

ATTACHMENT 2 WORK TO BE PERFORMED

1. General Description

- a. The proposer shall provide statewide armored car services (known as the Work) as described in this Attachment 2, Work to be Performed to all Purchasing Group members. The proposer shall provide Work at any time of the year, to all members of the Purchasing Group locations; Attachment 9 Purchasing Group locations are subject to change if a judicial facility closes or if new judicial facilities are opened. Contractor shall provide the products and services to the new judicial facilities with the same terms and conditions of the Master Contract.
- b. Purchasing Group members may order the pick- up and delivery of bank deposits to Purchasing Group member's bank or financial institutions, under a Master Agreement that may result from this RFP.

2. Routing Schedule

- a. Proposer shall provide same day armored car pickup and delivery of bank deposit services to Purchasing Group member's bank or financial institution daily, Monday through Friday, from 8:00 a.m. – 5:00 p.m. PST as specified in the Purchasing Group members Purchase Order. No pick-ups will be required by Purchasing Group members and bank holidays.

Holidays:

- New Years Day
- Martin Luther King, Jr., Day
- Lincoln's Birthday
- Washington's Birthday
- Cesar Chavez Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

- b. Proposer shall not assess an additional charge if a Purchasing Group member fails to have one of its deposits available for pick up at the designated time, and the bag(s) are carried forward to the next business day's pick-up.

- c. Should Proposer fail to pick-up a scheduled deposit, Proposer shall make a special run as requested by the Purchasing Group member, at no extra cost to the Purchasing Group member.
- d. Proposer is required to establish procedures to insure 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, Proposer shall provide verbal notice of the error to the appropriate Purchasing Group member immediately upon discovery, followed up by written notification within one (1) business day.
- e. Any pick-ups suspended by the Proposer due to an act of Force Majeure, shall not be invoiced to the Purchasing Group member. Proposer is not required to pick-up on days that access to a particular location is closed due to weather related emergencies as advertised on radio and television.

3. Materials/Deposit Bags

- a. Proposer shall provide all needed supplies, including but not limited to: manifests, deposit bags, pick-up sheets, receipt books, tags and forms for all Purchasing Group member's locations.
- b. Proposer shall notify the AOC Project Manager and all Purchasing Group members of any changes to supply items during the term of the Master Agreement prior to official use of same. Replaced supply items shall be the same quality or better than that originally proposed. Any cost incurred in changing supplies shall be borne by the Proposer.
- c. Proposer shall provide no less than a one (1) month's supply of supply items at each Purchasing Group member's location. Purchasing Group members will monitor their amount of supplies on hand and shall have the responsibility of contacting Proposer to refill orders will be the responsibility of each Purchasing Group member. Supplies will be delivered by Proposer within three (3) business days of the request from the Purchasing Group member.

4. Deposit Pick-up Procedure

- a. Proposer shall provide armored car services daily during the Purchasing Group member's regular business hours as scheduled by the Purchasing Group member, excluding Saturdays, Sundays and holidays observed the Purchasing Group member, unless other specified on Purchasing Group member's Purchase Order.
- b. Proposer shall provide a signed, sequentially numbered receipt to the Purchasing Group member for deposits received at the time pick-up as detailed on the Purchasing Group member's Purchase Order. Requests for copies of deposit pick-up receipts by the

Purchasing Group members will be provided by Proposer within five (5) business days of the request by Purchasing Group member.

- c. Proposer must retain the original receipt for no less than five (5) years, as well as the ability to provide deposit tracking for the same five (5) year period. Proposer is solely liable for the security and contents of the deposits and deposit bag once the Purchasing Group member is given the receipt(s) for the deposits and deposit bags and releases the sealed bags to Proposer's carrier personnel.
- d. Proposer shall provide a list of the armored car personnel, photo identification and an original or clear copy signature for personnel who picks up and signs for the deposit. Receipt signatures may be verified each day, at the discretion of the Purchasing Group members or their designee, prior to release of the deposit. Deposits will not be released to Proposer's personnel without this information on file at the Purchasing Group member's pick-up location. Proposer must provide updated staff information on any new staff prior to the new staff member's arrival at the deposit pick-up location.
- e. Proposer is solely liable for the security and contents of the deposit/bags immediately upon receipt into Proposer's possession. Proposer's liability ceases upon receipt of signature from an authorized employee at the receiving location.

5. Deposit Drop-off Procedure

- a. At the time of deposit delivery to the bank by Proposer, the Proposer must sign and retain a copy of the time stamped on the bank's delivery receipt(s) as proof of deposit bag delivery by Proposer. The Purchasing Group member may request and the Proposer shall provide a copy of the deposit bank's delivery receipt at any time within five (5) years of the deposit pick up date.
- b. It will be the responsibility of the Proposer to insure that the proper standard and industry specific controls are in place to prevent any tampering of bags and their contents.
- c. Other secure identification or deposit pick up/delivery procedures, if proposed and explained in detail, will be evaluated and; at the discretion of the AOC, these alternate procedures may be considered for incorporation into the Master Agreement.

6. Staffing

- a. Proposer will appoint a dedicated senior level individual and a qualified substitute as Proposer's representative for the entire period of the Master Agreement and Purchasing Group member's Purchase Order, and to act as a liaison with the AOC and Purchasing Group members. This representative will be solely responsible for insuring that the Proposer's requirements of the Master Agreement and Purchasing Group members are met, implementing AOC and Purchasing Group member's instructions and resolving issues that may arise on a day-to-day basis during the term of the Master Agreement and Purchasing Group member's Purchase Orders.

- b. Proposer must at all times have on file with the Purchasing Group member a current list of Proposer's personnel who provide services to the Purchasing Group member and such list must include a photo identification and legible certified signature for each of Proposer's personnel on the list. In addition, Proposer must immediately notify the Purchasing Group member if any personnel on Proposer's list are no longer authorized to provide services for whatever reason.
- c. In the event that Proposer's personnel do not provide proper identification to the Purchasing Group member's staff and pick-up is refused, Proposer shall immediately dispatch properly credentialed staff for deposit pick-up at no additional cost to Purchasing Group members.
- d. Proposer shall maintain a toll-free number for inquiries and customer service.
- e. The Purchasing Group member reserves the right to review the personal background and qualifications of the Proposer's assigned personnel.

7. Claims

- a. Purchasing Group members agree to diligently attempt to substantiate and assist in establishing the identity of any property lost, damaged or destroyed constituting part of any loss, however, Proposer bears sole responsibility in the event of loss from whatever cause.
- b. Proposer's responsibility shall include payment to the Purchasing Group member that suffers a loss as described in 7a of:
 - i. Declared value as appears on the deposit documentation.
 - ii. 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.
 - iii. Reconstruction shall mean to identify the checks only to the extent of determining the face amount of the checks and the identity of the maker or the endorser of each.
- c. Timely response to all inquiries and requests for information is required of Proposer.
- d. Cases that have not been resolved by Proposer within thirty (30) calendar days will be submitted to Proposer as a claim. All claims will include proof of loss documentation from Proposer. Payment terms for claims paid by the Proposer will be Net 10 from receipt of the claim by Purchasing Group members and will

be issued to the Purchasing Group member for the face value of the claim. In addition, Proposer is 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 (5) business days of receipt of the claim from Purchasing Group members. This interest payable sum will be computed by the associated Purchasing Group member from the date of the original occurrence of the claim.

8. Program Reports:

The AOC Project Manager requires monthly program reports that include a list of Purchasing Group members along with the names and addresses of the locations serviced within the specific Purchasing Group's jurisdiction. The report shall also contain a cumulative listing of all claims reported, date of resolution and/or detailed status of all pending issues. Additionally, the monthly report shall provide a summary containing a breakdown of the number of Purchasing Group members, locations added during the month reported, and the following summary of activity by Purchasing Group member's location:

- 1.) Number of pick-up visits;
- 2.) Number of drop-off visits;
- 3.) Number of deposit bags picked-up;
- 4.) Number of bags dropped-off;
- 5.) Avg. pick-up amount by bag/location;
- 6.) Avg. drop-off amount by bag/location; and
- 7.) Breakdown of amount of cash vs. checks if available.

Monthly reports must be provided to the designated AOC Project Manager no later than thirty (30) calendar days after the end of each month.

Purchasing Group Member Reports:

Individual reports shall be provided to Purchasing Group members as requested. Such reports may include but are not limited to:

- Invoice Reports
- Issues Reports
- Delivery Reports