

Q #	RFR Section Name	RFR Subsection Name	Page #	Question	Answer
1	VI. Scope of Services	A. Core Services	9	You state that there are collections of fees via an online channel. Who is that provider and what does that process look like today? Are you simply receiving an ACH credit to your account from this provider or are they preparing the file and sending under your ACH facility for transmission to the bank?	MassDOT currently use First Data/BOA to process our credit/debit transactions. See answer to question 108.
2	VI. Scope of Services	A. Core Services	9	1A) If this 3rd party provider is preparing and initiating these files, how are they posting the credits to your account? Are they coming in as a single credit in a batch with an addendum for each file within? Or is each payment received as an individual credit to the account.	See answer to question 1 and 108.
3	VI. Scope of Services	A. Core Services	10	How are you processing your deposits today? Are each of your branches physically depositing to an FI or do you currently have scanners in place?	The RMV branch locations prepare manual deposits which are delivered to a local FI night deposit vault by a armored courier service each night. Remote Deposit Check scanning is being implemented at 10 of the high volume branches and will be completed by May 2014.
4	VI. Scope of Services	A. Core Services	10	1. We noticed that your Quincy branch is utilizing a Unisys ICL High Speed scanner. a. What does this process look like today? Are daily deposits via this scanner transmitted to a 3rd party for processing and submission to your current FI? b. How many checks per minute is this scanner capable of processing? How is the scanner reporting features interfacing with your AR system? c. Are reports automatically being uploaded or are you manually uploading? d. What file format does your AR system require for uploads? Is Excel acceptable?	The Quincy location handles the RMV mail-in registrations and civil citation payments. Manually check deposits are currently being processed and is transported by armored courier service daily to banking processing center. Approximately 120,000 checks are processed monthly. New scanners are currently being installed and will utilize a Image Cash Letter.
5				Are there any foreign or 3 <sup>rd</sup> party checks currently deposited via your scanner?	Very rarely are foreign checks received at the RMV. See answer to question 3.
6	VI. Scope of Services	A. Core Services		Who is your existing courier and are they providing Smart Safe solutions currently? If so, how often do they currently pick up cash? If not, are they picking cash up daily?	International Protective Services, Inc. Danvers, MA ("IPS"). IPS is not providing Smart Safe Solutions to the RMV. IPS picks up cash/checks on a daily basis at the majority of RMV branches. At lower volume branches IPS picks up cash/checks two to three times per week.
7	VI. Scope of Services	A. Core Services		Is the Commonwealth open to reducing the # of accounts if there were reconciliation processes in place that would provide you with a breakdown of each Commonwealth branch and their specific deposit activity?	Only if the FI can identify, segregate and accumulate deposits by individual RMV/Branch location.

8		Response checklist	2	“FORM ADV is specific to Investment Advisors and state securities authorities. What is its purpose for this proposal?”	Disregard this form. RFR has been updated.
9	Cost Response		34	Please clarify the description of the following services under the Depository Services heading: Night Drop and CKS Dep Rejects.	Night Drop deposits that are used by the courier to make deposits after hours. CKS Dep Rejects are unencoded checks that are returned.
10				Is it possible for Massachusetts Department of Transportation to provide a recent copy of your current account analysis statement?	We will provide a spreadsheet with analysis information. Please note, that is the best representation of the analysis. Some information is not available.
11				Bidder: formally requests the Commonwealth’s current Account Analysis statements associated with the current banking services for the Commonwealth Registry of Motor Vehicles Bank Depository Services.	See answer to question 10
12	VI. Scope of Services	A. Core Services	9	The Summary and Purpose speaks to Image Cash Letter but there aren't any questions under the RFR response template or in the proposed fee schedule. Where should the bidder describe this service and input pricing?	The RFR has been update to include this.
13	III. RFR Calendar..	B. RFR Instructions	5	Document states that the response should be submitted in 12 point font. The response document is in 11 point font. Can you clarify if you would like the questions to remain in 11 point font and our response in 12 point font?	Please respond in 12pt font as directed.
14	IV. Specifications	A. Requirements	10	The requirement calls for bids to remain in effect for 120 days. In the RFR response template, page 3, the requirement calls for bids to remain valid for 180 days. Can you please clarify which amount of time is correct?	Bids need to remain in effect for 120 days
15	VI. Scope of Services	A. Core Services		Can you please provide number of deposits/day/location?	RMV makes 30+ individual deposits Monday thru Friday from 30+ various RMV locations. See attachment of list of Branch Locations
16	VI. Scope of Services	A. Core Services		What is the average dollar amount of cash and coin deposit per location?	See attachment to question 15.
17	VI. Scope of Services	A. Core Services		What are the hours your courier will deliver to our banking centers?	See answer to question 15. At least 1/2 hour after pick up at the RMV branch location.
18	VI. Scope of Services	A. Core Services		Can you provide the amount of cash per branch that would be deposited daily into the smart safe?	Average daily cash only deposits ranges between \$3,000 to \$35,000 depending on branch location.
19	VI. Scope of Services	A. Core Services	13	Under “3d.” you request an alternative for the pick up of cash deposit daily. Does this mean that if a branch does not use a smart safe, your courier would not pick up the deposit and bring to a banking center? Trying to understand the difference between what you request in 2.a and in 3.	If a branch does not use a smart safe the RMV courier will continue to pick up the deposit and bring to bank's night vault.
20	VI. Scope of Services	A. Core Services	13	We interpret the request in 3.d to mean you are requesting a bidder to pick up the daily deposit, versus the RMV’s contracted courier delivering to a banking center.	That is correct.
21	VI. Scope of Services	A. Core Services		You request a daily BAI2 file, but we do not see a line item in the proposed fee schedule. Please advise.	Please incorporate in Previous Day items.

22	Cost Response		34	Can you provide AFP codes for the line items in the proposed fee schedule? If not, do you have an AFP code for “Previous Day Item Bundled” and “Current Day Item Bundled”?	No, AFP codes are not currently provided by our vendor.
23	Cost Response		34	Are we able to add service line items to the proposed fee schedule, e.g. pricing for image cash letter service and any proposed new services?	We have changed the cost response to include ICL.
24	Cost Response		34	If our pricing methodology is different than what is listed in the proposed fee schedule, how should we respond? In other words, the fee schedule lists a charge based on volume and our charge is a monthly fee?	Our cost proposal is based on unit costs, disregard unit volume and include the fixed cost.
25		Response checklist	2	Would the Commonwealth’s Office of the Treasurer be willing to accept our standard terms and conditions document if our terms did not conflict with any terms in the Standard Contract Form and Terms and Conditions and our document sat in the lowest order of precedence?	No. It is not possible to assess this without having reviewed the proposed document. However in general the Commonwealth’s Terms and Conditions and Standard Contract Form are controlling.
26	VI. Scope of Services	A. Core Services		Is your current armored carrier delivering cash deposits to a bank owned and operated vault/money center? Or are they delivered to a physical Bank of America branch? Another providers vault room ie: Loomis; Garda, etc?	The RMV Cash/Checks deposits are dropped at a bank owned and operated night vault by the RMV's armored courier service contractor.
27	VI. Scope of Services	A. Core Services		Does the Commonwealth have a preference either way? Would a third party vault be acceptable?	MassDOT's Director of Security would have to approve any third party vault vendor.
28	VI. Scope of Services	A. Core Services		You state that each of your RMV branches orders change individually through your current armored carrier. Can you provide us with approximate volumes of these orders? Frequency and approximate amounts?	The majority of the RMV Branches order change directly from a local FI branch. Only two use the armored carrier to pick up the change order. The change orders ranges between \$1,000 to \$2,500 per order and occur at this least once per month.
29				Please confirm that the scope of this RFP is limited to the Registry of Motor Vehicles. If not, please list other DOT areas impacted.	This RFR is for the Registry of Motor Vehicles only.
30				Would you please identify the current providers of cash management and depository banking services and provide an indication of how long they have provided service?	Currently the business is being provided by Bank of America, Santander Bank, TD Bank and Berkshire Bank. They have provided the service for many years.
31				Please provide the bank analysis statements of the current providers for the last 2 months as well as the 2013 year to date summary.	See answer to question 10
32	VI. Scope of Services	A. Core Services		Would you please provide the amount of cash deposited by branch location and details as to the denominations deposited?	See attached FY 13 cash and checks receipts by Branch. The RMV does not track details on deposits by denominations.
33	VI. Scope of Services	A. Core Services		What armored car service is currently used to transport deposits?	International Protective Services, Inc. Danvers, MA.
34	VI. Scope of Services	A. Core Services		Is there a preferred armored courier service to provide for remote cash capture?	No

35	VI. Scope of Services	A. Core Services		Where are deposits currently delivered?	Bank of America night deposit vaults.
36	VI. Scope of Services	A. Core Services		Is remote cash capture currently used or planned to be used at any locations? If yes, please provide the locations.	No
37	VI. Scope of Services	A. Core Services		Is currency ordered through the cash vault or at local branches?	Local FI Branch
38	VI. Scope of Services	A. Core Services		Would you please provide additional details as to the cash ordering requirements such as denominations, amounts, etc.?	See answer to question 28
39	VI. Scope of Services	A. Core Services		At the Quincy location that is utilizing imaged cash letter services, is there an intention or a desire to convert this to the vendor's remote deposit capture solution or is the plan to continue with the imaged cash letter service for this location?	This location will be ICL.
40	VI. Scope of Services	A. Core Services		Are there any specific questions which you would like to be addressed in relation to the imaged cash letter service?	We have updated the RFR.
41	VI. Scope of Services	A. Core Services		For remote deposit capture at the various locations, is it a requirement that these deposits be made in the same account? If the requirement is to deposit to multiple accounts, how many?	See answer to question 3 and 7.
42	VI. Scope of Services	A. Core Services		With the remote deposit capture solution, is the intention to scan just checks or would remittance document scanning also be required? If remittance documents are to be scanned, please provide a sample of each remittance document.	Just checks, no documents.
43	VI. Scope of Services	A. Core Services		How many daily deposits would be made through each remote capture scanner?	Please see page 11 RMV Check Deposit Activity per branch
44	VI. Scope of Services	A. Core Services		What type of reporting is required with the remote deposit capture service? Will a custom formatted file be required?	Summary and details of the deposit reports. No custom formatting is required.
45	VI. Scope of Services	A. Core Services		Is the Image Cash Letter equipment used at the Quincy site owned or leased?	Owned
46	Cost Response		34	The cost response on page 34 reflects \$124 million in cash deposited annually. Is this cash volume from both the 989 vault deposits and the 8,885 night drops?	Yes.
47	RFR	Representations and Warranties	7	Can the MassDOT please provide clarification on the applicability of the reference to “the bonding requirement provided by Section 412 of the Employment Retirement Income Security Act of 1974 (ERISA)”?	Please disregard this item.
48	RFR	Disclosure Statement	8	Can the MassDOT please provide clarification on the applicability of the reference to the “Commonwealth of Massachusetts Deferred Compensation Plan (“Plan”)”?	Please disregard this item. Disclosure Statement has been removed.
49	RFR	Disclosure Statement	8	Can the MassDOT please provide further information on the applicability of PRIM to this bid?	Please disregard this item. Disclosure Statement has been removed.

50	III. RFR Calendar..	C. RFR Evaluation Process	7	The RFR states that our cost response must include both an unbundled and a bundled price for each service requested. We note, however, that the Cost Response template only provides for the presentation of a fee schedule for each separate service line item.	Bundled is the total based on volume, unbundled is the per unit cost.
51	III. RFR Calendar..	C. RFR Evaluation Process	7	Can MassDOT please confirm it also requires the presentation of bundled pricing and provide more information on the nature of the bundling pricing to be provided? (Also please note that even if RFR pricing is bundled, it will be presented on a service line item basis in an analysis statement).	Bundled is the total based on volume, unbundled is the per unit cost.
52	IV. Specifications	A. Requirements	10	While sub requirement f. states “Unnecessary samples, attachments or documents not specifically asked for should not be submitted”. Can the MassDOT please confirm that it is, however, acceptable to include additional technical attachments which will provide further information for the evaluators of our bid responses. This could include online banking system user guides including screenshots, performance measure data, sample bank standard account terms and conditions etc.	Information regarding online banking system user guides including screenshots are acceptable to submit.
53	IV. Specifications	A. Requirements	10	Sub requirement b states. “To document the use of such paper, a photocopy of the ream cover/wrapper should be included with the response.” Where within the response template would you like to see this image?	Yes.
54	VI. Scope of Services	A. Core Services		How many departments will use a remote deposit scanner and how many users will require a scanner?	Once the RMV converts completely over to Remote Deposit capture it is estimated that 75+ scanners will be in operation with at least 125 users.
55	VI. Scope of Services	A. Core Services		Do you receive Foreign Checks? a. If yes, what % of your total check volume are foreign checks and what is their value?	RMV very rarely receives foreign checks.
56	VI. Scope of Services	A. Core Services	10	Do you receive any money orders? If yes, what % of your total check volume are money orders and their value?	RMV does receive money orders, which is .42% of the checks received. Average value ranges between \$500 to \$1000.
57	VI. Scope of Services	A. Core Services		Do you send checks and currency to your current vault provider? If yes, what is the monthly volume of checks that you send to the vault?	See answer to question 3. 280,000 checks per month.

58	VI. Scope of Services	A. Core Services		<p>Do you strap your notes before sending them to the vault?</p> <p>A: If yes,</p> <p>i. Do you use standard straps suggested by you current bank?</p> <p>If yes - what is the total monthly \$ amount of notes/bills strapped in this manner?</p> <p>ii. Do you use non-standard straps?</p> <p>If yes - what is the total monthly \$ amount of notes/bills that are strapped in this manner?</p> <p>B: If no,</p> <p>i. What is your current process for sending cash and coin to your vault?</p> <p>ii. Can you provide existing processing instructions?</p>	<p>RMV straps notes before sending to vault. Standard straps are used. Annual RMV cash volume is \$124 million.</p>
59	VI. Scope of Services	A. Core Services		<p>What is your monthly \$ deposited in coin? Do you use standard Fed bags for coin? If no, please explain how you bag your coin?</p>	<p>Coin volume is small. Coin is place in small manila envelope. Coin value is marked on the envelope.</p>
60	VI. Scope of Services	A. Core Services		<p>Can you please provide the exact address of each MassDOT office location with zip code?</p>	<p>See answer to question 15.</p>
61	VI. Scope of Services	A. Core Services		<p>How do you currently secure and deposit the cash detailed above?</p>	<p>FI issued deposit bag.</p>
62	VI. Scope of Services	A. Core Services		<p>We understand from the bidders' conference that you currently use International Protective Services as your armored carrier. Can MassDOT please confirm this and also provide contact information? Typically with any “Secure Smart Safe” solution the armored carrier would have to be pre-approved by the bank.</p>	<p>See answer to question 6.</p>
63	VI. Scope of Services	A. Core Services		<p>Related to question above – does MassDOT have any blanket contracts with other national armored carriers that could be used to provide this service?</p>	<p>No</p>
64	VI. Scope of Services	A. Core Services		<p>Which locations use an armored carrier and which locations deposit at a local bank branch?</p>	<p>All locations use armored carrier.</p>
65	VI. Scope of Services	A. Core Services		<p>Do you accept e-check and credit card payments over the web?</p> <p>a. If yes, what is the projected monthly volume of e-check payments and credit card payments?</p> <p>b. What is the average \$ amount of e-check payments and credit card payments?</p>	<p>RMV accepts e-checks and credit card payments over the web. The RMV collects on a daily average between \$200,000 to \$400,000 of credit card payments.</p>
66	VI. Scope of Services	A. Core Services		<p>Do you accept credit card payments at the point of sale?</p> <p>a. If yes, would you be interested in a POS solution?</p>	<p>RMV collects credit cards at the point of sale. POS is not part of this contract.</p>
67	VI. Scope of Services	A. Core Services		<p>What type of payments do you accept over the web?</p>	<p>Discover, MasterCard, Visa Amex, echeck.</p>
68	VI. Scope of Services	A. Core Services		<p>Are you willing to change your merchant services provider?</p>	<p>Merchant Services are currently provided under a Statewide Commonwealth Agreement with Bank of America.</p>

69	VI. Scope of Services	A. Core Services		Who is providing your POS solution today?	We do not use a 3rd party POS solution.
70	VI. Scope of Services	A. Core Services		Can you please provide the average monthly dollar volume for ACH collections? Can you please provide the average monthly transaction volume for ACH collections? Do you have any seasonal volume/value fluctuations from the expected average monthly activity? If yes, can you please explain the seasonal volume/value fluctuations and provide the average monthly increase?	Average monthly ACH collections ranges between \$2 to \$3 million.
71	VI. Scope of Services	A. Core Services		Do you use a third party to initiate ACH transactions? If yes, what is the name of the provider?	MassDOT creates their own ACH files.
72	VI. Scope of Services	A. Core Services		Do you initiate ACH transactions to consumers, corporations or both?	MassDOT creates their own ACH files.
73	VI. Scope of Services	A. Core Services		The RMV office list indicates that the Quincy office is equipped with a Unisys ICL high speed scanner. Does the Quincy office create an Image Cash Letter for the checks scanned on the Unisys scanner? If yes, how many checks are sent via Image Cash Letter versus remote check deposit?	The Quincy office is currently converting over to Image Cash Letter.
74		Response checklist	2	Can MassDOT please confirm that they will accept the bank's standard account terms and service terms for the services offered?	No. It is not possible to assess this without having reviewed the proposed document. However in general the Commonwealth's Terms and Conditions and Standard Contract Form are controlling.
75		Mandatory Forms	18	The template instructions state that "This form cannot be changed or modified. This form must be signed as is. However, should your firm be selected as an apparent successful bidder, your firm will have an opportunity to work with the Treasury to negotiate an appropriate contract, and where appropriate, clarify the language in this form prior to the finalization of any contract".	The form must be signed as is.
76		Mandatory Forms	18	Will the negotiated contract take precedence over the Standard Contract Form and the Commonwealth Terms and Conditions, or will the negotiated contract be in the form of an amendment to the Standard Contract Form and the Commonwealth Terms and Conditions? Please provide clarification on the proposed process.	The Commonwealth Terms and Conditions as well as the Standard Contract Form will take precedent over any other items.
77		Mandatory Forms	18	Please confirm that the proposer's signatures on the Standard Contract Form and the Commonwealth Terms and Conditions are subject to negotiating a contract that is mutually agreeable by both the Commonwealth and the proposer?	In order for a bid to be accepted for consideration, the Standard Contract Form and the Commonwealth Terms and Conditions must be properly submitted.

78				Can MassDOT please provide copies of the Bank of America analysis statements for the 3 peak months?	See answer to question 10.
79				Form ADV 1, can MassDOT please clarify the requirement to provide this form taking into account the services being requested in this RFR?	See answer to question 8.
80	Cost Response		34	Can you please provide the average monthly balance maintained across all accounts?	The previous day deposits will be swept within one to two business days after they are deposited. Maintaining a minimal balance.
81	Cost Response		34	How many accounts do you maintain across all of your branches? How many of those accounts are interest bearing?	There currently are 37 accounts, none of them earn interest. They will be using balances to off-set bank fees.
82	VI. Scope of Services	A. Core Services		Are all cash deposits delivered by your IPS courier to a bank's night drop? If so approximately what time are these drops made each day? Also how many bags are dropped each day per location?	See answer to question 17. Two to four bags could be dropped each day per location.
83	VI. Scope of Services	A. Core Services		Does the carrier possess its own set of keys for the night drop box? If yes, are they provided to the carrier by the bank directly, or by the location?	Armored Courier keys are provided by the bank directly.
84	VI. Scope of Services	A. Core Services		What is the typical cash deposit's dollar amount by location per day? By month?	Average daily cash only deposits range between \$3,000 to \$35,000 depending on branch location. Monthly cash only deposits range between \$28,000 to \$763,000 depending on branch location.
85	VI. Scope of Services	A. Core Services		Does MassDOT use smart safes today? If so who owns these safes MassDOT or the vendor? How many locations have them?	MassDOT does not currently use or own smart safes.
86	VI. Scope of Services	A. Core Services		Are there also cash deposits delivered directly to a bank's vault site?	All cash deposits are delivered directly to bank night vault site.
87	VI. Scope of Services	A. Core Services		Would MassDOT consider using a traditional armored car carrier such as Brinks, Dunbar, Loomis, or Garda so that the cash deposits could be delivered directly to a bank vault location?	Depending on the pick up time MassDOT would consider using a traditional armored car carrier.
88	VI. Scope of Services	A. Core Services		How is the cash packaged?	See answer to question 58.
89	VI. Scope of Services	A. Core Services		Would MassDOT be willing to use a bank branded security deposit bag by our approved vendor?	Yes
90	VI. Scope of Services	A. Core Services		Regarding cash orders how are these placed today? How are they paid – by debit or cash exchange? Who delivers the cash order to the site?	See answer to question 28. RMV staff orders and picks up cash orders and offset by deposits.



91	VI. Scope of Services	A. Core Services		<p>Can you describe the cash/coin ordering process, and provide the list of locations that do process orders?</p> <p>Are the orders phoned in to the branch?</p> <p>Is the account debited or is it a cash exchange?</p> <p>If the account is debited, what is the process for verifying the authorization of the person placing the order, and verifying the authorization of the person picking up the order?</p> <p>Who picks up the orders, a representative from the site, or the carrier?</p>	See answer to question 15 for list of locations and 28. Orders are placed by phone to the FI's local branch by RMV branch staff. RMV courier service or branch staff picks up the order.
92	VI. Scope of Services	A. Core Services		Are the carriers that go to the bank branches armed or unarmed?	Armed.
93	Cost Response		34	What do you mean by “Cks deposited foreign items” – are these checks from a foreign country?	Checks that are deposited from foreign banks.
94	VI. Scope of Services	A. Core Services		What are the average collected balances that are kept in the operating account?	See answer to question 80.
95	VI. Scope of Services	A. Core Services		Describe why MassDOT would have 33 incoming wires on a monthly basis.	MassDOT has third party vendors that collect RMV fees . Dealerships and AAA are just to name a few.
96	VI. Scope of Services	A. Core Services		Does MassDOT own the check scanners?	Yes
97	VI. Scope of Services	A. Core Services		Are there any additional scanners needed?	Please see page 11 RMV Check Deposit Activity per branch
98	VI. Scope of Services	A. Core Services		Do all locations use a scanner to deposit checks?	Not currently.
99	VI. Scope of Services	A. Core Services		Image Cash Letter, is this service used today?	Not currently.
100	VI. Scope of Services	A. Core Services		Image Cash Letter. Are you planning to use this service from more than 1 location? Please name the location(s).	No, just Quincy.
101	VI. Scope of Services	ACH Services		Does MassDOT initiate debits or credits?	See answer to question 71.
102	VI. Scope of Services	ACH Services		Who do you debit or credit? Consumers? Corporations?	See answer to question 71.
103	VI. Scope of Services	ACH Services		What is the average ACH limit that is in place today with your present bank?	MassDOT has no ACH limit in place today. Average ACH receipts range between \$2 to \$3 million daily.
104	Cost Response		34	On the proposed fee schedule, ACH Debits and Credits Received are each listed twice with different volumes. Can you provide further details as to what these ACH represent?	The cost proposal has been updated.
105				When is the anticipated go live date once the bid is awarded?	MassDOT and OSC would need at least 90 days.
106		Response checklist	2	May we include the SSAE 16 Audit Report on the CD along with the annual reports?	Yes.
107		Response checklist	2	May we provide the CRA rating and performance information in a link within the RFR or on a CD?	Yes.
108	VI. Scope of Services			Can we get a sample of the ACH reporting that you currently receive both on-line and electronically?	See attached.

109	VI. Scope of Services	A. Core Services		How do checks in Quincy currently get processed? Are checks processed through HQ a Unisys high speed scanner or forwarded to a facility?	See answer to question 4. RMV small units at Quincy HQ cash/checks are picked up the RMV armored courier service.
110	VI. Scope of Services	A. Core Services		With regard to the HQ Unisys ICL High speed scanner being used in Quincy; do you plan on sending a daily ICL file?	See answer to question 4. Once installed we will be scanning checks on a daily basis.
111	VI. Scope of Services	A. Core Services		Will your current armored car provider drop off cash deposits at our cash vaults throughout the state instead of bank branch locations?	See answer to question 26.
112	VI. Scope of Services	A. Core Services		<p>Smart Safes – determining how many are needed and at each location:</p> <ul style="list-style-type: none"> <li>• What is the average number of daily note/bills of currency deposited by location? (This is to help determine Smart Safe note capacity required and number of pick-up times required per week).</li> <li>• If Smart Safes were to be used, would you be inclined to purchase or lease them?</li> </ul>	RMV does not track this information.
113	VI. Scope of Services	A. Core Services		Describe current activity for each Bank branch located near RMV (deposits, cash payroll, cash supply). Will this be changing? If so how?	Please see attachments and RFR.
114	VI. Scope of Services	A. Core Services		What is the structure of the 37 accounts (ZBAs or stand alone accounts)?	37 stand alone accounts.
115	VI. Scope of Services	A. Core Services		Please provide a break down of average daily cash collected by location.	See answer to question 16.
116	VI. Scope of Services	E. CRA, credit card	16	Page 16 section E is titled Credit Card, Rates and Community Services. Should “Credit Card” instead be change to “ECR”?	No, "Credit Card" is correct.
117				Can the state provide a copy of the current analysis statements to better understand the services currently being used? As far as a date range, we are just looking for a typical month of volume smoothed out for peaks and valleys.	See answer to question 10.
118				Can the state provide a copy of current contracted price points with vendor banks?	See answer to question 10.
119	VI. Scope of Services	A. Core Services		Can you provide a list of locations that will require night drop service at a branch or is it all 31 locations? Can you provide the average monthly cash volumes at each deposit location?	See answer to question 15 and 84.
120	VI. Scope of Services	A. Core Services		Are there anticipated peak seasons for cash? If so, what are the peak times and how much cash is anticipated per locations during peak times?	There is no real peak season for cash.
121	VI. Scope of Services	A. Core Services		What method is currently used for placing “change orders” – Web, VRU or local branch?	See answer to question 28 and 90.
122	VI. Scope of Services	A. Core Services		Are “change orders” placed centrally or by each location/business unit?	Orders are placed by each branch location.

123	VI. Scope of Services	A. Core Services		How many business units would be expected to place “change orders”?	RMV 30 branch locations.
124	VI. Scope of Services	A. Core Services		What time of the day are your current deposits picked up by armored carrier?	See answer to question 15 and 17.
125	VI. Scope of Services	A. Core Services		Do you currently receive same or next day availability of funds? • What dollar amount will be swept out daily or what will remain in the accounts? Will you be pulling that day’s funds including cleared checks?	Depends on the item deposited. Onus items, ACH and wires are same day and most other checks are next day. The balance will be reported the next business day and swept that day or the next business day.
126				Do you have a Service Level Agreement in place with your current provider (i.e., expected turnaround times for specific activities). If yes, can you provide these Service Level Requirements?	No.
127	II. General Information		1	Would it be acceptable to print 1 original bound proposal on recycled material and submit remaining proposals including pricing via email or optical media?	No. the required hardcopies are necessary and need to be submitted on recycled material.
128				What is MassDOT’s time-frame to go live with a new bank partner should you decide to change partners? Scope of Services A.1. Attachment - Office Check Deposit Activity Attachment makes note that a Unisys ICL High speed Scanner is being used. Do you currently process Image Cash Letter (ICL)?	See answer to question 99 and 105.
129	VI. Scope of Services	A. Core Services	11	It is noted that “the registry contracts with a courier to pick up and deliver deposits” Please provide the name (s) of the current courier and contract expiration date for this service, if any.	See answer to question 33.
130	VI. Scope of Services	A. Core Services		Where are the deposits delivered? Branch, vault, other?	See answer to question 3.
131				Please provide copies of current account analysis statements.	See answer to question 10.
132				Please provide the current average balances in the accounts requested.	See answer to question 80.
133				Will the compensating balances need to be collateralized?	Any funds not protected by FDIC insurance needs to be covered.