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| **DESCRIPTION OF REQUIREMENT** | **INDICATE COMPLIANCE** |
|  | **Yes** | **Exception** | **If an exception is taken, describe your proposal to best meet the requirement** |
| 1. **General**
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| * 1. Proposer will enter into a Participating Addendum as set forth in the Standard Agreement.
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| * 1. Pricing for the services will not exceed the prices set forth in the collaborative Standard Agreement.
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| * 1. Able to meet with Court prior to finalizing a Participating Addendum.
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| 1. **Routing Schedule**
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| * 1. Provide requested armored car services Monday through Friday from 8:00 a.m. through 5:00 p.m., with the exception of bank and court holidays.
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| * 1. Delivery schedule can be sufficiently flexible to allow changes to the location and time of pickup with one-week notice or less.
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| * 1. No additional charge if a Court fails to have one of its deposits available for pickup at the designated time and the pickup bag(s) are carried forward to the next business day’s pickup.
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| * 1. Schedule a special run, as requested by the Court, at no extra cost if a scheduled pickup is missed.
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| * 1. Procedures must be established to ensure that all bank deposit bags are tracked, inventoried, and delivered promptly to the correct bank or financial institution as designated on the bag. Should an error occur, such as incorrect delivery or loss, verbal notice will be provided to the appropriate Court immediately upon discovery of the error, followed up by written notification within one business day.

Proposer must provide a full description of its proposed procedures. |  |  |  |
| * 1. Pickups will be suspended due to an act of Force Majeure and the Court will not be invoiced.
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| * 1. Pickups suspended by the Court due to an emergency will not be invoiced.
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| 1. **Materials and Deposit Bags**
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| * 1. All required supplies will be provided, including but not limited to: manifests, receipt books, deposit bags, pickup sheets, tags and forms for all locations. All materials supplied must comply with all requirements as specified by the Court’s financial institution.

Proposer must indicate if there will be a cost for the required supplies. The specific cost(s) must be included in Exhibit C, Cost Proposal. |  |  |  |
| * 1. Notice will be provided to the Court of any changes to supply items prior to the official use of the items. Replaced supply items will be the same quality or better than that originally proposed. Any cost incurred in changing supplies will not be invoiced to the Court.
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| * 1. Prior to commencement of Service, no less than a one month’s supply of supplies will be provided to the facilities’ of Court participating in the collaborative Standard Agreement. Refill orders will be the responsibility of each Court. Supplies will be delivered within three business days of the request.
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| 1. **Deposit Pickup Procedures**
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| * 1. Work with each participating Court to determine a wait time of no less than five minutes to provide the sealed bank deposit bag to armored car personnel.
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| * 1. Pickup, receive from, and/or deliver to the participating Courts securely sealed or locked shipments which may contain any or all of the following: currency, coin, checks, securities, or other valuables. Accept responsibility to verify the security of the shipment and notify the Court representative if the shipment container(s) do not appear to be securely locked or sealed prior to acceptance.
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| * 1. Work with the Court and their respective law enforcement entity to determine the best location to handle the transfer of the sealed deposit bag from the Court to the armored car personnel.
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| * 1. Provide a signed, sequentially numbered, receipt to the Court, for the deposit at the time of pickup.
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| * 1. Provide copies of deposit pick-up receipts within five business days of the request.
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| * 1. Retain the original receipt for no less than four years, as well as the ability to provide deposit tracking for the same four-year period.
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| * 1. Accept responsibility and liability for the security and contents of the deposit/bags immediately upon receipt. Responsibility and liability ceases upon receipt of signature from an authorized employee at the receiving location.
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| 1. **Deposit Drop Off Procedures**
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| * 1. Adhere to the deposit drop off time required by the individual Court.
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| * 1. At the time of deposit delivery to the Court’s financial institution, personnel must sign and retain a copy of the time stamped bank’s delivery receipt(s), as proof of deposit delivery.
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| * 1. If requested, provide a copy of the deposit bank’s delivery receipt at any time within four years of the deposit pick up date at no additional cost to the Court.
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| * 1. Ensure that the proper standard and industry specific controls are in place to prevent any tampering of bags and their contents.

Describe the controls that are in place for your company. |  |  |  |
| 1. **Staffing**
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| * 1. At the time a Court elects to participate in the collaborative Standard Agreement, provide a list of the armored car personnel, including photo identification and an original or legible certified signature for each of your personnel authorized to pick up and sign for deposits for that Court.
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| * 1. The Court at their discretion, may verify that the person performing the pickup is on your list of authorized personnel and verify their signature prior to release of a deposit. Deposits shall not be released to an individual without this information on file at the pickup location.
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| * 1. If there are personnel changes, provide an updated personnel list to the Court affected, prior to the new staff member’s arrival at the deposit pickup location as well as provide written notice in the event of revocation of authority for personnel to perform pickups.
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| * 1. In the event that personnel does not provide proper identification to the Court’s staff and pick-up is refused, as described in paragraph b above, properly credentialed staff will be immediately dispatched for deposit pick-up at no additional cost.
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| * 1. Maintain a toll-free number for inquiries and customer service.
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| * 1. Appoint a dedicated senior level individual and a qualified back-up, as your representative for the entire term of the Standard Agreement and to act as a liaison with the participating court. This representative shall be solely responsible for ensuring that your requirements under the Standard Agreement are met, implementing instructions and resolving issues that may arise on a day-to-day basis.
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| * 1. All staffing replacements must match or exceed the qualifications and level of experience of the representatives listed in the proposal.
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| * 1. Certify that all employees, subcontractors, independent contractors assigned to work under the Standard Agreement carry the required insurance as described in Attachment C – Terms and Conditions and have successfully passed a criminal background check and drug test prior to assignment.
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| * 1. Courts participating in the Standard Agreement will have the right to review the personal background and clearances of assigned personnel.
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| 1. **Claims**
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| * 1. While Courts participating under a collaborative Standard Agreement will agree to diligently attempt to substantiate and assist in establishing the identity of any property lost, damaged or destroyed constituting part of any loss, you will bare sole responsibility in the event of loss from whatever cause. Your responsibility will include payment to the Court:
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| * + 1. Declared value as appears on the deposit documentation.
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| * + 1. Costs necessary for check reconstruction, including stop payment fees, postage, labor plus any other reasonable costs in replacing checks up to $2 million dollars per occurrence.
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| * + 1. The face value of checks that cannot be reconstructed.

The words "reconstruct", "reconstructed", “reconstruction" mean the process used to identify the checks only to the extent of determining the face amount of the checks and the identity of the maker and/or the endorser of same. |  |  |  |
| * 1. Timely response to all inquiries and requests for information is required. Cases requiring investigation will be resolved within 30 calendar days.
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| * 1. Cases that are not resolved within 30 calendar days will be submitted to you as a claim. All claims will include proof of loss documentation. Payment terms for claims paid by you will be Net 10 and shall be issued to the Court for the face value of the claim. You are also liable for interest payable at the most recent California State Treasurer’s Office Local Agency Investment Fund interest rate on lost or mishandled funds not resolved within five business days. This interest payable sum will be computed by the Court from the date of the original occurrence.
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| * 1. Monies paid by you for claims are eligible for refund should resolution show that you were not liable for the claim.
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| 1. **Reports**
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| * 1. Participating Court may request reports to include, but not limited to: Invoice Reports, Issues Reports, and Delivery Reports.

Describe your reporting capabilities. |  |  |  |