Department of Revenue and Enterprise Services Revenue Collection Services 2025 Request for Proposal

January 9, 2025

To: All Interested Respondents

Re: RFP – DORES Revenue Collection Services 2025

Addendum #1

The following constitutes Addendum #1 to the above referenced solicitation.

- 1) Responses to Questions: Please see attached
 - a. Questions and Answers are grouped by bank

Page # RFP Section	Question	Answer
Pages 36-47 Section V. <i>Scope of Work</i> M&T Bank	1. What is the name of your bonded armored courier?	In our current contract the bank is required to provide an armored or bonded courier as their chosen subcontractor. Our current bank's armored subcontractor is Loomis.
Pages 36-47 Section V. <i>Scope of Work</i> M&T Bank	2. Does your bonded courier currently take check and cash deposits to a <u>non-bank</u> ?	No, the State of New Jersey requires all check and cash deposits to be submitted to the selected bank's owned and operated money room.
Pages 36-47 Section V. Scope of Work	3. Armored courier company (i.e. Loomis, Brinks) for processing?Or do you currently have your courier take your deposits to a bank owned/operated?	In our current contract the bank is required to provide an armored or bonded courier as their chosen subcontractor. Our current bank's armored subcontractor is Loomis.
M&T Bank		<u>Please note:</u> In the new banking contract resulting from this RFP, the bank <u>is not</u> being asked to provide an armored courier; rather the State of New Jersey will contract with its own armored courier provider separate from this RFP.
Pages 36-47 Section V. Scope of Work	4. Money room? If currently utilizing a bank money room, is that a requirement by the state or are you open to having your courier go to independent non-bank courier companies for processing your deposits?	State of New Jersey requires all check and cash deposits to be submitted to a bank-owned money room.
M&T Bank Pages 36-47 Section V. <i>Scope of Work</i> M&T Bank	5. What approximate average balances will stay in these 9 bank accounts (accounts #1, 4, 7, 8, 9)? Or will most/all available deposits be wired out to another bank?	Majority of the available deposits will be wired out on a daily basis. The average collected balance for all 9 accounts combined was approximately \$5 million in Fiscal Year 2024.
Page 42 Subsection E. Motor Vehicle Commission Surcharge Collection and Disbursement Master Account #4 M&T Bank	6. There is mention of the need to receive fax notifications pg. 42. Can emails replace faxes?	Yes, emails may replace fax notifications.

	7. Who is the incumbent bank for this contract?	Deale of America is the incomplete the set
General Question		Bank of America is the incumbent bank for this contract.
M&T Bank		
Page 15 Section M. <i>Termination of</i> <i>Contract</i> Bank of America	8. This section seems to say the State can terminate the contract with 30 days' notice but is silent on the banks ability to terminate. Regulators have recently ruled our bank must have the ability to terminate the contract for both cause and convenience. Will the State considering changing this section to provide the ability for the bank to terminate the contract.	The State of New Jersey agrees to provide the bank the right to terminate the contract for cause upon 30 days prior written notice to the State. The State must have a 60-day cure period following termination notice in order to attempt to resolve the cause for termination to a level agreeable to both the bank and the State. Notwithstanding the above, the bank must provide Transition services pursuant to State RFP Section (I.) <i>Terms and Conditions</i> , Subsection (N.) <i>Contract</i> <i>Continuity/Transition Period</i> for a period of up to 180 days.
Page 18 Section R. <i>Assignment</i> Bank of America	9. Will the State agree to allow the bank to assign the contract to its qualified affiliate without the State's prior written consent? Any such assignee will comply with the terms and conditions of the contract.	The State of New Jersey agrees to allow the bank to assign the <i>entire</i> contract to another qualified Bank affiliate without the State's prior written consent. Any such assignee will comply with the terms and conditions of the Contract and complete all registrations required by the contract and New Jersey Statutes. A "qualified Bank affiliate" shall be defined in the same manner as in RFP Section (I.) <i>Terms and Conditions</i> , Subsection (A.) <i>Applicable Rules and Regulations</i> as "a state or nationally chartered bank, with a branch presence in the State of New Jersey, employ New Jersey residents, and be in compliance with all Federal and/or New Jersey State laws governing all services to be awarded."
Page 21	10. Please confirm the following calculation is correct:	This calculation is correct. As stated on
Section Y. Indemnification	Annual Fees \$100,000 * 4 year contract terms = \$400,000. \$400,000 * 500% = \$2,000,000.	page 21 of the RFP, "The Vendor's liability to the State for actual, direct damages resulting from the Vendor's performance or non-performance, or in any manner related to the contract, for any and all claims, shall be limited in the aggregate to 500% of the value of the contract." Contract extensions are
Bank of America		excluded from this calculation.

	11. The second paragraph says "The bank must be able	The State dage not error to the
Page 29	to demonstrate within their overview that State operations	The State does not agree to the proposed changes.
Section G.	will be minimally affected and State recorded intact.	
Disaster Recovery	Given the worst-case scenario, the Vendor must be	
Plan	completely functional within 48 hours of a major disaster.	
Subsection 1.		
Disaster Recovery	Will the State amend this statement as follows: The Bank	
	shall make commercially reasonable efforts to resume	
	functionality within 48 hours of a major disaster, but the	
	Bank will not be liable for and will be excused from any	
	failure or delay in performing obligations regarding any	
	Service if such failure or delay is caused by	
	circumstances beyond the Bank's control. The Bank will	
	also not be liable for any failure or delay in performing	
	any Service if such failure or delay is caused by the	
Bank of America	State's act, omission, negligence, or fault.	
Dank OF AMERICA		
Page 37-38	12. Beginning on page 37 Section B, description of	There are currently no immediate plans
Section B.	Master Account #1 and carried over to page 38 says	to move these locations listed; however,
Division of Revenue	deposits will also be prepared for bonded courier pickup	the State of New Jersey will need to keep
and Enterprise	and bank processing by two (2) Trenton area locations:	this as an option in the future of this
Services General		contract.
Collection Master	200 Woolverton Street, Trenton*	
Account #1	22 West State Street Treater *	
	33 West State Street, Trenton *	
	*There are no immediate plans to change these	
	locations: however, the locations are subject to change.	
	Question: Based on the term immediate, is the State	
	aware of any plans to change these locations or just	
	leaving open the possibility of changing these locations	
	over the life of the contract?	
Bank of America		
Page 37-38	13. Next line in the RFP says: " <u>Bonded courier or</u>	The State of New Jersey will arrange
Section B.	armored car services are not required in the RFP."	bonded courier or armored car services
Division of Revenue	Can you please confirm whether or not you are expecting	separately.
and Enterprise	the bank to subcontract with an armored car service to	
Services General	pick up deposits from these locations or will the State	Please note: In the new banking contract
Collection Master	arrange for armored car services separately. The same	resulting from this RFP, the bank is not
Account #1	question holds for several of the accounts.	being asked to provide an armored courier; rather the State of New Jersey
		will contract with its own armored courier
Pank of America		provider separate from this RFP.
Bank of America		

Page 41 Section E. Motor Vehicle Commission Surcharge Collection and Disbursement Master Account #4	14. Page 41 and 42 mentions the Motor Vehicle Commission Surcharge Collection and Disbursement Master Account #4 issues manual checks. Can the State use our Web-based electronic banking platform to either upload an excel spreadsheet or manually key in the details of the check so that Positive Pay service can be used. If not, will the State agree the bank will be held harmless for checks that pay that are later determined to be fraudulent.	As stated on page 42 of the RFP, "At the current time, the State is not in the position to send electronic check issuance files to the bank; however, the State may elect to implement positive pay services in the future." The State agrees the bank will be held harmless for checks that pay that are later determined fraudulent until Positive Pay service is activated.
Bank of America Page 43 Section G. Auto Insurance Lockbox Surcharge Collection ZBA Account #6 Bank of America	15. Please confirm the following statement is correct: The bank will implement the ability to transmit an image cash letter with the State and a second image cash letter implementation with Gila LLC dba MSB and Duncan Solutions. Is this a true image cash letter or will Remote Deposit Service be sufficient?	As stated on page 43 of the RFP, "Gila LLC dba MSB and Duncan Solutions ICL processing will be done through the selected bank's web based portal to transmit the (ICL) file. Gila LLC dba MSB and Duncan Solutions will establish its own login using the bank's web based product in their own name –The State of New Jersey will not be a part of this logon – they will deliver the ICL file to the bank via their own ID."
Page 43-46 Section V. <i>Scope of Work</i> Accounts 6,7,8 Bank of America	16. Page 43 – 46 describe the activity for accounts # 6, 7 and 8 (Auto Insurance Lockbox Surcharge Collection Account, State of New Jersey Health Benefits Lockbox Payments Account and Sate of New Jersey Pension Benefits Lockbox Payments Account). Please confirm the State is not looking for the bank to establish an actual Lockbox – rather the term is used as part of the account naming convention only.	Confirmed, the term Lockbox is used as part of the account naming convention only. No lockbox services are required.
Page 37 Section A. Accounts To Be Established Flagstar Bank	17. For each of the (9) bank accounts, what is the 12- month average balance for each account?	Majority of the available deposits will be wired out on a daily basis. The average collected balance for all 9 accounts combined was approximately \$5 million in Fiscal Year 2024.
Page 37 Section A. Accounts To Be Established Flagstar Bank	18. Would NJ D.O.R.E.S. be willing to supply redacted bank statements and/or redacted account analysis statements for 12 months?	Please refer to Exhibit G <u>Division of</u> <u>Revenue and Enterprise Services</u> <u>Collection Services Monthly Analysis</u> <u>Sample</u> and Exhibit U <u>Sample Bank</u> <u>Statement</u> in the RFP.

Page 38	19. Branch check deposits. Will the state require	The State of New Jersey will allow the
Section B.	immediate processing upon delivery of check deposits	processing of deposits later the same
Division of Revenue	via courier while courier waits for receipt? Or can branch	day. Emailed receipts are acceptable.
and Enterprise	process deposits later the same day and email receipts?	
Services General Collection Master	(regardless state will be credited the same day)	Documented confirmation of 'deposit exchange' between armored provider
Account #1		and bank is required at time of
		exchange.
Flagstar Bank		3
	20. Branch cash deposits: Will the state allow for subject	Yes, the State of New Jersey will allow
Page 38	to count processing for same day credit? Will the state	processing for same day credit.
Section B.	need cash or coin shipping supplies, (ex, coin bags,	
Division of Revenue	sealed deposit bags)?	Documented confirmation of 'deposit
and Enterprise		exchange' between armored provider
Services General		and bank is required at time of
Collection Master Account #1		exchange.
Account #1		
Flagstar Bank		The State will not require cash or coin
		shipping supplies as part of this RFP.
Page 38	21. Cash deposits: Can the state provide estimated	Please refer to RFP Exhibits J-R for cash
Section B.	weekly cash deposit amounts? What type of currency?	deposit volumes. Currency will be in the
Division of Revenue	Bills and/or coin? What type of cash denominations?	form of US bills.
and Enterprise	Wrapped bills or mixed bills? If coin, is it rolled, loose or	
Services General	bagged?	
Collection Master Account #1		
Flagstar Bank		
Page 43	22. Would NJ D.O.R.E.S. require bank to provide lockbox	No, the term Lockbox is used as part of
Section G.	services for this RFP or will you be utilizing your existing	the account naming convention only.
Auto Insurance	lockbox services?	
Lockbox Surcharge		No lockbox services are required.
Collection ZBA	If bank to provide lockbox services, see additional	
Account #6	questions:	
	a. How many PO boxes are required?	
	Volume for each?	
	b. Does the PO Box need to be in any	
	certain State/Town?	
	c. What are your detailed requirements for	
	lockbox processing?	

	d.	Do you accept credit cards for lockbox	
		services? If so, how many credit cards	
		vs. checks monthly?	
		Are payments received throughout the month evenly? Or is there a typical heavier time? (Ex: first 5 business days of month)	
		Does D.O.R.E.S. require a file? If so, can you provide format?	
	g.	Can you share current pricing line items?	
		Are payments submitted with an invoice? Can you share a copy(ies)?	
		Do you currently send lockbox processor any type of file?	
	-	What happens with un-processable items?	
		Do you have or need online access to view items, reports? Etc.	
		Do you require reports? If so, any special requirements? Can you provide a sample?	
	m.	Do you decision items online?	
		Do you have or need access to an image archive? If so, for how long?	
Flagstar Bank			

_	23. Does NJ D.O.R.E.S. require one ICLD set up for all	
Page 47	(9) accounts or will the state require a separate ICLD set	7 out of the 9 accounts in this contract will require Image Cash Letter services.
Section K.		require image Casil Letter services.
Image Cash Letter Electronic Deposit Services	 up for each account? a. Is there flexibility in the X9.37 file format based on bank's standardization requirements? b. Can you share pricing line items? c. What is the state's expectation of the bank's use of the DLN Number? Is the bank expected to capture or use the DLN 	 B. As presented on page 89 of the RFP, pricing line items are as follows: Initial Image Cash Letter Setup Fee /Per Setup Image Cash Letter Maintenance Fee /Per Month
Flagstar Bank	Number in our processes?	 Transmission On–Us Imaged Item Cleared Fee /Per Item Imaged Item Cleared Fee /Per Item Imaged Item Replacement Document Fee /Per item C. The DLN will serve as a point of reference in cases of a problematic check image, with the bank notifying the State of the check image and supplying the DLN for identification purposes.
	24. Deposit Slip Requirements:	
Page 56 Section S. Deposit Slip Requirements	 a. Could the state supply samples of deposit tickets or provide layout specs. (Ex. Size, paper type, MICR encoding). 	A. Deposit tickets must be pre-encoded with the account and ABA number on the MICR line. Deposit tickets are to be, but not limited to, 8 inch x 3 3/8 inch in size. Deposit tickets must be multi part triplicate.
	b. Referring to Exhibit T-Are the deposit ticket quantities representing individual tickets or packs of tickets? If packs, how many deposit tickets per pack?	B. The quantities in Exhibit T are
	c. Do the tickets need to be shrink- wrapped? If so, how many per pack?	C. Tickets must be shrink wrapped in quantities of 50 tickets per pack.
	d. Are there any special shipping requirements?	D. The State does not require special shipping methods.
	e. Do you require a bulk order or can the bank keep an ongoing inventory and shi as needed?	E. The State must have an ongoing supply and order as needed.
Flagstar Bank		

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Page 7-8 Section I. <i>Terms and</i> <i>Conditions</i>	25. Can you provide additional details on how the RFP will serve as the basis for the contract? Will there be any review of bank service agreements attached to response, or will the language of the RFP be the sole source for contract/agreement?	As stated on page 8 of the RFP, "The entire content of this RFP, all addenda, and the bank's proposal will become the basis for award and contract and serve as the contractual agreement between <i>Originator</i> (State of New Jersey) and <i>Originating Depository Financial</i> <i>Institution</i> (bank), as required by NACHA and its Governing Regulators."
		Continuing on page 8 of the RFP, "The TERMS AND CONDITIONS, OTHER MANDATORY PROVISIONS , and PAYMENT METHOD AND TERMS of this Request for Proposal (RFP) will supersede any and all conflicting terms and conditions, including bank agreements, submitted by the bank/contractor. <u>The State of New</u> <u>Jersey will not modify its terms and conditions or execute separate bank</u> <u>agreements.</u>
DNO Darah		Proposals that do not conform with or take exception to the State of New Jersey's terms and conditions, other mandatory provisions, and payment methods and terms, as set forth in this RFP, <u>will be considered non-</u> <u>responsive and therefore rejected.</u> The State of New Jersey will also not sign any documentation or set-up forms
PNC Bank	26. Please clarify "internal system changes" – does this	that link to bank agreements."
Page 16 Section I. <i>Terms and</i> <i>Conditions</i> Subsection O. <i>Unanticipated</i> <i>Services</i>	go beyond customization of what the bank can send to the State and refer to making changes to the banks systems?	The 'system changes' referred to in this section relate to customization on the part of the bank only to a level which would have already have been agreed to by both the bank and the State as part of the unanticipated services negotiations.
PNC Bank		

Page 33 Section III. Payment Methods and Terms	27. Please clarify "excess will be applied to subsequent monthly analyses" – is this as rolling credit? Would this be limited to a certain roll over period if the State is continually covering fees with balances in excess of what is needed? Would the state consider an account that automatically earns hard dollar interest on excess balances?	As stated on page 33 of the RFP, "If the earnings of the compensating balances exceed the value of total bank services provided in any month, the excess will be applied to subsequent monthly analyses on a continuous basis without regard to calendar year-end." That is, the excess will be a rolling credit month to month and year to year.
PNC Bank		The State will not consider an additional interest bearing account.
Page 38 Section V. <i>Scope of Work</i> Accounts 1,2,3,7,8,9 PNC Bank	28. Who is the courier you are currently contracted with?	In our current contract the bank is required to provide an armored or bonded courier as their chosen subcontractor. Our current bank's armored subcontractor is Loomis.
Page 38 Section V. <i>Scope of Work</i> Accounts 1,4,7,8 PNC Bank	29. Is there a specific reason wires are utilized exclusively instead of ACH/Same day ACH?	It is the State of New Jersey's policy to use real-time wire transfers for critical funding and concentration-type funds movement.
Page 42 Section V. <i>Scope of Work</i> Account 4	30. What check fraud protection measures does the State have in place now for the checks being issued from this account?	As stated on page 42 of the RFP, "At the current time, the State is not in the position to send electronic check issuance files to the bank; however, the State may elect to implement positive pay services in the future."
PNC Bank Page 43 Section V. Scope of Work Account 5 PNC Bank	31. How is Gila LLC sending the credit card payments into account 5?	Gila LLC dba MSB and Duncan Solutions will send credit card payments to Account 5 via ACH.

Page 43 Section V. <i>Scope of Work</i> Account 6	32. How are the creation of Gila LLC logins handled? If the State is not a part of the login, who authorizes and entitles Gila users to access this account.	As stated on page 43 of the RFP, "Gila LLC dba MSB and Duncan Solutions will establish its own login using the bank's web based product in their own name – The State of New Jersey will not be a part of this logon – they will deliver the MVC surcharge ICL file to the bank via their own ID, the file will have the State of NJ Surcharge account number in it so the bank knows the proper place to deposit it. The State of New Jersey will allow Gila LLC dba MSB and Duncan Solutions access to the Surcharge account for the purposes of ICL deposit exclusively."
PNC Bank Page 49 Section K. Image Cash Letter Electronic Deposit	33. For weekend and after hours deposits – are they accepted but processed later?	Yes, this is acceptable.
Services Subsection 3. Image Cash Letter		
File Transmission Timeframes & Deposit Credit		
PNC Bank Page 65	34. Please clarify what is meant by "bank must promptly	The State is referring to the
Section V. Scope of Work Subsection U-6. Web-based Wire Transfer System	respond to all State wire instructions no later than thirty minutes after receipt" – does this refer to a confirmation of the wire being processed or to acknowledgement of the wire being instructed? Timing of processing will be dependent on approvals after submission.	acknowledgement of the wire being instructed.
PNC Bank		
Page 77 Section VII. <i>Vendor Response</i> Question 5	35. If the bank provides a file format that the State does not currently utilize, will the state consider that as a format should it meet the ultimate needs of the State better than other formats?	The methods of file transmission depicted in EXHBIT A <u>State of New</u> <u>Jersey OIT File Transfer Guide</u> are the only file transfer protocols supported and
PNC Bank		approved by the State at this time.

	26 Places clarify where the correince credit coloulation	
Page 79	36. Please clarify where the earnings credit calculation	The earnings credit calculation in Vendor
Section VII.	you are referencing to is being derived from – has this	Response Question 8 is derived from RFP page 33, Section (III.) <i>Payment</i>
Vendor Response	been presented as a standard reference?	Method and Terms, Subsection (A.)
Question 8		Compensating Balances
PNC Bank		
Page 88	37. Please clarify "All costs associated with initial	As stated on page 88 of the RFP, "All
Section VIII.	programming, testing, training, and post-implementation	prices submitted must remain firm and
Cost Schedule	meetings must be bundled into the banking fees and are not permitted to be listed as separate line items on the Cost Schedule." – Some setup/programming costs are not known until completion as they are billed based on time spent programming/customizing – does this account for customized/client specific programming?	fixed for the term of the contract. All prices proposed must be inclusive of all bank supplies, postage and delivery fees, equipment costs, server space, storage fees, travel expenses, overhead, FDIC charges, profit, etc. as needed to fulfill the RFP specifications."
		This includes all bank-anticipated set-up and programming costs necessary to fulfill all RFP specifications and requirements.
		Additionally, stated on RFP page 13, Subsection (I.) <i>Contract Award</i> states, "The entire content of this RFP, all addenda, and the <u>bank's proposal</u> will become the basis for any award resulting from this solicitation."
		As such, the bank's Cost Schedule, submitted as part of its proposal, must be presented so that the State can conclusively calculate or assess the <u>total</u> <u>cost it will be responsible for</u> to implement and activate all RFP required services at anticipated volumes for the contract term. The total cost must not be presented as variable in the bank's proposal. Therefore, any programming costs anticipated by the bank needed to fulfill State RFP requirements must be 'bundled' into its proposal-submitted fee
PNC Bank		schedule.

Page 37	38. Will the State receive foreign checks for deposit? If	The State of New Jersey receives a
Section V.	so, please provide the estimated fiscal year 2024 volume.	minimal amount of foreign checks per
Scope of Work	Will the State have a need to cash checks at the branch?	year.
	If so, please provide the estimated fiscal year 2024	The State of New Jersey will not require
	volume.	check cashing services at the branch
Wells Fargo Bank		level.
_	39. The State requests the ability to issue manual stop	Yes, the State will place stop payments
Page 42 Section E.	payments by email or phone and receive a fax	via the online portal. However, the
Motor Vehicle	transmission for telephone stops. Is the State willing to	State will require the option to place
Commission	place stop payments via the online portal?	manual stop payments by email or
Surcharge		phone as an alternative in the event the
Collection and		online portal is down.
Disbursement		
Master Account #4		
Wells Fargo Bank		
Page 51	40. It's mentioned that there are approximately 2,500	This volume is spread across the 9
Section L.	deposits and 25,000 checks deposited via desktop	accounts in this contract.
Desktop Deposit	deposit in a fiscal year. Is that volume spread across 9	
Services	accounts or do only some of the accounts have desktop	
	deposit?	
Wells Fargo Bank		
Page 56	41. For the deposit slips, the State is asking for multi part.	The State of New Jersey will require
Section S.	Does the State require triplicate or quadruplicate deposit	triplicate deposit slips.
Deposit Slip	slips?	
Requirements		
Wells Fargo Bank	42. Will there be a need for ACH Origination? Debit or	
Page 81	Credits?	No. ACH Origination (Credit or Debit) is not a requirement of this RFP.
Section VII.	Cieurs :	not a requirement of this RFF.
Vendor Response Question 13	If yes, please confirm the ACH credit and debit exposure	
Question 13	limits?	
Wells Fargo Bank		
Exhibit A	43. Is there Federal Tax Information (FTI) in scope for	No, the State does not anticipate any
State of New Jersey	this RFP?	Federal Tax Information to be provided
OIT File Transfer		as part of this contract.
Guide		
Wells Fargo Bank		

Department of Revenue and Enterprise Services Revenue Collection Services 2025 Request for Proposal

Written responses contained in the Addendum will amend the RFP and control. Vendors must sign this addendum below and submit it with your bid proposal. Proposals are due on January 22, 2025 by 4:30 p.m. E.T.

Authorized Signature

Print Name

Date

Date