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output and product will be given the same level of protections as required for the source material.
- 5) All computer systems processing, storing, or transmitting the DOR Information must meet the requirements defined in IRS Publication 1075 (available at www.irs.gov). To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to the DOR Information.

- 6) At the end of the Contract, or upon early termination of the Contract, the Contractor certifies that the DOR Information processed during the performance of this Contract will be completely purged from all data storage components of its computer facility, and no output will be retained by the Contractor at the time the work is completed. If immediate purging of all storage components is not possible, the Contractor certifies that any DOR Information remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- 7) The Contractor will use commercially reasonable efforts to return to DOR any spoilage or any intermediate hard copy printout that may result during the processing of the DOR Information. When this is not possible, the Contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide DOR with a statement containing the date of destruction, description of material destroyed, and the method used.
- 8) No work involving the DOR Information furnished under the Contract will be subcontracted without prior written approval of DOR and, if applicable, the IRS. The Contractor will be responsible for its authorized subcontractor's compliance with applicable statutes, regulations, and DOR requirements.
- 9) The Contractor will maintain an up-to-date list of Employees authorized to access the DOR Information. Such list will be provided to DOR and, if applicable, to the IRS upon request.
- 10) The Contractor agrees that during the term of the Contract it will comply with the notification requirements of M.G.L. c. 93H (Security Breaches) and the regulations promulgated thereunder, Executive Order 504, 201 CMR 17.00 and any subsequent related regulations or amendments.
- 11) DOR, and if applicable, the IRS, shall have the right to send its officers and employees into the offices and plants of the Contractor for inspection of the facilities and operations provided for the performance of any work under the Contract. On the basis of such inspection, specific measures may be required in cases where the Contractor is found to be noncompliant with Contract safeguards.
- 12) The Contractor also agrees to any additional terms and conditions relating to the confidentiality and security of the DOR Information as set forth in the Contract and to apply all confidentiality and security provisions in this Agreement and in the Contract to the DOR Information, even beyond the expiration or termination of the Contract.

By signing this Agreement, the Contractor affirms that all Employees, including an Employee hired after the date of this Agreement, who will perform services for it under the Contract and have access to the DOR Information will have undergone background checks satisfactory in accordance with the Contract, and will have signed the "Contractor's Employee Compliance Agreement" ("Employee Agreement") before they can do work on the Contract. In addition, these Employees must attend training and view DOR's Protecting Privacy Video. The Contractor agrees to have all such Employees sign an Employee Agreement and view the Video each year. The Contractor will forward the original Employee Agreements along with a list of Employees who attended training and viewed the Video to DOR's Contract Manager. DOR's Contract Manager will be responsible for forwarding these documents to DOR's Financial Services Bureau's Procurement Unit.

The Contractor agrees that a violation of this Agreement may result in the termination of the Contract and may prohibit the Contractor from entering into any future contract with the Commonwealth.

Name of Contractor

By: _____
Signature of Authorized Official
(Must be on the Contractor Authorized Signatory Listing)

(Print Name)

(Print Title)

(Date)



B2(b) CONTRACTOR'S EMPLOYEE COMPLIANCE AGREEMENT

A. CONFIDENTIALITY POLICY

I, _____, a full or part-time employee, volunteer, trainee, intern, member, director, officer, principal, partner or agent ("Employee") of _____ (the "Contractor"), hereby acknowledge that, in connection with my performance of services for the Contractor under a contract or agreement (the "Contract") with the Massachusetts Department of Revenue ("DOR"), I may acquire or have access to confidential information from DOR. This information includes, but is not limited to, state and federal tax information, health insurance coverage information, wage reporting information, financial institution match information, 14-day new hire information and child support information, as well as "personal data" as defined in M.G.L. c. 66A and "personal information" as defined in M.G.L. c. 93H (collectively, the "DOR Information").

I will at all times maintain the confidentiality of the DOR Information. I will not "browse" (defined as an unauthorized willful inspection) the DOR Information for any purpose not outlined in the Contract. I will not access, or attempt to access, request, use, or modify my own DOR Information for any purpose. I will not access, or attempt to access, request, use, or modify any DOR Information relating to any individual or entity with whom I have a personal or financial relationship, for any reason. This includes, without limitation, family members, neighbors, relatives, friends, ex-spouses, acquaintances, and their employers. I will not, either directly or indirectly, disclose or otherwise make the DOR Information available to any unauthorized person (defined as a person who does not have a legitimate business reason to view, access or use the DOR Information) at any time, either during or after my employment with the Contractor.

I understand that, pursuant to M.G.L. c. 93H, DOR must provide notification to the Attorney General, the Director of Consumer Affairs and Business Regulation, the Information Technology Division, the Public Records Division and the affected individual when an Employee engages in any unauthorized access or use of an individual's personal information.

I also understand that failure to comply with the confidentiality statutes summarized below may be grounds for prohibiting me from working on the Contract, as well as cause for terminating the Contract and for prohibiting the Contractor from entering into a future contract with the Commonwealth.

B. STATE AND FEDERAL STATUTES RELATING TO CONFIDENTIALITY OF DOR INFORMATION

I agree to comply with all laws relating to confidentiality of the DOR Information, including but not limited to, the following:

- 1) Fair Information Practices Act ("FIPA"), M.G.L. c. 66A: Prohibits the unauthorized disclosure of "personal data," as defined in M.G.L. c. 66A. General Laws chapter 214, section 3B provides for injunctive and other nonmonetary relief for a violation of the statute.

- 2) M.G.L. c. 62C, § 21: Prohibits unauthorized disclosure of tax information or returns as defined in 830 CMR 62C.21.1. The word “return” is defined very broadly in 830 CMR 62C.21.1 and includes information developed by DOR. A violation of this statute is punishable by a fine of not more than \$1,000 and/or by imprisonment for not more than six months, and by disqualification from holding office in the Commonwealth for a period not exceeding three years.
- 3) M.G.L. c. 62C, § 21B: Prohibits unauthorized willful inspection of tax information or returns as defined in 830 CMR 62C.21.1. The word “return” is defined very broadly in 830 CMR 62C.21.1 and includes information developed by DOR. A violation of this statute is punishable by a fine of not more than \$1,000 per return, document or taxpayer and/or by imprisonment for not more than one year, and by disqualification from holding office in the Commonwealth for a period not exceeding three years. This section also provides that browsing by an Employee is grounds for prohibiting the Employee from working on the Contract, as well as cause for terminating the Contract and for prohibiting the Contractor from entering into a future contract with the Commonwealth.
- 4) M.G.L. c. 62E, § 8: Prohibits unauthorized disclosure of information obtained from the wage reporting and financial institution match system. A violation of this statute is punishable by a fine of \$100 per offense.
- 5) M.G.L. c. 119A, § 5A: Prohibits unauthorized willful inspection or unauthorized disclosure of child support personal data, including data stored in a computer system or computer files. Any such inspection or disclosure is punishable by a fine of not more than \$1,000 with respect to each person concerning whom information has been disclosed or inspected and/or by imprisonment for not more than one year, and by disqualification from holding office in the Commonwealth for a period not exceeding three years. This section provides that unauthorized disclosure or browsing of child support data by an Employee is grounds for prohibiting the Employee from working on the Contract, as well as cause for terminating the Contract and for prohibiting the Contractor from entering into a future contract with the Commonwealth. This law also places additional restrictions on the disclosure of location information about a parent or child when the agency is provided with reasonable evidence of a risk of harm.
- 6) 18 U.S.C. § 2721 et seq.: The Federal Driver Privacy Protection Act (“DPPA”), prohibits the disclosure of “personal information,” in any form, obtained from a record of the Registry of Motor Vehicles, unless otherwise exempted by law. It is unlawful for any person knowingly to obtain or disclose, or use personal information from a motor vehicle record for any purpose not permitted under section 2721(b) of that title. A person who violates this statute shall be liable to the individual to whom the information pertains for a minimum of \$2,500 and may also be subject to criminal prosecution.
- 7) I. R. C. § 6103: Prohibits unauthorized disclosure of federal tax returns or return information by Employees and former Employees of contractors of state tax and child support agencies. Additionally, I. R. C. § 7213 makes any unauthorized disclosure of federal tax returns or return information a felony punishable by a fine of up to \$5,000 and/or imprisonment for not more than five years, together with the costs of prosecution. I. R. C. § 7431 also permits a taxpayer to bring a civil action for damages in a federal district court against a person who violated § 6103.
- 8) I. R. C. § 7213A: Prohibits the unauthorized willful inspection of federal tax returns or return information and makes such inspection punishable by a fine of up to \$1,000 and/or imprisonment for not more than one year, together with the costs of prosecution. I. R. C. § 7431 also permits a taxpayer to bring a civil action for damages in a federal district court against a person who violated § 6103.

- 9) Privacy Act of 1974, 5 U.S.C. § 552a: Provides that a person who has access to records that contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act, and who willfully discloses the material to anyone not entitled to receive it, is guilty of a misdemeanor and may be fined not more than \$5,000.

C. CHILD SUPPORT SELF-IDENTIFICATION

If I have access to child support information in the connection with my performance of services for DOR, I agree to self-identify to DOR's Problem Resolutions Office (617-626-4190) if I am, or any member of my immediate family is, a participant in a child support case. I also acknowledge that I will be restricted from access to my or my immediate family's child support case for any purpose.

D. NON-DISCLOSURE AGREEMENT- SECURITY INFORMATION

Under the Contract, I may also be receiving or accessing information or data from DOR that is confidential, proprietary or sensitive, including, but not limited to, information relating to software, processes, data files, computer programs and materials, source code and object code, regardless of the medium, and information contained therein (hereinafter, collectively, "Security Information"). This Security Information is being provided to me solely in connection with my work under the Contract and I will use this Security Information only in connection with the performance of such work.

If I receive or have access to the Security Information, I will physically safeguard such information at all times. I understand that if I improperly disseminate the Security Information for purposes other than in connection with the performance of my work under the Contract, I may be subject to sanctions.

E. REPORTING OF DISCLOSURE RELATED ISSUES

I will immediately notify DOR's Inspectional Services Division ("ISD") at 617-626-2130 if any DOR or Security Information in my possession is improperly used or accessed, or if I discover any possible disclosure, unauthorized access or browsing of the DOR or Security Information, or unauthorized use of the DOR or Security Information. In addition to notifying ISD, I will also notify my immediate supervisor and/or manager.

In addition to contacting ISD, I understand that if I discover any incident involving the possible improper browsing or disclosure of Federal Tax information, I must immediately call the Special Agent-in-Charge, Treasury Inspector General for Tax Administration at 917-408-5641 or 800-366-4484.

F. QUESTIONS

If I have any questions regarding any of the above, I will contact my immediate supervisor, manager and/or DOR's Office of Internal Affairs at 617-626-2130.

Signature of Contractor's Employee

Date



B2(c) Conditional Services Form (Out-of-State Resident)

I, _____, currently a resident of the State/Commonwealth of _____, acknowledge that I have submitted the required "Tax and Child Support Questionnaire for State Contractor's Employees" form and the "CORI Request Form" to the Department of Revenue (the "Department"). I attest that, to the best of my knowledge, I have fully complied with all applicable federal, state and local tax and child support laws.

I authorize the Department to conduct tax, child support, and criminal record checks in Massachusetts and/or in the state(s) in which I currently reside or have resided as an adult. I acknowledge that my contract or employment with the Department or its Contractor is conditional upon the satisfactory results of these background checks. I acknowledge and agree that, if the Department deems the result of any of these background checks unsatisfactory, the Department will not permit me to perform such services and, if applicable, will notify my employer that I am prohibited from working on the Department's contract.

Name: _____

Social Security Number: _____

Date of Birth: _____

Position Applied For: _____

Signature: _____

B2(d) CORI REQUEST FORM

The Massachusetts Department of Revenue (DOR) has been certified by the Department of Criminal Justice Information Services (DCJIS) for access to conviction and pending criminal case data. As an applicant/employee for _____, I understand that a criminal record check will be conducted for conviction and pending criminal case information only and that it will not necessarily disqualify me. The information below is correct to the best of my knowledge.

APPLICANT/EMPLOYEE SIGNATURE

APPLICANT/EMPLOYEE INFORMATION (PLEASE PRINT)

LAST NAME FIRST NAME MIDDLE NAME

MAIDEN NAME OR ALIAS (IF APPLICABLE) PLACE OF BIRTH

DATE OF BIRTH SOCIAL SECURITY NUMBER ID THEFT INDEX PIN
(Requested but not required) (If Applicable)

MOTHER'S MAIDEN NAME

FORMER ADDRESSES: _____

SEX: _____ HEIGHT: ____ ft. ____ in. WEIGHT: _____ EYE COLOR: _____

STATE DRIVER'S LICENSE NUMBER: _____
(Include state of issue)

*** THE ABOVE INFORMATION WAS VERIFIED BY REVIEWING THE FOLLOWING FORM OF
GOVERNMENT ISSUED PHOTOGRAPHIC
IDENTIFICATION: _____

REQUESTED BY: _____
SIGNATURE OF CORI AUTHORIZED EMPLOYEE

*The DCJIS Identify Theft Index PIN Number is to be completed by those applicants that have been issued an
Identity Theft Index PIN Number by the DCJIS.

B2(e) Tax and Child Support Questionnaire

Financial Services Bureau, PO Box 9556, Boston, MA 02114-9556

I authorize the Department of Revenue to conduct a tax and child support status check to verify that I have fully complied with all applicable federal, state, local tax and child support requirements. I acknowledge that in the event the Department of Revenue determines that I am in non-compliance with any applicable tax and/or child support law of the Commonwealth or other jurisdiction, I shall be subject to appropriate enforcement action to facilitate the assessment and/or collection of tax liabilities or child support obligations with the appropriate jurisdiction.

Name you have previously filed tax returns	Prior name(s) under which
---	---------------------------

Address	Social Security number
---------	------------------------

City/Town	State	Zip	Date of birth
-----------	-------	-----	---------------

1. Have you timely filed a **federal** income tax return for the tax year(s): 2004, 2005, 2006, 2007, 2008 and 2009? ☐ Yes ☐ No. If No, list the year(s) and the reason(s) for your failure to file or to file on time: _____
- _____
- _____

2. If any of your **federal** income tax returns were filed jointly, list the name(s) and Social Security number(s) of the individual(s) with whom you filed jointly and in which year(s): _____
- _____
- _____

3. Have you timely filed a **Massachusetts** income tax return for the following tax years? Check **Yes** or **No** for each year:
- 2004:** ☐☐☐ Yes ☐☐☐ No. **2005:** ☐☐☐ Yes ☐☐☐ No. **2006:** ☐☐☐ Yes ☐☐☐ No. **2007:** ☐☐☐ Yes ☐☐☐ No. **2008:** ☐☐☐ Yes ☐☐☐ No. **2009:** ☐☐☐ Yes ☐☐☐ No.

4. If you answered No to any of the years in Question 3, explain your answer by completing **a, b, c** and/or **d**:

a. I was a legal resident of Massachusetts but my Massachusetts gross income was less than \$8,000 for the tax year(s) listed:

b. I was a nonresident of Massachusetts and I did not receive sufficient Massachusetts source income to require the filing of a Massachusetts income tax return for the tax year(s) listed:_____

c. List the year(s) and explain the reason(s) for your failure to file if not explained in **a** or **b** above:_____

d. List the year(s) and explain the reason(s) for your failure to file timely:_____

5. If any of your **Massachusetts** income tax returns were filed jointly, list the name(s) and Social Security number(s) of the individual(s) with whom you filed jointly and in which year(s):

6. Have you filed a state income tax return in any state other than Massachusetts for the tax years 2004 through 2009? ☐ Yes ☐ No.

If Yes, please list state(s) and year(s):

7. Do you owe, or are you responsible for, the payment of any unpaid taxes (including local property taxes) to any local, state, or federal agency? ☐ Yes ☐ No. If Yes, please explain:

8. Do you have a court order, from any jurisdiction, requiring you to pay child support? ☐ Yes ☐ No. If Yes, list the jurisdiction(s) where you pay child support:

9. Are you or have you been an officer, director, partner or owner of 10 percent or more of any business enterprise within the last six years? ☐ Yes ☐ No. If Yes, please complete a and b:

a. **Business name and address**
Your title

ID number

- b. Have all the enterprises listed in Question 9a filed federal and Massachusetts tax returns and paid all federal and Massachusetts taxes due for the tax year(s): **2004, 2005, 2006, 2007, 2008 and 2009**? ☐ Yes ☐ No. If No, please specify the year(s) and reason(s) for the failure to file and/or pay:

I declare under the penalties of perjury that, to the best of my knowledge and belief, the above statements are true, correct and complete. I authorize the Department of Revenue (the "Department") to conduct tax checks with the Internal Revenue Service and tax, and child support checks in Massachusetts and/or in the state(s) in which I currently reside or have resided as an adult. I understand that non-compliance with all applicable tax and child support laws may result in the immediate termination of my contract or employment with the Department or its Contractor and, if applicable, notification to my employer that I am prohibited from working on the Department's contract.

Signature _____ Date _____

Attachment C2

Agency Lockbox Summary Data and Specific Requirements

Agency Lockbox Summary Data and Specific Requirements

Alcoholic Beverage Control Commission (ABCC)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
For daily deposits related to state and retail liquor license transactions, and to capture specific licensee information.	Wholesale	Varies	18,950

Documentation Required

1. The lockbox reports of revenue for that day. This is necessary for reporting and audit purposes.
2. All accounting information (e.g. daily deposit, revenue codes, ecrt codes, returned items, etc) sent to OSC and to the ABCC.
3. Copies of checks, envelopes, original transmittal sheet, applications and all supporting documentation must be returned to the ABCC via courier.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and the turnaround time will be an important component of audits conducted.

All applications shall be processed within 24hours after receipt by Vendor.

Bar Coded Envelopes

ABCC does not use bar coded envelopes for their Lockbox.

Electronic Transmission

Electronic transmission is required daily for accounting information (e.g. daily deposit, revenue codes, ecrt codes. ect.) sent to OSC and ABCC.

Special Handling Requirements

Processed applications need to be delivered to the ABCC office via courier no later than 8:30 am each business day.

Processing Items

1. All applications must be accompanied by a transmittal sheet, a check, epay confirmation number, or a no fee transmittal sheet to be processed.
2. Checks must be made payable to the Commonwealth of Massachusetts or Alcoholic Beverages Control Commission.

3. One check per transmittal sheet. If there is more than one transmittal sheet and only one check, do not deposit item and return it to the ABCC along with the original application.
4. Check amount must correspond to amount of fee on transmittal sheet or check shall not be deposited and shall be returned to the ABCC.
5. The first four fields on all transmittal sheets must be keyed.(If a field is blank, deposit the check and key in remaining information
 - ECRT code
 - Check amount or epay confirmation number
 - ABCC licensee name
 - License number
6. Each check, transmittal sheet and envelope must be scanned/imaged. After they are imaged, they check and transmittal should be attached together and reunited with the corresponding application and supporting documents. All the documents are then returned to the ABCC via courier.
7. Checks drawn on a foreign bank shall not be deposited and shall be returned to the ABCC along with the original application.

Department of Industrial Accidents (DIA)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
To process license renewals of agents, broker, life insurance companies, appraisers and worker's compensation.	Wholesale	74	900

Documentation Required

The financial institution scans invoices, images of checks, and original stubs so Vendor can review transaction activity online.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

DIA does not use bar coded envelopes for their Lockbox.

Electronic Transmission

Electronic transmission of data is required daily

Special Handling Requirements

The checks are deposited into three separate accounts based on what the item is.

Processing Items

There are several types of items processed:

1. Items for the Special Fund are assessments, referral fees, and fines.
2. Items for the Private Trust are assessments.
3. Items for the Impartial Trust are fees (deposited manually, not through lockbox).

The invoice number identifies each item, board number (except assessments), form number, fund and company name. Because of the nature of these funds they have to be deposited into the appropriate account, which is identified by the form number and fund. After payments are processed, images are scanned so Vendor can view transaction activity online.

Executive Office of Health and Human Services (EHS)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
1. To process drug rebates collections	Wholesale		1,061
2. To process Third-Party Liability (TPL) pharmacy health insurance subrogation collections.	Wholesale		50
3. To process Third-Party Liability (TPL) health insurance recoveries.	Wholesale		300
4. To process premium collections from MassHealth members	Wholesale		173,411

Drug rebate collections has higher volumes during peak months every quarter,(March, June, September, and December).

Documentation Required

All non-financial correspondence must be forwarded to EHS or to a dedicated address

If documents are not be imaged, EHS requests all originals received with the payments be forwarded to EHS.

Monthly bank statements (online and hard copies)

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

EHS uses bar coded envelopes for MassHealth Premium Lockbox.

Electronic Transmission

Electronic transmission of payments is required daily (M-F).

Daily electronic transmission of returned check file

Online images and reports should be available for at least 45 days.

Special Handling Requirements

MassHealth Premiums unprocessable items (payments with invalid dates, wrong payee line, missing signature, incorrect amounts) must be forwarded to EHS for manual processing.

Image all documents received with the checks (envelopes, front and back of coupon, front and back of check and any other enclosures).

EHS requires that all documentation that accompanied a check continue to be forwarded to EHS by the next business day. The documentation is needed for reconciliation and posting to our internal databases.

Processing Items

Lockbox should be able to accept the following items:

1. coupon and check that is balanced,
2. multiple items (2 checks one coupon balanced and/or one check multiple coupons balanced);
3. multiple items unbalanced .
4. checks only (checks with no coupons)
5. cash with coupon

Division of Standards (DOS)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
For the processing of motor fuel license renewals	Retail		3,173

Documentation Required

1. The Lockbox reports of revenue received for that day. This is necessary for reporting and audit purposes.
2. Original License Coupons – The Division requires that all original renewal and initial license coupons be sent back to them. In addition to the standard audit requirements, the original renewal coupon must be on file in the agency and retained for retrieval. The licensee is attesting, on the face of the renewal coupon, to several statutory requirements.
3. Copies of Checks or Money Orders – The Division requires copies of checks (front and back) whenever there is a processing or payment issue.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

The Division does not use bar coded envelopes for their Lockbox.

Electronic Transmission

The Division does not require an electronic transmission.

Special Handling Requirements

N/A

Processing Items

The only items that are processed are renewal coupons. The items processed must have the full amount of payment required as well as any coupon or back-up documentation specific to the item.

Department of Public Safety (DPS)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
1. License Renewals	Wholesale	300	73,229
2. Elevator Test Applications	Wholesale	150	38,761

Documentation Required

1. For license renewals, the Department requires a copy of the check, part of the original license renewal application, and all attached documents (including photos that are sent in with the license renewal).
2. For elevator test applications, the Department requires a copy of the check and the original application.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

DPS uses bar coded envelopes for the license renewal Lockbox, but not the elevator test applications Lockbox.

Electronic Transmission

The Department does not require an electronic transmission.

Special Handling Requirements

N/A

Processing Items

Scanning is not currently done, and it is not anticipated in the future.

Department of Public Utilities (DPU)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
License Renewals	Retail		15,242

Documentation Required

1. The Lockbox reports of revenue received for that day. This is necessary for reporting and audit purposes.
2. Original License Coupons – The Division requires that all original renewal and initial license coupons be sent back to them. In addition to the standard audit requirements, the original renewal

coupon must be on file in the agency and retained for retrieval. The licensee is attesting, on the face of the renewal coupon, to several statutory requirements. Some boards also require original correspondence or attachments.

3. Copies of Checks or Money Orders – The Division requires copies of checks (front and back) whenever there is a processing or payment issue.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

DPU does not use bar coded envelopes for their Lockbox.

Electronic Transmission

The Division does not require an electronic transmission.

Special Handling Requirements

N/A

Processing Items

The only items that are processed are license renewals. The items processed must have the full amount of payment required as well as any coupon or back-up documentation specific to the item.

Department of Environmental Protection (EQE)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
Accepts all non-Billing Accounts Receivable System (BARS) Payment	Retail		7,934

Documentation Required

A copy of the scanned check along with the customer's original back-up documentation and customer's envelope are sent back to EQE. Also included are the bank advice and the bank's batch tape(s).

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

EQE does not use bar coded envelopes for their Lockboxes.

Electronic Transmission

EQE does require access to internet for images and data. The captured images should also populate a Web page, image transmission, and CD.

Special Handling Requirements

All items for the non-BARS Lockbox are packaged and shipped daily by the financial institution and delivered to EQE. The shipment arrives first thing the following morning.

Processing Items

N/A

Massachusetts State Lottery Commission (LOT)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
1. Charitable Gaming Raffle & Bazaar payments	Wholesale		4,251
2. Season Tickets MegaBucks payment	Wholesale		22,024
3. Season Tickets Mega Millions payments	Wholesale		17,136
4. Season Tickets Powerball payments	Wholesale		5,332
5. Season Tickets Lucky for Life Payments	Wholesale		3,707

Documentation Required

A copy of the check with bank encoding, deposit amount adding tape, daily Advice of Deposit Report, and all correspondence that is sent with the check is sent back to the Lottery.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor

should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

LOT uses bar coded envelopes for their Lockbox.

Electronic Transmission

LOT does not require an electronic transmission.

Special Handling Requirements

N/A

Processing Items

N/A

Division of Professional Licensure (REG)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
Renewal License Coupons	Both		140,504

Documentation Required

1. Original License Coupons – The Division requires that all original renewal license coupons be sent back to them. In addition to the standard audit requirements, the original renewal coupon must be on file in the agency and retained for retrieval for the Boards of Registration. Often, the renewal coupons are needed for a board hearing, disciplinary action, etc. The licensee is attesting, on the face of the renewal coupon, to several statutory requirements. Some boards also require original correspondence or attachments, such as continuing education cards or disciplinary action forms to be returned to the agency.
2. Copies of Checks or Money Orders – The Division requires copies of checks (front and back) whenever there is a processing or payment issue.
3. Customized Reports – The Division requires as part of the daily Lockbox processing, three customized reports. They are: A. A “Journal listing” of all transactions processed by the Lockbox for the day. B. A “Accounting summary report”, which lists revenue deposited by Board Code and the breakdown consists of retail items and wholesale items (renewal coupons without the scanline or coupons that could not be scanned). C. A “Batch summary report”, which lists batch numbers, number of items processed in a batch, and the dollar amount of each batch. These reports are essential for the proper tracking and balancing of Lockbox transactions and revenue.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

All renewals that are printed and mailed to the licensees by the Division have a bar coded envelope enclosed.

Electronic Transmission

Electronic transmission of data is required daily.

Special Handling Requirements

1. Courier Service – We require daily A.M. courier service for our Lockbox. The courier arrives at approximately 8:00 A.M. daily to drop off the previous day's work completed by the financial institution. This includes processed/scanned Lockbox coupons and the daily reports, as well as any coupons the financial institution was not able to process. At the same time, the courier picks up an envelope, from our computer services department, to be delivered to the Lockbox for processing. This envelope contains renewal coupons and payments that the Division received directly from licensees. It is extremely important to retain the daily morning service, in order for the Division's computer services department to maintain a continuous workload and to service our licensees timely. The daily Lockbox coupons scanned by the financial institution, result in our data entry staff having to complete any necessary updates to our licensing database. The licensing database is manually updated by the data entry staff directly from the renewal coupons processed by the financial institution with indicated changes such as change of address, change of name, etc. before the license is generated. This daily morning service is also required for timely daily, monthly, and year-end revenue closing of the books.
2. Sorting Requirements – Sorting is required to separate the Lockbox work into two groups. First group is renewals with a scanline, and the second group is renewal coupons without a scanline. Sorting by Board Code, batch, and sequence number is required in order for the agency to file and retrieve coupons, for audit purposes relating to the license database, and to calculate revenue totals by Board. The Division processes between 160,000 to 220,000 items annually. There are presently 31 Boards of Registration and over 220 type classes of licenses. Sorting and batch numbers are also required to keep certain boards grouped together to verify statutory information completed by the licensee on the face of the coupon. (Example: Real Estate Board licensees answer a question for active or inactive license status.)

3. Renewal Application should be completed in full before financial institution processes – The financial institution presently checks to see if payment amount is correct, and that the renewal coupon is completed properly. If anything is missing or is not correct, the financial institution returns the incomplete coupons to REG the next day along with the regular processed daily Lockbox items.
4. Customized Reports Required – As noted in “documentation required” #3, the financial institution is producing daily reports for audit purposes. These reports are essential to verify receipt of original renewal applications, to record daily revenue totals by Board, and to allocate the monthly total to Board accounts in the Massachusetts Management Accounting and Reporting System (MMARS).
5. Scanning Requirements – The back of each coupon and check are to be scanned with the following information: Post Office Box number, batch and sequence number, board code and type class, license number, payment amount, and cash date.

Processing Items

As noted above, there are two different groups of coupons to be processed. The first group is renewal coupons with a scanline, the second group is the renewal coupons without a scanline. The items in the two groups require the following mandatory processing requirements before a payment can be processed and a license issued: Coupons are to be sorted with Batch numbers and sequence numbers assigned to each Board or type of coupon. Full payment amount of license fee and signature.

Additional information:

It is critical that we maintain our basic lockbox structure and current services. Based on the volume we process; having to sort and track all transactions by board code and dollar amount and having to meet our statutory and audit obligations, this structure enables us to maintain our workload with limited data entry and accounting staff.

We are always looking to improve customer service and efficiency. The requested additions to our current lockbox services listed below, such as accepting credit card payments, would be a great improvement and would allow us to meet the Division’s changing needs as well as our customer’s changing needs.

Requested additions to the current services not presently provided:

1. Daily Imaging files of our renewal coupons and payments (front and back).

The Division often needs a copy of a licensee’s cancelled check and renewal coupon. This would eliminate the need to obtain copies from the Bank and will dramatically improve our research and response time in resolving payment and license issues for our licensees. This would improve our customer service and efficiency when issuing licenses.

2. Daily paper reports should be sent in electronic form.

Currently, all daily lockbox reports are sent by courier and in hard copy form only. Reports sent in electronic form, would improve tracking and processing for both EDP and Accounting Departments.

3. The ability to accept on-line payments, credit card and EFT transactions.

The Division receives many requests from our licensees to be able to renew their license via credit card payment. This would be in addition to the paper renewal and check sent to the P.O. Box number. Over

time, this would not only improve customer service, but would eliminate the manual updates to our licensing system.

Department of Transitional Assistance (DTA)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
1. District and Superior Court Probation Department collect amount owed DTA, which were established as part of a Court determination of benefit fraud.	Wholesale		348
2. Payments received as a result of monthly bills sent to clients/previous clients of DTA to collect benefit overpayments.	Wholesale		19,946
3. Wage assignment payments received as a result of monthly employer bills.	Wholesale		580

Documentation Required

The financial institution returns all correspondence with envelope, all bill stubs, and a copy of all checks without a bill stub or with unreadable account data.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

DTA does not use bar coded envelopes for their Lockbox.

Electronic Transmission

Electronic transmission of data is required daily. See Attachment A2.

Online Account Viewing Capability

Online account access to view daily transactions with check viewing capability is required.

Special Handling Requirements

1. All checks to be deposited.

2. Copies required of checks processed in Lockbox 1, 2, or 3 without a bill stub along with envelope and correspondence.
3. Court detail transmittals sent to Department.
4. All correspondence with envelope sent to the Department.
5. All bill stubs are sent to the Department.
6. All checks and supporting documentation scanned for online access viewing.

Processing Items

Court Collections (Lockbox 1) – Most courts send one check, which covers multiple individual account payments while some courts send one check per account. Lockbox contractor data enters individual account data from court detail transmittal.

Direct Bill and Wage Assignment (Lockbox 2 and 3) – Use a bill stub, which contains both a BARS format scanline and the client name, social security number, and account number. Contractor currently scans bill stubs.

Unclaimed Property (TRE or UCP)			
Purpose	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
Funds reported by holding agencies	Wholesale		8,010

Documentation Required

If payments are received in the format of a check there will be a report package along with it. This includes an AP-1 form, paper copy of the report, and a diskette or CD. All of these pieces must remain together and be returned as a package along with a copy of the check, a batch listing, and a summary sheet with all of the batches processed for that date.

Turnaround Time

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

ABP does not use bar coded envelopes for their Lockbox.

Electronic Transmission

ABP does not require an electronic transmission.

Special Handling Requirements

ABP requires that all documentation that accompanied a check continue to be forwarded to the Division.

Processing Items

Checks are copied and the copy is attached to the report package and returned in batches, along with a listing of checks received in the batch.

Cash Management Central Remittance (CMCR) Accounts			
	Retail or Wholesale	Average Daily Volume	Calendar Year 2015 Volume
Department of Developmental Services (DDS)	Wholesale		15,594
Division of Banks (DOB)	Wholesale		1,075
Division of Insurance (DOI)	Wholesale		44,573
Department of Public Utilities (DPU)	Wholesale		15,424
Department of Environmental Protection (EQE)	Wholesale		9,816
Center for Health Information and Analysis (HCF)	Wholesale		1,294
Lottery Commission (LOT)	Wholesale		897
Department of Revenue Underground Storage Tanks (DOR)	Wholesale		1,444
Department of Telecommunication and Cable (TAC)	Wholesale		620
Department of Public Health (DPH)	Wholesale		54,762

Documentation Required

Department of Developmental Services – DDS requires any type of correspondence that may accompany a deposit to be forwarded to them.

Division of Banks – The only documents that may be returned to the agency are correspondence documents and checks that do not match the coupon amount. Two document direct reports are generated for the transmission of information and are forwarded to DOB.

Division of Insurance

- The Lockbox reports of revenue received for that day. This is necessary for reporting and audit purposes.
- Original License Coupons – The Division requires that all original renewal and initial license coupons be sent back to them. In addition to the standard audit requirements, the original renewal coupon must be on file in the agency and retained for retrieval. The licensee is attesting, on the face of the renewal coupon, to several statutory requirements. Some boards also require original

correspondence or attachments, such as continuing education cards or proof of health/financial status to be returned to the agency.

- Copies of Checks or Money Orders – DOI requires copies of checks (front and back) whenever there is a processing or payment issue.

Department of Environmental Protection – EQE does not require any documentation to be sent back to them. All payments are scanned by the financial institution and March 10 and 11 and 466 reports are produced and forwarded to EQE.

Center for Health Information and Analysis – The Division requires any type of correspondence that may accompany a deposit to be forwarded to them.

Lottery Commission – All checks submitted without Billing Accounts Receivable System (BARS) invoice and correspondences that are sent with the check are sent back to the Lottery.

Department of Revenue (Underground Storage Tanks) – Checks that are not accompanied by the payment stub and all correspondences and payment stubs that include an address change.

Turnaround Time

For all departments:

The timely and accurate processing of all incoming documents and payments is of utmost importance and will be a factor for assessing Vendor performance during the term of the contract. The selected Vendor should be aware that the turnaround time of these items will be closely monitored and that turnaround time will be an important component of audits conducted.

Processing time from receipt to successful completion shall not exceed same day as receipt for 100% of the payment processing items included in this RFR.

Processing time from receipt to successful data entry updating of customer records shall not exceed same day as receipt from 95% of the routine data entry activities included in this RFR.

Bar Coded Envelopes

Executive Office of Health and Human Services – EHS uses bar coded envelopes.

Department of Developmental Services – DDS uses bar coded envelopes.

Division of Banks – DOB uses bar coded envelopes.

Division of Insurance – DOI uses bar coded envelopes.

Department of Environmental Protection – EQE does not use bar coded envelopes.

Center for Health Information and Analysis – HCF uses bar coded envelopes.

Lottery Commission – LOT uses bar coded envelopes.

Department of Revenue (Underground Storage Tanks) – DOR does not use bar coded envelopes for this Lockbox.

Electronic Transmission

Executive Office of Health and Human Services – Electronic transmission of data is required daily. See Attachment A2.

Department of Developmental Services – Electronic transmission of data is required daily. See Attachment A2.

Division of Banks – Electronic transmission of data is required daily. See Attachment A2.

Division of Insurance – Electronic transmission of data is required daily. See Attachment A2.

Department of Environmental Protection – EQE does require access to internet for images and data. The captured images should also populate a Web page, image transmission, and CD.

Center for Health Information and Analysis – Electronic transmission of data is required daily. See Attachment A2.

Lottery Commission – LOT does not require an electronic transmission.

Department of Revenue (Underground Storage Tanks) – Electronic transmission of data is required daily. See Attachment A2.

Special Handling Requirements

Executive Office of Health and Human Services – N/A

Department of Developmental Services – For surcharge deposits, the Department requires that the financial institution accept multiple checks with one coupon (renewal notice), multiple notices with one check.

Division of Banks – N/A

Division of Insurance – N/A

Department of Environmental Protection – N/A

Center for Health Information and Analysis – For surcharge deposits, the Division requires the bank to accept multiple checks with one deposit (renewal or invoice) on all of our collections.

Lottery Commission – N/A

Department of Revenue (Underground Storage Tanks) – N/A

Department of Revenue (IFTA) – N/A

Processing Items

Executive Office of Health and Human Services – N/A

Department of Developmental Services – N/A

Division of Banks – License renewals and invoices are the two types of items processed. Generally speaking, the items processed must have the full amount of payment required as well as any coupon or back-up documentation specific to the item. Scanning of the items is currently completed.

Division of Insurance – There are different types of items processed. The items processed must have the full amount of payment required as well as any coupon or back-up documentation specific to the item.

Department of Environmental Protection – N/A

Center for Health Information and Analysis – Financial and non-financial items are processed. The coupon containing a check goes to the retail side and is scanned; the coupon without a check goes to the wholesale side and is scanned. Scanning is the process that is in place.

Lottery Commission – N/A

Department of Revenue (Underground Storage Tanks) – N/A

Attachment A3

List of Agencies that Utilize Dynacash Accounts

List of Agencies that Utilize Dynacash Accounts

Department Administering	Account Title
ADD	Developmental Disabilities
AGO	Attorney Generals Office
AGR	Dept Of Food And Agriculture
ANF	Exec Office Of Admin And Finance
APC	Appeals Court
ART	Massachusetts Cultural Council
BCC	Berkshire Community College
BER	Berkshire District Attorney
BHC	Bunker Hill Community College
BRC	Bristol Community College
BRI	Bristol District Attorney
BSC	Bridgewater State University
BSD	Bristol County Sheriff'S Office
CAD	Commiss Against Discrimination
CCC	Cape Cod Community College
CDA	Emergency Management Agency
CHS	Dept Of Criminal Justice Info
CME	Chief Medical Examiner
CPC	Committee For Public Counsel
CPF	Campaign And Political Finance
CPI	Cape & Islands Dist Attorney
CTR	Emergency Funding
DAA	District Attorney Association
DAA	Northern District Attorney
DAA	Western District Attorney
DAC	Disabled Persons Protect. Comm.
DCP	Division Of Capital Asset Mgmt
DCR	Dept Conservation & Recreation
DFS	Department Of Fire Services
DMH	Department Of Mental Health
DMH	Dept Of Mental Health Ne Area
DMH	Dept Of Mntl Health Se Taunton
DMH	DMH CMA Worcester State Hosp
DMH	DMH- Metro Boston Area
DMR	Dept of Development Services
DMR	DMR Hogan Regional Center
DMR	DMR Metro Region 6

DMR	DMR Region 5 Southeast Region
DMR	DMR Region West
DMR	DMR Wrentham Development Ctr
DOB	Division Of Banks
DOC	Department Of Correction
DOC	Dept Of Corrections Div Of Hr
DOE	Department Of Education
DOI	Division Of Insurance
DOT	Mass Dept Of Transportation
DPH	Department Of Public Health
DPS	Department Of Public Safety
DPU	Department Of Public Utilities
EAS	Eastern District Attorney
EDU	Executive Office Of Education
EEC	Dept Of Early Education And Care
EED	Dept Of Economic Development
EED	Div Of Hsing & Community Dev.
EHS	Exec Off Of Health & Human Serv
ENE	Dept Of Energy Resource
ENV	Exec Off Of Environmental Affair
EOL	Exec Office-Labor & Wrkfrce Dev
EPS	Executive Office Of Public Safet
EQE	Dept Of Environmental Protect.
ETH	State Ethics Commission
FEW	Fish & Game Law Enforcement
FRC	Framingham St Univ
FSU	Fitchburg State University
GCC	Greenfield Community College
GIC	Group Insurance Commission
GOV	Governors Office
HCC	Holyoke Community College
HLY	Soldiers Home Holyoke
HOU	House Of Representatives
HPC	Health Care Finance & Policy
HPC	Health Policy Commission
HRD	Human Resources Division
HSD	Hampshire Sheriffs Department
IGO	Offiic Inspector General
ITD	Information Technology Division
LOT	Lottery Commission
MAS	Massasoit Community College

MBC	Mass Bay Community College
MCA	Massachusetts College Of Art
MCB	Commission For The Blind
MCC	Middlesex Community College
MGC	Mass Gaming Commission
MID	District Attorneys Office Mid Di
MIL	Military Division
MMA	Mass Maritime Academy
MWC	Mt Wachusett Community College
NEC	Northern Essex Comm. College
NFK	Norfolk District Attorney
NSC	North Shore Community College
NSD	Nantucket Sheriff'S Department
NWD	Northwestern District Attorney
OHA	Mass Office On Disability
OSC	Office of the Comptroller
OSD	Operational Services Division
PAR	Parole Board
PER	Public Employee Retirement
POL	Department Of Police
QCC	Quinsigamond Community College
RCC	Roxbury Community College
RDOR	Department Of Revenue
REG	Division Of Professional Licensu
RGT	Board Of Higher Education
SAO	State Auditors Office
SDB	Berkshire County Sheriff'S Dept
SDC	Barnstable Cnty Sherriff'S Offi
SDE	Essex Sheriff'S Department
SDF	Franklin County Sherriffs Off
SDH	Hampden Sheriffs Department
SDM	Middlesex Sheriffs Department
SDP	Plymouth County Sheriff'S Dept
SDP	Plymouth D.A. State Police D4564
SDP	Plymouth D.A. State Police Det
SDS	Suffolk County Sheriffs Dept
SDW	Worcester Sheriffs Department
SEC	Secretary of the Commonwealth
SEN	Senate
SJC	Supreme Judicial Court
SND	Snd-Norfolk Cnty Sheriff'S Off

SOR	Sex Offenders Registry
SRB	State Reclamation Board
SSA	Salem State University
STC	Springfield Tech Comm. College
SUF	Suffolk District Attorney
TAC	Dept Of Telecom. & Cable
TRB	Mass Teachers Retirement Syst
TRB	Teachers Retirement Board
TRC	Trial Court
TRE	Office of the State Treasurer
VWA	Victim & Witness Assistance Boar
WOR	Worcester St Univ
WSC	Westfield State University

Attachment A4

COURT INFORMATION

PROBATION AND CLERKS INFORMATION

COURT ORG	<u>COURT NAME</u>	<u>Court Address</u>
1210	Barnstable SC	3195 Main St. P.O. Box 425 Barnstable, MA 02630
1220	Berkshire SC	76 East Street Pittsfield, MA 01201
1230	Bristol SC	9 Court St. - Room 57 Taunton, MA 02780
1240	Dukes SC	P.O. Box 1267 81 Main Street Edgartown, MA. 02539
1250	Essex SC	34 Federal Street Salem, MA 01970
1260	Franklin SC	425 Main Street, Suite 212 Greenfield, MA 01301
1270	Hampden SC	P.O. Box 599 Springfield, MA 01102-0559
1280	Hampshire SC	P.O. Box 1119 15 Gothic Street Northampton, MA 01061
1290	Middlesex SC	40 Thorndike Street Cambridge, MA 02141
1300	Nantucket SC	P.O. Box 967 Nantucket, MA 02554
1310	Norfolk SC	650 High Street Dedham, MA 02062
1320	Plymouth SC	52 Obery Street Plymouth, MA 02360
1330	Suffolk-Civil SC	3 Pemberton Square, 12/Floor Boston, MA 02108
1331	Suffolk-Crim. SC	3 Pemberton Square - Room 1403 Boston, MA 02108
1350	Worcester SC	2 Main Street Worcester, MA 01608
2110	Barnstable DC	P.O. Box 427 Barnstable, MA 02630
2110	Barnstable DC - Civil	P.O. Box 427 Barnstable, MA 02630
2120	Orleans DC	237 Rock Harbor Road Orleans, MA 02653
2123	Falmouth DC	161 Jones Road Falmouth, MA 02540
2130	Northern Berkshire	111 Holden Street North Adams, MA 01247

2140	Pittsfield DC	24 Wendell Avenue Pittsfield,MA 01201
2150	S Berkshire DC	9 Gilmore Avenue, Great Barrington, MA 01230
2160	Taunton DC	120 Cohannet St. Taunton, MA 02780-0667
2170	Fall River DC	45 Rock Street Fall River, MA 02720
2180	New Bedford DC	75 N. Sixth Street New Bedford, MA 02744
2190	Attleboro DC	88 N. Main Street Attleboro, MA 02703
2200	Edgartown DC	P.O. Box 1284 81 Main Street Edgartown, MA 02539
2210	Salem DC	65 Washington Street Salem, MA 01970
2230	Ipswich DC	188 State St Newburyport, MA 01950
2240	Haverhill DC	J. P. Ginty Blvd. P.O. Box 1389 Haverhill, MA 01831
2250	Gloucester DC	197 Main St. Gloucester, MA 01930
2260	Lawrence DC	2 Appleton Street Lawrence, MA 01840
2270	Lynn DC	580 Essex St Lynn, MA - 01901
2280	Newburyport DC	188 State Street Newburyport, MA 01960
2290	Peabody DC	1 Lowell Street Peabody, MA 01960
2300	Greenfield DC	425 Main Street Greenfield, MA 01301
2310	Orange DC	One Court Square Orange, MA 01364
2320	Chicopee DC	30 Church Street Chicopee, MA 01020
2330	Holyoke DC	20 Court Plaza Holyoke, MA 01040
2340	Palmer DC	235 Sykes Street Palmer, MA 01069
2350	Springfield DC	50 State St. P.O. Box 2421 Springfield, MA 01101-2421
2360	Westfield DC	224 Elm St. Westfield MA 01085
2370	Northampton DC	15 Gothic Street Northampton, MA 01060

2380	Hadley	116 Russell St., PO Box 778 Hadley, MA 01035
2390	Lowell DC	41 Hurd Street Lowell, MA 01852
2400	Somerville DC	175 Fellsway Somerville, MA 02145
2410	Newton DC	1309 Washington Street West Newton, MA 02459
2420	Marlborough DC	45 Williams Street Marlborough, MA 01752
2430	Natick DC	117 E. Central Street Natick, MA 01760
2440	Malden DC	89 Summer Street Malden, MA 02148
2450	Waltham DC	38 Linden Street Waltham, MA 02452
2460	Cambridge DC	40 Thorndike Street Cambridge, MA 02141
2470	Woburn DC	30 Pleasant Street Woburn, MA 01801
2480	Ayer DC	25 East Main Street Ayer, MA 01432
2490	Framingham DC	600 Concord Street Framingham MA. 01702
2500	Concord DC	305 Walden Street Concord MA 01742
2510	Nantucket DC	16 Broad Street P.O. Box 1800 Nantucket, MA 02554
2520	Dedham DC	631 High Street Dedham, MA 02026
2530	Quincy DC	One Dennis F. Ryan Parkway Quincy, MA 02169
2540	Wrentham DC	60 East Street Wrentham, MA 02093
2550	Stoughton DC	1288 Central Street Stoughton, MA 02072
2560	Brookline DC	360 Washington Street Brookline, MA 02445
2570	Brockton DC	215 Main Street P.O. Box 7610 Brockton, MA 02303-7610
2570	Brockton DC - Civil	215 Main Street P.O. Box 7610 Brockton, MA 02303-7610
2580	Hingham DC	28 George Washington Blvd. Hingham, MA 02043
2590	Plymouth DC	52 Obery Street Plymouth, MA 02360

2600	Wareham DC	2200 Cranberry Highway West Wareham, MA 02576
2630	Chelsea DC	120 Broadway Chelsea, MA 02150
2690	Worcester DC	50 Harvard Street Worcester, MA 01608
2700	Fitchburg DC	100 Elm Street Fitchburg, MA 01420
2710	Leominster DC	25 School Street Leominster, MA 01453
2720	Winchendon DC	80 Central St. Winchendon, MA 01475
2730	Gardner DC	108 Matthews St. Gardner, MA 01440-0040
2740	Westboro DC	175 Milk Street Westborough, MA 01581
2750	Clinton DC	300 Boylston Street Clinton, MA 01510
2760	Dudley DC	P.O. Box 100 Dudley MA 01571
2770	Uxbridge DC	261 South Main Street Uxbridge, MA 01569
2780	Milford DC	161 West Street Milford, MA 01757
2790	East Brookfield DC	544 East Main Street East Brookfield, MA 01515
3010	Barnstable P & F	Main Street P.O. Box 346 Barnstable, MA 02630
3020	Berkshire P & F	44 Bank Row Pittsfield, MA 01201
3030	Bristol P & F	21 Father DeValles Blvd Fall River, MA 02720
3040	Dukes P & F	P.O. Box 237 81 Main Street Edgartown, MA 02539
3050	Essex P & F	36 Federal Street Salem, MA 01970
3060	Franklin P & F	425 Main St. P.O. Box 590 Greenfield, MA 01302
3070	Hampden P & F	50 State Street Springfield, MA 01102-0559
3080	Hampshire P & F	33 King Street, Suite 3 Northampton, MA 01060
3090	Middlesex P & F	208 Cambridge Street P.O. Box 410480 East Cambridge, MA 02141

3100	Nantucket P & F	16 Broad Street P.O. Box 1116 Nantucket, MA 02554
3110	Norfolk P & F	35 Shawmut Road Canton, MA 02021
3120	Plymouth P & F	52 Obery Street Plymouth, MA 02360
3130	Suffolk P & F	P.O. Box 9667 24 New Chardon Street, 3rd Fl Boston, MA 02114
3140	Worcester P & F	225 Main Street-2nd Floor Worcester, MA 01608
4001	Land Court	226 Causeway Street Boston, MA 02114
5001	BMC -Civil	Edward W. Brooke Courthouse 24 New Chardon Street, 6th Floor Boston, MA. 02114
5001	BMC-Criminal	Edward W. Brooke Courthouse 24 New Chardon Street, 6th Floor Boston, MA. 02114
5010	Brighton - BMC	52 Academy Hill Road Brighton, MA 02135
5020	Charlestown - BMC	3 City Square Charlestown, MA 02129
5030	Dorchester - BMC	510 Washington Street Dorchester, MA 02124
5040	East Boston - BMC	37 Meridian Street East Boston, MA 02128
5050	Roxbury - BMC	85 Warren Street Roxbury, MA 02119
5060	South Boston - BMC	535 East Broadway South Boston, MA 02127
5070	West Roxbury - BMC	445 Arborway Jamaica Plain, MA 02130
6010	Boston HC	Edward W. Brooke Courthouse 24 New Chardon Street Boston, MA 02114
6020	Western HC	37 Elm Street, P.O. Box 559 Springfield, MA 01102-0559
6030	Worcester HC	225 Main Street-2nd Floor Worcester, MA 01608
6040	Southest HC	289 Rock Street Fall River, MA 02720-3246
6050	NorthEast HC	Fenton Judicial Center 2 Appleton Street Lawrence, MA 01840
7010	Boston Juv.	24 New Chardon Street, Room 2.500 Boston, MA 02114
7020	Bristol Juv.	289 Rock Street Fall River, MA 02720

7030	Springfield Juv.	80 State Street Springfield, MA 01102-0559
7040	Worcester Juv.	1 Highland Street Suite 5 Worcester, MA 01608
7050	Barnstable Juv.	Route 6A Main Street P.O. Box 427 Barnstable, MA 02630
7060	Essex Juv.	45 Congress Street - Bldg B Salem, MA 01970
7070	Frank/Hamp Juv.	106 Main Street Greenfield, MA 01301
7080	Norfolk Juv.	55 Allied Drive Dedham, MA 02026
7090	Plymouth Juv.	52 Obery Street Plymouth, MA 02360
7100	Middlesex Juv.	121 Third Street Cambridge, MA 02141
7111	Berkshire Juv.	190 North Street Pittsfield, MA 01201

Attachment A5

REGISTRY OF DEEDS DEPOSITORY LOCATIONS

REGISTRY OF DEEDS	ADDRESS
Franklin	425 Main Street P.O. Box 1495 Greenfield, MA 01301
Northern Middlesex	360 Gorham Street Lowell, MA 01852
Hampden	50 State Street Springfield, MA 01103
Northern Worcester	Putnam Place 166 Boulder Drive, Suite 202 Fitchburg, MA 01420
Worcester	90 Front Street Worcester, MA 01608
Hampshire	33 King Street Northampton, MA 01060
Southern Essex	Shetland Park 45 Congress St., Suite 4100 Salem, MA 01970
Northern Essex	354 Merrimack St Lawrence, MA 01843
Suffolk	24 New Chardon Street P.O. Box 9660 Boston, MA 02114-9660
Middle Berkshire	44 Bank Row Pittsfield, MA 01201
Southern Berkshire	334 Main Street, Suite 2 Great Barrington, MA 01230-1894
Northern Berkshire	65 Park Street Adams, MA 01220
Southern Middlesex	208 Cambridge Street P.O. Box 68 Cambridge, MA 02141-0068
Fall River Bristol	441 North Main Street Fall River, MA 02720