



**State of Oregon  
Oregon State Treasury**

350 WINTER STREET NE, SUITE 100  
SALEM, OREGON 97301-3896

**REQUEST FOR PROPOSAL (RFP) #1120**

**MULTIPLE AWARD OPPORTUNITY  
FOR**

**TREASURY MANAGEMENT SERVICES**

(Including: ACH Origination, Receiving, and Related Services, Intra- and Inter- Account Transfer Services, Domestic Wire Services, and Remote Deposit Capture Services)

Date of Issue: September 22, 2016

Closing Date/Time: November 2, 2016 4:00 PM PST

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## **1.0 GENERAL INFORMATION**

### **1.1. Introduction**

The State of Oregon, acting by and through the Oregon State Treasury (“Treasury”), is issuing this Request for Proposal (“RFP”) for an Oregon Qualified Public Funds Depository (see Section 2.1.1) that meets the requirements of this RFP to provide certain treasury management services, initially to include ACH origination & receiving services, intra- and inter-account transfer services, domestic wire services, and remote deposit capture services. All firms submitting proposals are referred to as Proposers in this document; after negotiations, the winning Proposer will be designated as a Treasury Management Services Provider.

### **1.2. Overview**

#### **1.2.1. Oregon State Treasury Role and Background**

Treasury manages a wide range of financial responsibilities, including the investment of state funds, issuance of all state bonds, and provision of centralized banking and cash management services for state agencies. Treasury also administers the Oregon 529 College Savings Network, as well as the newly authorized Oregon ABLE Savings Plan and Oregon Retirement Savings Plan.

For purposes of the services requested through this RFP, Oregon Revised Statute 293.875 designates the State Treasurer as the sole banking and cash management officer for the State of Oregon. In that role, Treasury provides centralized banking and cash management services to all state agencies, with exceptions only for a limited number of agencies designated statutorily with semi-independent agency status. Treasury has also entered into contracts with Oregon’s public universities to provide a suite of banking and cash management services to the universities. Throughout this document, the state agencies and public universities that Treasury provides services to will typically be referred to as Treasury’s customers. Further, Treasury operates the Oregon Short Term Fund, including the Local Government Investment Pool, as a short-term cash investment vehicle for state agencies and roughly 1,000 local governments.

In carrying out its constitutional and statutory roles, Treasury managed more than 14.1 million financial transactions in 2015 totaling nearly \$230 billion for the calendar year. Treasury maintains and reports customer account information using an internally managed Demand Deposit Account (DDA) system—D+H’s Phoenix System International (Phoenix)—and an internally developed statement report tool, working closely with Oregon’s Department of Administrative Services to coordinate accounting (and some budgetary) control aspects inherent to state government. Treasury provides depository, check redemption, and electronic payment services (including foreign and domestic wire, ACH, and a variety of other services), and facilitates cash management transactions via secure technology infrastructure at Treasury (planned for transition to vendor-delivered models) and via vendor relationships depending on the transaction type or service need. Additionally, Treasury works with agencies, vendors, and appropriate legal representatives to protect public funds by helping to ensure compliance with regulatory and industry requirements, as well as Oregon public funds laws. While Treasury has depository relationships with 13 financial institutions for branch and/or vault deposits for Treasury customers’ regional office locations throughout the state, the bulk of banking services are provided via a single-vendor program delivery model. The State of Oregon recently legalized the use and sale of marijuana for recreational purposes. Treasury accepts the funds collected by state agencies from the licensing, regulation and taxation of all businesses operating in the State of Oregon, including those connected to recreational marijuana.

#### **1.2.2. Purpose**

Treasury is seeking to reassess and expand its largely single-provider relationship for banking and cash management service delivery (hereinafter referred to as “Treasury Management Services”) in order to better mitigate operational and other risks and better support contingency planning and readiness, while maintaining a minimum number of vendor partner relationships and continuing to deliver quality services at reasonable costs to Treasury’s customers. With that in mind, Treasury is issuing this RFP to identify a vendor(s) to provide certain Treasury Management Services, initially to include ACH Origination & Receiving Services, Intra- and Inter-Account Transfer Services, Domestic Wire Services, and Remote Deposit Capture Services. The winning Proposer may receive additional opportunities to provide Treasury Management Services consistent with the depth and breadth of service areas provided by Treasury to its customers.

### 1.3. Scope of Work/Service Groups

As outlined below, the RFP has been structured into four (4) primary Service Groups. Proposers may propose on any one of the following Service Groups, all of the Service Groups, or any combination thereof. Award(s), if any, will be made to one or more Proposers based on the evaluations of the proposals and services needed in Treasury’s sole discretion. While this is a multiple award opportunity, it is important to emphasize that one of Treasury’s goals is to minimize the number of Proposers to which awards are made. Therefore, Proposers who choose to bid on the full suite of Service Groups may improve their chances of award.

No.	Service Groups
1	ACH Origination and Receiving
2	Intra- and Inter-Account Transfers
3	Domestic Wire Services
4	Remote Deposit Capture Services

Additional details on each Service Group are included in the Scope of Services, Section 5.0.

### 1.4. Schedule

The table below represents a tentative schedule of events. All times are listed in Pacific Time. All dates listed are subject to change.

Event	Date	Time
Issue RFP	September 22, 2016	
Notices of Intent to Respond Due	September 30, 2016	5:00 P.M.
Written RFP Questions Due By	September 30, 2016	5:00 P.M.
Optional Pre-Proposal Conference	October 18, 2016	9:00 A.M.
Proposal Due Date	November 2, 2016	5:00 P.M.
Initial Proposer Presentations (All Qualified Proposers)	December 5-9, 2016	
Finalist Presentations	January 9-12, 2017	
Anticipated Notice of Award	January 2017	
Anticipated Agreement Execution Date	January/February 2017	

### 1.5. Single Point of Contact (SPC)/Use of Third Party Consultant

#### 1.5.1. Treasury SPC

The Treasury SPC for this RFP is identified on the Cover Page, along with the SPC’s contact information. **Except for responding to Consultant inquiries outlined below**, Proposer shall direct all communications related to any provision of the RFP, whether about the technical requirements of the RFP, contractual requirements, the RFP process, or any other provision only to the Treasury SPC. Notably, any RFP communication up to and including submission of Proposal should be directed to the Treasury SPC. Further, any RFP communication following Notice of Award should be directed to the Treasury SPC.

#### 1.5.2. Consultant

To assist with RFP evaluation efforts, Treasury has selected a third-party Consultant, PFM Asset Management LLC (“Consultant”). The Consultant will advise Treasury on industry best practices with regard to proposed service delivery model and shared vendor approach, vendor selection, and other activities as needed with vendor, product, or service transition, including vendor and solution selection, implementation, and integration, as well as other transition activities. **Consultant will be a primary contact for Proposer during the evaluation phase, which includes the period between Proposal submission and Notice of Award. Proposers may not initiate contact with or pose questions to the**

**Consultant**, but questions posed by Consultant can and should be responded to directly to Consultant. Treasury and Consultant will establish processes to coordinate appropriate detail or summary.

## **1.6. Notice of Intent to Respond**

Before the Notice of Intent to Respond Deadline outlined in Section 1.4, prospective Proposers should submit to the Treasury SPC a Notice of Intent to Respond (in the form of a simple e-mail or other written communication). Such notice should include the following information:

- The Proposer's legal firm name.
- A contact person's name and title. This would be the contact person that the Proposer wants any responses to RFP Questions, or any related Addenda, to be forwarded to (even if the Proposer does not ask any such RFP Questions).
- The contact person's mailing address, telephone number, facsimile number, and e-mail address.

A Notice of Intent to Respond creates no obligation and is not a prerequisite for submitting a proposal, however, if a Proposer does not submit a completed Notice of Intent to Respond, Treasury will not provide any RFP amendments or other notices and communications relating to this RFP.

## **1.7. RFP Questions**

All inquiries relating to the RFP process, administration, deadline or award, or to the substantive technical portions of the RFP, must be directed to the Treasury SPC, as described in Section 1.5.1 of this RFP. Proposers may respond to inquiries from the Consultant but may not submit inquiries to the Consultant.

All Pre-Proposal questions regarding the intent of the work or technical aspects of the work must be submitted in writing via e-mail to the Treasury SPC at [RFP1120@ost.state.or.us](mailto:RFP1120@ost.state.or.us). Questions should also include inquiries with respect to any apparent omission or discrepancy with regard to the RFP. Such Pre-Proposal questions regarding this RFP will be accepted until 5:00 PM PST on September 30, 2016.

When appropriate, revisions, substitutions, or clarifications will be issued as addenda to this RFP. Changes or modifications to the RFP requirements shall ONLY be recognized if in the form of written addenda issued by Treasury. Prior to the Pre-Proposal Conference described in Section 1.8. Treasury will post any Pre-Proposal questions, along with the related answers and/or addenda, to Treasury's website: <http://www.oregon.gov/treasury/AboutTreasury/Pages/Requests-for-Proposals.aspx>. Treasury will further provide copies of same to all known RFP Proposers, evidenced by receipt of the Notice of Intent to Respond (Attachment A), regardless of whether a particular Proposer had asked any Pre-Proposal questions or not.

## **1.8. Optional Pre-Proposal Conference**

A Pre-Proposal Conference will be held on October 18, 2016, from 9:00 to 11:00 AM PST. The Pre-Proposal Conference will be held at the Treasury office located at 350 Winter Street NE, Suite 100, Salem, Oregon, 97301. Interested parties may also participate by calling 1-888-557-8511, enter participant code: [9935420]. Participation in the Pre-Proposal Conference, either in-person or by phone, is not required for submitting a written proposal, but is encouraged for purposes of best understanding Treasury's needs.

The purpose of the Pre-Proposal Conference will be to orally address any Pre-Proposal questions, along with the related answers and/or addenda, described in Section 1.7 above. Additionally, the Pre-Proposal Conference will provide an opportunity for Proposers to ask any follow-up questions seeking to further clarify the written responses. Treasury will entertain additional questions, however, statements made at the Pre-Proposal Conference are not binding upon Treasury and the RFP is not modified by the answers unless an official Addendum is issued by Treasury. If necessary, such an addendum would be issued as soon as practical following the Pre-Proposal Conference, but not later than October 21, 2016.

## **1.9. Procurement Authority and Method**

Treasury is conducting this RFP pursuant to its authority under ORS 279A.025(2)(p) and ORS 293.875.

## **2.0 PROPOSER & PROPOSAL REQUIREMENTS**

### **2.1. Minimum Proposer Requirements**

To be considered for evaluation, the Proposal must clearly demonstrate how the Proposer meets the Minimum Proposer Requirements outlined in Section 2.1.

#### **2.1.1. Qualified Public Funds Depository Requirements**

Proposer must be a Qualified Public Funds Depository (QPF) pursuant to Oregon Revised Statutes Chapter 295 and be willing to maintain QPF status throughout the term of the engagement if selected as the winning Proposer.

#### **2.1.2. Provision of Treasury Management Services Requirements**

Proposer must have, and clearly identify within their proposal, knowledge and experience providing Treasury Management Services to state governments at time of Proposal Submission and for at least the last five (5) years prior to submission. Experience should broadly represent the Service Groups outlined in Section 1.3 of the RFP; depository-only relationships will not be considered adequate. The required References (see Attachment B) must reflect, at a minimum, the engagements that encompass this experience, but may include additional governmental entities for which similar services have been provided.

#### **2.1.3. Minimum Key Person Requirements**

Proposer's Key Personnel must have a minimum of ten (10) years of industry experience. Experience with governmental entities, particularly state governments, is preferred. Resumes must reflect this experience.

#### **2.1.4. Service Organization Controls or Similar**

Proposer must be able to provide copies of Proposer's most recent Service Organization Controls (SOC) 1 and 2 reports, prepared in accordance with Statements on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization or to provide substantially similar information acceptable to Treasury. Treasury will require these reports or similar information before entering into a Contract with the selected Proposer. For purposes of initial Submission, Proposer may indicate the Proposer's willingness to provide such reports at the Finalist Presentation stage of the RFP process by indicating so on the Proposal Cover Sheet (see Attachment B).

### **2.2. Minimum Submission and Presentation Requirements**

#### **2.2.1. Proposal Due Date and Delivery Address**

**DUE DATE:**

November 2, 2016 by 4:00 PM PST

**TREASURY DELIVERY ADDRESS:**

Oregon State Treasury  
Attn: Connie Lelack  
350 Winter Street NE, Suite 100  
Salem, OR 97301

#### **2.2.2. Proposal Format and Quantity**

Proposals must be delivered in a sealed package, which clearly identifies RFP #1120, the RFP name "Multiple Award Opportunity for Treasury Management Services", and the Treasury delivery address outlined above. Mis-deliveries and late submittals will not be accepted or considered. Proposals must be physically received at the delivery address no later than the date and time specified in the schedule set forth in Section 1.4. Postmarks will not be considered. Proposals that are e-mailed or faxed will NOT be considered. Please note that all official copies should be delivered to the Treasury SPC at the Treasury delivery address. Treasury will arrange for delivery of appropriate copies to Consultant.

One (1) original signed proposal by an authorized signer in hard copy; ten (10) additional hard copies, and one (1) electronic copy must be submitted on a disc, flash drive, or similar device. The proposal must be double-sided; 12 pt font; 1" margins, **excluding** Cover Sheet, sample reports, resumes or exhibits.

All proposals shall be valid for one hundred eighty (180) days from the RFP closing date.

All costs associated with Proposer's submission of the proposal are the sole responsibility of the Proposer and shall not be borne by the State of Oregon.

All proposals submitted will become public record. Please see Section 4.7 for more information. Importantly, if a proposal contains any information that is considered a trade secret under ORS 192.501 (2), each sheet containing such information must be marked with the following legend:

“The information contained in [insert description] constitutes a trade secret under ORS 192.501 (2), and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192.”

Treasury will not be held responsible for any errors or omissions that occur while downloading the RFP from any source. The official solicitation document is the one held at the Treasury.

Proposals will be reviewed to determine if they comply with the administrative, contractual, and technical requirements of the RFP. Those proposals which are incomplete or which do not meet all requirements of the RFP, may be deemed by Treasury to be "non-responsive" and may be rejected. Proposals considered complete, or "responsive," will be evaluated against the Criteria outlined in Section 3.3 of this RFP. If the proposal is unclear, the Proposer may be asked to provide written clarification to assist Treasury or Consultant in evaluating the Proposal.

### **2.2.3. Electronic Submission**

Proposals that are e-mailed, faxed, or otherwise transmitted electronically, other than as described in Section 2.2.2, will NOT be accepted.

### **2.2.4. Proposal Check List**

Proposer may use this section of minimum requirements as a checklist to ensure the proposal is complete:

- Proposal Cover Sheet with References:**  
The Proposal must include a completed, signed Proposal Cover Sheet (provided in Attachment B).
- Proposal Original and Copies:**  
Proposer's response should include One (1) original signed Proposal along with ten (10) hard copies of the Proposal and one (1) electronic copy of the Proposal sent to the Treasury SPC.
- Proposal Body:**  
The Proposal should clearly reflect Proposer's ability to provide the Scope of Services and meet the requirements outlined in Section 5.0. The Proposal must be generally organized in accordance with and address the Qualifications and Capabilities provided in Section 6.0.
- Cost Proposal:**  
The Cost Proposal should include completed Pro Formas provided in Section 7.0. Please include any additional costs for services not listed, or set-up costs that may be incurred by the State. Final cost provisions will be negotiated with winning Proposer between Notice of Intent to Award and Agreement Execution and will be reflected in final contract documents.
- Proposed Form of Contract for Treasury Management Services:**  
Proposal should include a template copy of proposed form of contract which is anticipated to be a Master Service Agreement for Treasury Management Services, including any related Terms and Conditions, Exhibits, Attachments, proposed Service Level Agreements, or other similar documents relative to full contractual agreement between winning Proposer and Treasury for provision of services. Proposer is

hereby notified that Treasury will, at a minimum, require adjustment of such contract to address those items outlined in Section 4.0 and Attachment D.

[ ] **Service Organization Control (SOC) or Other Relevant Reports:**  
Proposal should include a copy of relevant SOC reports, or similar information, or a statement indicating the Proposer's willingness to provide such reports at the Finalist Presentation stage of the RFP process.

[ ] **Resumes:**  
Resumes of key personnel including clear demonstration of relevant or desired experience.

## **3.0 PROPOSAL EVALUATION**

### **3.1. Evaluation Process**

Proposals submitted will be reviewed by Treasury to determine whether the Proposal is “responsive” to the RFP and whether it appears to meet all Minimum Proposer and Minimum Submission Requirements listed in Sections 2.1 and 2.2. Proposals not meeting these requirements will be rejected, unless such failure is deemed a minor irregularity, informality, or nonconformance with this RFP at the sole discretion of Treasury.

Proposals meeting those criteria will be forwarded to Consultant and to an internal evaluation committee for evaluation against the criteria described in Section 3.3. The outcome of the evaluations, including evaluative information garnered from the Initial Presentation process described in Section 3.2 may, at the Treasury’s sole discretion, result in: (a) a notice to a Proposer of selection for tentative Agreement negotiation and possible award; (b) a Finalist Presentation notice to selected Proposer(s) describing the Finalist Presentation process and date thereof; or (c) a decision by Treasury not to award a contract. Treasury is under no obligation to award a contract based on the results of this solicitation.

### **3.2. Initial Presentations**

Treasury will hold Initial Proposer Presentations for those Proposers who are considered “responsive” to the RFP and are deemed, in Treasury’s sole discretion, to have met the requirements of Sections 2.1 and 2.2 of the RFP. Presentations will be held at the Treasury office located at 350 Winter Street NE Suite 100, Salem, Oregon, 97301. Presentations are intended to be held the week of December 5, 2016. Treasury will contact Proposers directly to schedule Initial Proposer Presentations, as well as to provide presentation requirements.

Presentations will require physical attendance at Treasury’s office, however, Treasury may elect to conduct interviews via teleconference or video conference at its sole discretion. Additional members of Proposer’s team may call in via teleconference if prearranged with Treasury.

### **3.3. Evaluation Criteria**

Evaluation will be based on the categories described below, and the Proposer must describe how they meet any other requirements that may be specified in this document. If the proposal is unclear, Proposers may be asked to provide written clarification.

- Ability to meet Legal, Operational and Functional Needs: This criterion considers the ability of the proposed solution(s) to meet Treasury’s functional needs. This includes the Proposer’s understanding of the needs and operational requirements of Treasury and the ability to meet the specifications for the functional areas that are proposed. The Proposer needs to demonstrate an understanding of the relationship with Treasury and subsequently with Treasury’s customers. See Section 5.0 and 6.0 for required information. (35 percent)
- Experience, Expertise, and Qualifications: This criterion considers the experience, resources, and qualifications of the Proposer and the individuals assigned to this account. This criterion also considers the Proposer’s relevant experience managing similar relationships with other states and large governmental entities. See Section 2.1 for required information. (20 percent)
- Transition: This criterion considers the Proposer’s quality and scope of conversion / implementation plan, including proposed timeline, project management capabilities for implementation, and considers the Proposer’s approach to training and support. Given the nature of the unique relationships between Treasury, state agencies, public universities, and financial institutions, Treasury is looking for a partner who has experience in large and complex service implementations. The Proposer must demonstrate robust project management skills and a detailed understanding of the technical interconnections of the Proposer’s services, processes, and systems. This criterion also considers the value of any new products or service suggestions or other new ideas and enhancements. See Sections 6.2, 6.9 and 6.10 for required information. (20 percent)
- Cost Proposal: This criterion considers the proposed fees and compensation. See Section 7 for required information. (25 percent)

Please note that final evaluation of Proposers may be adjusted based on the results of the presentations, reference calls, site visits, or supplemental information requests.

### **3.4. References**

Treasury does not intend to formally assign scores to references, but does intend to contact references required under Section 2.1.2 to verify information provided in Proposals and/or to further inquire about the delivery of services, including with regard to satisfaction with services, ability to meet technical needs, and approach to implementation/transition.

The number of references, and which references, contacted for each Proposer is at the sole discretion of Treasury.

References that do not or are unable to respond to Treasury's request for information in a timely manner, as determined by Treasury, will not be included in any evaluation.

### **3.5. Finalist Presentations**

Treasury intends to hold Finalist Presentations with a subset of those Proposers who participate in the Initial Proposer Presentations. These Finalist Presentations will be held at the Treasury office located at 350 Winter Street NE Suite 100, Salem, Oregon, 97301. Selected Proposers will be notified and scheduled directly by Treasury. Presentations are intended to be held the week of January 9, 2017. Treasury will contact Proposers directly to schedule Finalist Proposer Presentations, as well as to provide presentation requirements and any evaluation criteria.

Presentations will require physical attendance at Treasury's office; however, additional members of Proposer's team may call in via teleconference if prearranged with Treasury.

Treasury may further request an on-site review at a Proposer's office(s) at any point during the evaluation and selection process.

The number of Proposers selected for Finalist Presentations is at the sole discretion of Treasury.

### **3.6. Notice of Award**

Proposers will be notified in writing of Treasury's award.

#### 4.0 GENERAL SOLICITATION TERMS

- 4.1 Treasury may require clarification to understand any of the selected Proposer's evaluated criteria, qualifications, and/or capabilities. Any necessary clarifications or modifications will be made before executing the Agreement and may become part of the final Agreement.
- 4.2 After selection of a successful Proposer, Treasury may negotiate the terms and conditions of the Agreement.
- 4.3 At a minimum, industry standard insurance will be required for the resulting Agreement. Upon request, Treasury Services Provider will provide certificates of insurance and any applicable endorsements to Treasury prior to execution of the Agreement.
- 4.4 Treasury reserves the sole right and option to amend the Agreement, which results from this RFP. Agreement amendments may be for increases in time or, consideration, or for other changes as appropriate, and shall occur only upon mutual consent and signature by all parties to the Agreement. All amendments shall be in writing and shall conform to the amendment process.
- 4.5 ORS 60.701 requires that foreign corporations be registered by the State of Oregon, Office of the Secretary of State, before conducting business in the state. A foreign corporation (ORS 60.001) means a corporation-for-profit incorporated under a law other than the law of the State of Oregon. If a firm is selected for the Agreement as a result of this solicitation the firm must register to do business in Oregon and have all required licenses and approvals necessary to carry out the business of a Qualified Public Funds Depository in Oregon.
- 4.6 Treasury reserves the right, at its sole discretion: (1) to amend the RFP prior to the closing date (2) to amend the deadline for submitting proposals; (3) to determine whether a proposal does or does not substantially comply with the requirements of this RFP; (4) to waive any minor irregularity, informality, or nonconformance with this RFP; (5) to obtain from and/or provide to other public agencies, upon request, references, regarding the Proposer's contract performance; (6) at any time prior to Agreement execution (including after announcement of the apparent awardee): (a) to reject any proposal that fails to substantially comply with all prescribed RFP procedures and requirements; and (b) to reject all proposals received and cancel this RFP upon a finding by Treasury that there is good cause and that such cancellation would be in the best interests of the State; (7) seek clarification on any or all proposals; and (8) negotiate the final description of work tasks, deliverables, pricing and specific terms and conditions of the Agreement within the scope of what is advertised here for inclusion in the resulting Agreement.
- 4.7 This RFP and one copy of each original response received, together with copies of all documents pertaining to the award of a Agreement, shall be kept by Treasury and made a part of a file or records, which shall be open to public inspection. If a Proposal contains any information that may be considered exempt from disclosure under the various grounds specified in Oregon Public Records Law, ORS 192.410 through 192.505, Proposers must clearly designate any portion of its Proposal as exempt, along with a citation to the authority relied upon. Application of the Oregon Public Records Law shall determine whether any information is actually exempt from disclosure. Identifying a Proposal in whole as exempt from disclosure is not acceptable. Failure to identify a portion of the Proposal as exempt from disclosure, and the authority used, shall be deemed a waiver of any future claim of non-disclosure of that information.

If a proposal contains any information that is considered a trade secret under ORS 192.501 (2), each sheet of the Proposal containing such information must be marked with the following legend:

“The information contained in [insert description] constitutes a trade secret under ORS 192.501 (2), and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192.”

The Oregon Public Records Law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies only “unless the public interest requires disclosure in the particular instance” ORS 192.501 (2). Therefore, non-disclosure of documents or any portion of a document submitted as part of a proposal may depend upon official or judicial determination made pursuant to the Public Records Law.

- 4.8 The Contractor will be required to assume responsibility for all services outlined and finalized in the Agreement, whether the Contractor, a representative or subcontractor produces them. Treasury considers the prime Contractor responsible for any and all contractual matters, including performance of work and the stated deliverables.
- 4.9 The cost, statement of work of the project and any terms and conditions, may be negotiated, within the overall intent described in this RFP, with the selected Proposer. If negotiations are not successful and an Agreement is not executed within 60 days, Treasury may either: (a) terminate negotiations with the top selection and begin negotiations with the next highest ranked Proposer, (b) cancel the solicitation, or (c) continue negotiations with the highest ranked Proposer.
- 4.10 Proposers submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after submissions of proposals and prior to award for the purpose of obtaining best and final offers. For Proposers that do not submit a notice of withdrawal or another best and final offer, their immediate previous offer will be construed as their best and final offer. Negotiations may be conducted with responsible Proposers who submit proposals found to be reasonably likely to be selected for award.

## **5.0 SCOPE OF SERVICES**

### **5.1. Cash Management Overview**

As mentioned in Section 1.2, Treasury provides centralized banking and cash management services to all state agencies and certain public universities. Treasury also operates the Oregon Short Term Fund, including the Local Government Investment Pool, as a cash investment vehicle for state agencies, public universities, and hundreds of local government entities.

Treasury contracts with financial institutions as a single entity on behalf of all Treasury customers. Among those relationships, Treasury has a primary Treasury Management Services (TMS) vendor at which Treasury maintains a single DDA account as its primary concentration account. A limited number of other DDA accounts are also held with the primary TMS vendor for a variety of unique operational needs. Treasury also maintains DDA accounts at 12 other financial institutions, which Treasury customers use to deposit funds. Those accounts are concentrated to Treasury's primary concentration account at the primary TMS vendor. While Treasury anticipates that Proposers may propose different account structures, depending on the corresponding Service Group(s), Proposers should note that Treasury will prefer solutions that continue to limit the number of DDA accounts to the extent such solutions meet Treasury's and Treasury customers' other needs.

Treasury, rather than its TMS vendor or other depository partners, maintains and reports customer account information for more than 700 customer accounts using an internally managed DDA system—D+H's Phoenix System International (Phoenix)—and an internally developed statement reporting tool. Additionally, the Oregon Department of Administrative Services (DAS) maintains the Statewide Financial Management Application ("SFMA"). SFMA is used to enforce cash and budgetary controls, and to track revenue and expenditures, for certain accounts. Treasury and DAS must work together, and pass transaction information back and forth, to fully support the state's cash management and accounting needs. To that end, Treasury has processing deadlines on a daily basis to update Phoenix in a timely way to feed information to SFMA. Treasury will need current day information from the Proposer's system to update Phoenix no later than 2:00 p.m. Pacific Time. While additional current day activity could happen after the 2:00 p.m. Pacific Time deadline, that information would need to be reported to Treasury for processing the following business day.

Treasury also maintains its own routing transit number, which is used to process certain account transfers between Phoenix accounts and for clearing state items through the Federal Reserve.

#### **5.1.1. Reconciliation**

Treasury must reconcile its DDA accounts at financial institutions against its general ledger accounts within Phoenix. While reconciliation at Treasury is currently an intensively manual process, Treasury is eager for Proposers to identify opportunities for streamlining or automation within each Service Group.

Treasury is NOT responsible for reconciling customer accounts. Instead, Treasury provides customers with statements that detail Phoenix account activity including interest earnings. Treasury also provides transaction data to DAS for upload into SFMA. Treasury customers are responsible for reconciling their Phoenix accounts against SFMA and other accounting documentation in their possession.

#### **5.1.2. Billing**

Treasury is centrally billed by its TMS vendor for many services utilized by Treasury customers, including most of the ACH Origination and Receiving and Domestic Wire Services activities outlined herein. Some services, though contracted via Treasury, are billed directly to Treasury customers, including the Remote Deposit Capture activities described herein. Treasury does not currently pass TMS vendor fees directly to Treasury customers. Instead, Treasury has created a simplified pricing structure for customers based on recovering the overall costs of transactions that today flow through and to Treasury. This approach is in part because the TMS vendor does not track activity at the Treasury customer level and in part because of the complexity of the TMS vendor's fee structure, the lack of automation in the billing process, and a desire by Treasury to simplify how TMS vendor costs—and Treasury's own resource costs—are passed on to customers. As Treasury enters into new vendor relationships and changes service delivery models, opportunities for revision of current billing approaches and processes exist.

### **5.1.3. Risk Mitigation and Business Continuity Considerations**

The selected Proposer must utilize commercially reasonable procedures and systems that provide security and encryption techniques adequate to insure reliable protection of data during transit and storage. Risk mitigation through robust controls, fraud protection, and data security are additional crucial requirements. Lastly, the selected Proposer must have comprehensive business continuity and disaster recovery plans that will ensure service to both Treasury and Treasury customers.

### **5.1.4. Project Management Considerations**

Treasury is looking for a partner who has experience in large and complex service implementations. The selected Proposer must have robust project management skills and will need a detailed understanding of the technical functionality and complexity of both its own and Treasury's services, processes, and systems. The selected Proposer will work closely with Treasury's Project Manager, Project Team and Project Management Office throughout the implementation and transition period. The partner further needs to understand the unique relationship with the financial institution, Treasury, and Treasury's customers. While Treasury will hold the contract with the proposer, the proposer will frequently work directly with Treasury customers.

### **5.1.5. Note on Service Group Requirements**

Following are brief descriptions of both the current state and desired future state, including high-level requirements, for the four Service Groups relevant to this RFP. Treasury has aimed to keep its descriptions as simple as possible, while calling out those key considerations that will be important to a Proposer's initial understanding of Treasury's and its customers' needs.

Treasury acknowledges a preference to limit exception-based systems, tools, and processes to the greatest extent possible, but understands that deviations to this preference may be necessary to accommodate certain constraints related to the state's business needs. Where non-standard processes are proposed, Treasury would appreciate clarification of such need, including recognition of what, if any, processes Treasury or its customers would need to change in order to move to a more standard approach.

Treasury understands that Proposers may have additional questions and requests for information that allow them to evaluate their various internal offerings for a best fit for Treasury's needs and is committed to providing additional information and context, as needed, through the question-and-answer period and pre-proposal conference.

## **5.2. Service Group 1: ACH Origination and Receiving**

### **5.2.1. Current State ACH Origination and Receiving**

Treasury provides ACH Origination and Receiving to Treasury customers by contracting with a financial institution that acts as both the Originating Depository Financial Institution ("ODFI") and the Receiving Depository Financial Institution ("RDFI"). Under the arrangement, Treasury acts as the legal Originator and Receiver. Treasury currently transfers the associated legal responsibilities to customers utilizing the services via policy and, in the case of ACH Origination, via interagency agreement.

#### **5.2.1.1. Originated ACH Transactions**

Under the current service delivery model, Originated ACH transactions flow from Treasury customers to Treasury and then to the ODFI. This model allows Treasury to compile transaction data for two primary purposes: (1) to submit consolidated NACHA files to the ODFI for processing and (2) to post, at a batch summary level, to customer accounts in Phoenix. While the approach facilitates our internal reporting processes, the flow of information makes Treasury a single point of failure and introduces significant risk to Treasury and Treasury customers since such transactions can contain personally identifiable information.

Relevant to this RFP, Treasury customers can initiate Originated ACH transactions via the following three methods:

1. STAN Online, Treasury's secure online system for the direct entry (keying) of transactions
2. Site to Site, Treasury's secure process for the submission of NACHA files
3. Manual (faxed) request to Treasury (for direct entry by Treasury staff)

It is important to understand that Treasury intends to replace all three Treasury-delivered methods, including the systems and processes that support them. The systems and processes provided by the selected Proposer, and any necessary Treasury or customer processes to be created, will replace these methods in their entirety.

Currently 28 Treasury customers—including Treasury itself—and eight third-party vendors on behalf of customers utilize existing systems and processes to originate nearly 11 million ACH transactions annually. The three Treasury-supported methods support a range of ACH Standard Entry Class (SEC) Codes, including a limited number of IAT. In addition to controls that enforce standard separation of duties, STAN Online supports controls related to dollar amount and SEC code.

Although many non-governmental entities use their Taxpayer Identification Number (TIN) as their Company ID for ACH processing, Treasury creates and assigns Company IDs to meet various business requirements of both Treasury and Treasury customers, including posting of Originated ACH transactions to the correct Phoenix accounts. Currently, Treasury and Treasury customers utilize nearly 400 Company IDs to support ACH processing.

In addition to reporting information related to reconciliation (DDA statement/account analysis) and Treasury's billing of Treasury customers (discussed separately), the following reporting information currently is utilized:

1. Daily cash flow impact of all Originated ACH transactions across all accounts for daily cash availability planning. Treasury Investment Division staff must receive this information at the beginning of the processing day (approximately 5:00 a.m. Pacific Time).
2. Current day settlement data of Originated ACH transactions for posting to Phoenix accounts. Phoenix accounts must be updated no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.

#### **5.2.1.2. Returned ACH Transactions**

Under the current service delivery model, Returned ACH transactions, at a detail level (including Notifications of Change) flow from the ODFI to Treasury and then to Treasury customers. While the approach facilitates our internal reporting processes, the flow of information makes Treasury a single point of failure and introduces significant risk to Treasury and Treasury customers since such transactions can contain personally identifiable information.

In addition to reporting information related to reconciliation (DDA statement/account analysis) and Treasury's billing of Treasury customers (discussed separately), the following reporting information currently is utilized:

1. Current day Returned ACH transactions for posting to Phoenix accounts. Treasury receives this information from the ODFI no later than 7:30 a.m. Pacific Time.
2. Current day Returned ACH transactions, including any personally identifiable information, for Treasury customer processing needs. This information is provided to Treasury customers via human-readable report and/or NACHA file. Treasury customers require this information no later than 9:00 a.m. Pacific Time.

#### **5.2.1.3. Received ACH Transactions**

Under the current service delivery model, Received ACH transactions flow from the RDFI to Treasury and then to Treasury customers. While the approach facilitates our internal reporting processes, the flow of information makes Treasury a single point of failure and introduces significant risk to Treasury and Treasury customers since such transactions can contain personally identifiable information.

Currently 60 Treasury customers—including Treasury itself—and one third-party vendor receive more than 2.1 million ACH transactions annually. With limited exception, Treasury does not allow Received ACH debit transactions.

For Received ACH transactions, Originators currently use a Treasury customer's Phoenix account number, together with a routing transit number provided by the primary TMS vendor and dedicated solely for Treasury use, when initiating these transactions. This process is in lieu of using Treasury's primary DDA account number and the RDFI's primary routing transit number. This approach, together with related processes, enables Treasury to post Received ACH transactions to the correct Phoenix accounts.

In addition to reporting information related to reconciliation (DDA statement/account analysis) and Treasury's billing of Treasury customers (discussed separately), the following reporting information currently is utilized:

1. Daily net total of all Received ACH transactions across all accounts for daily cash availability planning. Treasury Investment Division staff must receive this information at the beginning of the processing day (approximately 5:00 a.m. Pacific Time).
2. Current day Received ACH transactions for posting to Treasury customer accounts. Treasury receives this information from the RDFI no later than 7:30 a.m. Pacific Time.
3. Current day Received ACH transactions, including any addenda and personally identifiable information, for Treasury customer processing needs. This information is provided to Treasury customers via human-readable and/or NACHA file. Treasury customers require this information no later than 9:00 a.m. Pacific Time.

## **5.2.2. Desired Future State ACH Origination and Receiving**

Treasury desires an improved service delivery model that removes Treasury as a single point of failure in the flow of information and eliminates or reduces Treasury's exposure to personally identifiable information. As noted above, Treasury intends to eliminate the current systems and processes that support ACH Origination and Receiving activities. The systems and processes provided by the selected Proposer, and any necessary Treasury or customer processes to be created, will entirely replace the current Treasury-delivered methods supporting ACH Origination and Receiving activities. With that in mind, Treasury will no longer have direct access to transaction information that in current processes allows for updating of Phoenix accounts.

### **5.2.2.1. Originated ACH Transactions**

Under the desired service delivery model, Originated ACH transactions will flow from Treasury customers directly to the ODFI. The ODFI will then provide transaction data—excluding all personally identifiable information—to Treasury for reconciliation, billing, cash availability planning, and Phoenix account posting purposes. Note that for business continuity purposes, Treasury must retain its ability to initiate, via Proposer's system, Originated ACH transactions on behalf of Treasury customers. Treasury will not, however, maintain any systems or processes to initiate, even for business continuity purposes, submission of secure NACHA files.

Proposer must provide a secure online system that allows Treasury customers to initiate Originated ACH transactions. In addition to supporting the keying of such transactions, the online system should support the ability for Treasury customers to upload transactions via file (e.g., comma delimited and Excel). In addition to controls that enforce standard separation of duties, Proposer's online system should support controls related to dollar amount and SEC code. Further, Treasury desires that Proposer's online system includes system administration capabilities that enable a multi-level hierarchy. Treasury envisions that such a hierarchy would allow Treasury to control entitlements and access for all Treasury customer users and services active for Phoenix accounts, and would allow Treasury to devolve such control to sub-administrators at customer organizations.

Proposer must further provide a secure process for Treasury customers, including third-party vendors, to initiate Originated ACH transactions via submission of NACHA files.

Proposers also must ensure that any proposed solution(s) for Originated ACH continues to enable Treasury to identify and post such transactions to the correct Phoenix accounts. Proposers should note that Treasury will prefer solutions that

maintain the current approach with regard to Company IDs to the extent such solutions meet Treasury's and Treasury customers' other needs.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information will be required:

1. Daily cash flow impact of all Originated ACH transactions across all accounts for daily cash availability planning. Treasury Investment Division staff must receive this information from the Proposer at the beginning of the processing day (approximately 5:00 a.m. Pacific Time).
2. Current day settlement data, via file, of Originated ACH transactions for posting to Phoenix accounts. See Attachment C-1 for data element requirements. Treasury must receive this information from the Proposer no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.

#### **5.2.2.2. Returned ACH Transactions**

Under the desired service delivery model, Returned ACH transactions (including Notifications of Change) will flow from the ODFI directly to Treasury customers, including third-party vendors. The ODFI also will provide transaction data—excluding personally identifiable information—to Treasury for reconciliation, billing, and Phoenix account posting purposes.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information will be required:

1. Current day Returned ACH transactions, excluding Notifications of Change, for posting to Treasury customer accounts. See Attachment C-1 for data element requirements. Treasury must receive this information from the Proposer no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.
2. All Returned ACH transactions, including any personally identifiable information, for Treasury customer processing needs. This information must be available via both human-readable report and NACHA file. Treasury customers must receive this information from the Proposer no later than 9:00 a.m. Pacific Time.

#### **5.2.2.3. Received ACH Transactions**

Under the desired service delivery model, Received ACH transactions will flow from the RDFI directly to Treasury customers, including third-party vendors. The RDFI also will provide transaction data—excluding personally identifiable information—to Treasury for reconciliation, billing, cash availability planning, and Phoenix account posting purposes. Proposers must ensure that any proposed solution(s) for Received ACH continues to enable Treasury to identify and post such transactions to the correct Phoenix accounts.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information will be required:

1. Daily net total of all Received ACH transactions across all accounts for daily cash availability planning. Treasury Investment Division staff must receive this information from the Proposer at the beginning of the processing day (approximately 5:00 a.m. Pacific Time).
2. Current day Received ACH transactions, via file, for posting to Phoenix accounts. See Attachment C-1 for data element requirements. Treasury must receive this information from the Proposer no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.
3. All Received ACH transactions, including any addenda and personally identifiable information, for Treasury customer processing needs. This information must be available via both human-readable report and NACHA file. Treasury customers must receive this information from the Proposer no later than 9:00 a.m. Pacific Time.

### **5.3. Service Group 2: Intra- and Inter-Account Transfer Services**

#### **5.3.1. Current State Intra- and Inter-Account Transfer Services**

Treasury currently supports Intra- and Inter-Account Transfers using our current internal ACH systems and processes. Transfers include those between a customer's own Phoenix accounts and from one customer's Phoenix account to another customer's Phoenix account. Treasury recognizes that transfers of this nature do not necessarily have to flow through a Proposer's systems and processes; however, Treasury would like for a Proposer's offering to meet this set of needs. If acceptable alternatives are not available, Treasury will consider purchase or development of its own system for this purpose only.

In addition, a limited number of transfers between DDA accounts at a financial institution may be necessary. These are accomplished today utilizing a secure online system provided by the primary TMS vendor.

##### **5.3.1.1. Transfers between Phoenix Accounts**

Transfers can be between a customer's own Phoenix accounts or from one customer's Phoenix account to another customer's Phoenix account. These transfers can be processed on a same day or future-date basis. In all cases, these transfers push credits to the receiving account—not debits.

Relevant to this RFP, Treasury customers can initiate transfers between Phoenix accounts via the following three methods:

1. STAN Online, Treasury's secure online system for the direct entry (keying) of transactions
2. Site to Site, Treasury's secure process for the submission of NACHA files
3. Manual (faxed) request to Treasury (for direct entry by Treasury staff)

It is important to understand that Treasury intends to replace all three Treasury-delivered methods, including the systems and processes that support them. The systems and processes provided by the selected Proposer, or new Treasury purchased or developed systems and processes, will replace these methods in their entirety.

While STAN Online is also used to initiate Originated ACH transactions, a separate and distinct module exists within the system to initiate Transfers between Phoenix accounts. In addition to controls that enforce standard separation of duties, STAN Online supports controls related to dollar amount. Transfers between Phoenix accounts initiated via Site to Site are formatted as an ACH transaction but are differentiated by the use of Treasury's routing transit number. In either case, transfers between Phoenix accounts currently are wholly processed at Treasury—they are not submitted to any financial institution.

Currently 37 Treasury customers—including Treasury itself—utilize existing systems and processes to initiate nearly 13,000 transfers between Phoenix accounts annually.

In addition to reporting information related to billing (discussed separately), the following reporting information currently is utilized:

1. Current day transfers between Phoenix accounts for posting to Phoenix accounts. Phoenix accounts must be updated no later than 2:00 p.m. Pacific Time to meet the SFMA processing deadline.

##### **5.3.1.2. Transfers between DDA Accounts at a Financial Institution**

Account transfers between DDA accounts at a financial institution are initiated by Treasury utilizing a secure online system provided by the primary TMS vendor. In addition to controls that enforce standard separation of duties, the system supports controls related to dollar amount.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information currently is utilized:

1. Current day transfers between DDA accounts at a financial institution for posting to general ledger Phoenix accounts. Phoenix accounts must be updated no later than 2:00 p.m. Pacific Time to meet the SFMA processing deadline.

### **5.3.2. Desired Future State Intra- and Inter-Account Transfer Services**

Depending on the Proposer's account structure, the same solution may meet the requirements related to all three types of transfers. Treasury further recognizes that Proposers also bidding on ACH Origination and Receiving may be able to offer a single, unified solution for both Service Groups.

Because Treasury maximizes investment returns by maintaining only minimal balances in DDA accounts at financial institutions, Proposers should note that transfers between Phoenix accounts may routinely appear to exceed available funds. Proposers must understand that the net cash impact of such transfers is zero and that such transfers must be allowed regardless of appearance of available funds.

#### **5.3.2.1. Transfers between Phoenix Accounts**

Proposer must provide a secure online system that allows Treasury customers to initiate transfers between Phoenix accounts, including transfers between a customer's own Phoenix accounts and from one customer's Phoenix account to another customer's Phoenix account. In addition to controls that enforce standard separation of duties and transaction type (credit versus debit), Proposer's online system should support controls related to dollar amount.

Proposers for this Service Area must further provide a secure process for Treasury customers to initiate transfers between Phoenix accounts via submission of NACHA or similar files.

In addition to reporting information related to billing (discussed separately), the following reporting information will be required:

1. Current day transfers between Phoenix accounts for posting to Phoenix accounts. See Attachment C-2 for data element requirements. Treasury must receive this information from the Proposer no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.

#### **5.3.2.2. Transfers between DDA Accounts at a Financial Institution**

Proposer must provide a secure online system that allows Treasury, and potentially Treasury customers, to initiate Transfers between DDA accounts at a financial institution. In addition to controls that enforce standard separation of duties and transaction type (credit versus debit), Proposer's online system should support controls related to dollar amount.

Proposer may further need to provide a secure process for Treasury customers to initiate transfers between DDA accounts via submission of NACHA or similar files depending on Proposer's account structure.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information will be required:

1. Current day transfers between DDA accounts at a financial institution for posting to Phoenix accounts. See Attachment C-2 for data element requirements. Treasury must receive this information from the Proposer no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.

## **5.4. Service Group 3: Domestic Wire Services**

### **5.4.1. Current State Domestic Wire Services**

#### **5.4.1.1. Outgoing Domestic Wire Transfers**

Treasury initiates all outgoing domestic Wire Transfers on behalf of Treasury customers by utilizing a secure online system provided by the primary TMS vendor. In addition to controls that enforce standard separation of duties, the system supports controls related to dollar amount.

During the last 12 months, Treasury initiated approximately 3,400 outgoing domestic Wire Transfers. Of those, approximately 80 percent were initiated as repetitive Wire Transfers.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information currently is utilized:

1. Daily cash flow impact of all outgoing domestic Wire Transfers across all accounts for daily cash availability planning. Treasury Investment Division staff must receive this information from the Proposer at the beginning of the processing day (approximately 5:00 a.m. Pacific Time).
2. Current day outgoing domestic Wire Transfers for posting to Phoenix accounts. See Attachment C-3 for data element requirements. Phoenix accounts must be updated no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.

#### **5.4.1.2. Incoming Wire Transfers**

Treasury receives all incoming domestic Wire Transfers on behalf of Treasury customers. During the last 12 months, Treasury received approximately 2,760 incoming domestic Wire Transfers and 534 USD-denominated incoming international Wire Transfers.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information currently is utilized:

1. Current day incoming domestic Wire Transfers for posting to Phoenix accounts. See Attachment C-3 for data element requirements. Treasury must receive this information from its Beneficiary Bank no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.

### **5.4.2. Desired Future State Wire Services**

Treasury is seeking a solution that is comparable in functionality and capabilities as the existing solution, including the ability to initiate repetitive, non-repetitive, and batch wire transfers. Treasury expects, at a minimum, detailed online reporting to support posting to Phoenix accounts. Reports or files that can streamline or automate posting to Phoenix accounts, and the ability to receive addenda for incoming domestic Wire Transfers within the secure online system, are desired enhancements. Any solutions should take into consideration that Treasury desires to limit or eliminate receipt, transmission, and storage of any personally identifiable information within its own systems.

## **5.5. Service Group 4: Remote Deposit Capture Services**

### **5.5.1. Current State Remote Deposit Capture Services**

In addition to various forms of physical deposits, Treasury customers can deposit funds electronically via Remote Deposit Capture at the primary TMS vendor. There are two types of Remote Deposit Capture services: Image Cash Letter (ICL) services and a vendor proprietary electronic check deposit service.

ICL is an electronic check depository service that uses hardware and software not provided by the primary TMS vendor. All ICL transactions are processed as image replacement documents. Currently three Treasury customers utilize ICL.

Those Treasury customers process approximately 8,000 ICL deposits annually, which represent more than 2.1 million individual items.

Treasury's primary TMS vendor also provides proprietary electronic check deposit services that use hardware and software provided by the primary TMS vendor. These transactions can be processed either as image replacement documents or as ACH conversions. Currently 20 Treasury customers utilize these proprietary electronic check deposit services, of which only two process transactions as ACH conversions. Treasury customers process approximately 9,600 of these deposits annually, which represent more than 735,000 individual items.

Because Remote Deposit Capture transactions for all Treasury customers are deposited to Treasury's primary concentration account, a special 10-digit Customer Reference Number is attached to each transaction. The Customer Reference Number is created and assigned by Treasury and entered with each transaction by the Treasury customer. The Customer Reference Number is then passed through the TMS vendor back to Treasury. The Customer Reference Number enables Treasury to identify the appropriate Phoenix account when posting the transaction. The number also provides required information reporting for tracking revenue for certain accounts within SFMA, and it triggers the appropriate transaction description on customer statements. An example of the deposit file format, including the Customer Reference Number, is provided in Attachment C-4.

Returned Remote Deposit Capture items are included in a file that also contains returned physically deposited items. Treasury customers receive paper notifications of returned items instead of electronic notifications.

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information currently is utilized:

1. Previous day Remote Deposit Capture transactions, including returned items, for posting to Phoenix accounts. Treasury receives this information from the TMS vendor no later than 7:30 a.m. Pacific Time.
2. Current day and historical Remote Deposit Capture transactions for Treasury customer processing needs.
3. Paper notification of returned Remote Deposit Capture items for Treasury customer processing needs..

#### **5.5.2. Desired Future State Remote Deposit Capture Services**

Treasury is seeking a solution that is comparable in functionality and capabilities as the existing solution, though Treasury may still consider a solution that does not support ACH conversion. Electronic notification or online reports of returned Remote Deposit Capture items for Treasury customer processing needs is a desired enhancement. .

In addition to reporting information related to reconciliation and billing (discussed separately), the following reporting information will be required:

1. Remote Deposit Capture transactions, including returned items, for posting to Phoenix accounts. See Attachment C-4 for data element requirements. Treasury must receive this information from the Proposer no later than 2:00 p.m. Pacific Time in order to meet the SFMA processing deadline.
2. Current day and historical Remote Deposit Capture transactions, including returned items, for Treasury customer processing needs. Treasury customers should receive current day reporting information directly from the Proposer, and the information should be available as the deposit batches are processed.

**6.0 QUALIFICATIONS AND CAPABILITIES OF PROPOSER**

**6.1. Firm Background (All Proposers)**

1. Provide a general overview and brief history of your organization, including parent and/or subsidiary companies and number of employees.
2. Provide the address of the office that will cover the State’s account for each Service Group you are proposing to provide.
3. Describe the experience of the firm in providing similar services for state and other large governmental entities.
4. Complete the following table with current credit ratings by Standard & Poor’s Rating Services and Moody’s Investor Services. If your firm is not rated by these rating organizations, provide other evidence of the firm’s financial strength.

	<b>Standard &amp; Poor’s Rating</b>	<b>Moody’s Investor Services</b>
<b>Bank</b>		
Short-Term Unsecured Senior Debt		
Long-Term Unsecured Senior Debt		
<b>Bank Holding Company</b>		
Short-Term Unsecured Senior Debt		
Long-Term Unsecured Senior Debt		

5. Discuss the bank’s current capital structure, adequacy, and coverage. Please provide the following statistics for the last reporting period:
  - a. Total Risk Based Capital Ratio
  - b. Tier 1 Risk Based Capital Ratio
  - c. Tier 1 Leverage Capital Ratio
6. Include an electronic copy of the most recent audited annual financial statements.
7. Provide the bank’s Community Reinvestment Act (CRA) rating.

**6.1.1. Key Proposed Personnel and Team Organization (All Proposers)**

1. Provide the name, title, address, phone number, fax number, and email address of the primary contact person(s) assigned to this account.
2. Name the individuals who will work with the State of Oregon on a regular basis. Please name the individual responsible for each proposed Service Group. Information must include:
  - a. Proposed role with regard to the State’s account (indicate which Service Groups they are responsible for)
  - b. Biographical information
  - c. Experience working with other state and large governmental entities

- d. Number of years of experience in this field
  - e. Number of years with your firm
  - f. Number of account relationships the person is responsible for, including summary of relative size and complexity of those other relationships.
3. Provide an organizational chart that includes these individuals.
  4. Describe your firm's approach to changing the primary relationship manager on an account.
  5. Customer Service
    - a. For routine day-to-day transactions, will a specific customer service representative or a customer service team be assigned? Please provide biographical information for the lead individual and provide an overview of the team makeup.
    - b. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution. Please distinguish by Service Group as may be necessary.
    - c. When will this representative or department be available, including typical business hours and after-hours availability and processes? (Provide all times as Pacific Time.)
    - d. Recognizing that the specific approach to error resolution will be unique to each Service Group, describe your general approach to error resolution (i.e., who should Treasury and/or Treasury customers contact first, etc.)? Examples of commonly encountered errors include, but are not limited to, invalid NACHA files, invalid account numbers for wire transfers, Remote Deposit Capture posting errors, and user login or restricted access errors.
  6. Implementation Team
    - a. Based on the Service Groups included in your proposal, describe your firm's approach to implementing a transition of this size and complexity.
    - b. Will an implementation manager or implementation team be assigned for this transition? How many implementations are handled simultaneously by this individual or team? If the approach differs by Service Group, please discuss.
    - c. How are implementation managers or implementation teams assigned (i.e., availability, geographically, complexity of the transition)?
    - d. Please identify the individuals that will be assigned for this transition. Please provide their qualifications on transitioning state and large governmental clients. Please identify a minimum of two clients this individual or team has transitioned and can be used as a reference.
    - e. Does your firm have a project management office?
    - f. Does your firm have project managers and are they PMI® certified?
    - g. Does your firm have project-oriented business analysts?
    - h. How will your firm's project management office, project managers, and/or project-oriented business analysts be involved in this transition? What project management practices/tools will be used to support this transition?

- i. Is the implementation team responsible for providing initial training to Treasury and/or Treasury customers? If not, who will be responsible for providing training? What methods will be used to deliver training (e.g., on-site, webinars, conference calls, etc.)?
7. After the initial transition, how often will the primary relationship manager attend on-site meetings with Treasury? Describe a typical meeting agenda for this on-site meeting.
8. Will the firm provide dedicated IT resources or other resources to work on set-up, file transfer, testing, and troubleshooting/issue resolution? During what hours is technical support available? (Specify time zones).

## **6.2. Service Group 1: ACH Origination and Receiving**

*[Respond to the questions in Section 6.2 only if proposing for Service Group 1.]*

*[Note: For identical questions that appear in multiple Service Groups, you may respond just once and refer to that answer as appropriate. Be sure to highlight any differences as appropriate for each Service Group.]*

### **6.2.1. Account Structure and Set-Up**

1. Given Treasury's preference for solutions that continue to limit the number of DDA accounts at financial institutions, describe the account structure/other set-up you would recommend to facilitate Treasury's desired future state ACH Origination and Receiving activities as discussed in Section 5.1.
  - a. Please be very specific in your response, including clarification with respect to account structure/other set-up and processes necessary at Proposer level and related processes necessary at Treasury and Treasury-customer level. Further explain how the recommended account structure/other set-up meets Treasury and Treasury customer needs.
  - b. Please note whether the bank has implemented the proposed structure with any other large complex organization similar to Treasury and describe any lessons learned or other considerations that may be relevant to implementation of the structure for Treasury and its customers?
2. Given Treasury's preference for solutions that continue to utilize Company ID to facilitate posting of Originated ACH transactions to Phoenix accounts, indicate whether you can continue to support this approach. If not, clearly describe your proposed alternate approach and explain how it meets Treasury's needs. Further address the following:
  - a. Can Treasury continue to create and assign Company IDs to Treasury customers?
  - b. What, if any, requirements or limitations (e.g., minimum or maximum number of digits or specific requirements in any portion of the Company ID field) would you impose on how Treasury creates Company IDs?
  - c. What, if any, requirements or limitations (e.g., the total number of Company IDs or the number of Company IDs assigned to a single Treasury customer) would you impose on how Treasury assigns company IDs?
  - d. Please note whether the bank has implemented this proposed approach with any other large complex organization similar to Treasury and describe any lessons learned or other considerations that may be relevant to implementation of the approach for Treasury and its customers?
3. What options are available regarding Treasury's role in maintaining account/service setups for Treasury customers?

## 6.2.2. Originated ACH Transactions - Processing & Reporting

1. Please provide a comprehensive discussion on the various methods and tools you propose for Treasury customers to initiate Originated ACH transactions (i.e., direct entry and upload via the online system, secure file submission, etc.) For each method, please discuss:
  - a. The transmission protocol(s) supported.
  - b. The encryption method(s) that is supported or required.
  - c. If a transmission mailbox is used, what restrictions are in place? Can a Treasury customer send and receive via the same mailbox, and are discrete mailboxes needed to support particular sub-services (e.g., Originated ACH, Returned ACH, and Received ACH) or multiple Company IDs?
  - d. Are control totals required to be submitted for an ACH batch? How are ACH control totals communicated to the bank (e.g., phone, online, e-mail)?
  - e. What controls are in place to protect against lost ACH files, duplicate ACH files, and what ACH file edits do you perform?
  - f. Does the bank provide file receipt confirmations/acknowledgements? If so, how are confirmations/acknowledgements communicated to Treasury customers?
  - g. What controls (e.g., dual authorization) are available to separate payment initiator and payment approver roles? Are payment initiators and/or payment approvers required to use a security token to effect ACH transactions?
  - h. Are templates allowed/required for direct entry of transactions via the online system?
2. What are the transmission deadlines for next day and future-dated ACH files?
3. How late can Treasury customers submit ACH files to the proposer for the transactions to be received by the RDFIs by the start of the processing day on a Friday?
4. Does the proposer accept debits and credits in the same ACH batch and in the same ACH file?
5. Does the proposer accept/require balanced and/or unbalanced ACH files (files containing an offsetting transaction to the Originators DDA account)?
6. Describe your capabilities and any requirements/limitations regarding the origination of International ACH Transactions (IAT).
7. Describe your capabilities regarding the origination of tax payments to local, state, and federal government entities? How do you ensure all tax template information is kept current?
8. Can future-dated transactions be entered via the online system? If so, how far into the future can transactions be dated?
9. Treasury's goal is for the provider to work directly with Treasury customers to resolve rejected ACH transactions and files. What information will the proposer provide to help Treasury customers address rejected transactions and files?
10. Describe any requirements/limitations related to third-party vendors that submit ACH files directly to the bank on behalf of Treasury customers.
11. While Treasury would need to further evaluate the impacts of allowing Treasury customers to originate Same Day ACH transactions, discuss your plans regarding implementing Same Day ACH for your customers?

12. For business continuity purposes, Treasury must be able to initiate Originated ACH transactions on behalf of its customers. Describe user entitlements and access controls/functionality that would accommodate this requirement.
13. Indicate if you are able to provide current day settlement data to Treasury with the required data elements—and excluding personally identifiable information—used to post Originated ACH transactions to Phoenix accounts (see Attachment C-1). Describe how you would provide the information and address the following:
  - a. What file format(s) is supported?
  - b. What transmission protocol(s) is supported?
  - c. What encryption method(s) is supported/required?
  - d. How late can Treasury customers initiate Originated ACH transactions in order for the Proposer to meet Treasury's processing deadlines? How/when would Originated ACH transactions initiated after any cutoff time be reported to Treasury?
  - e. What, if any, special programming/processing is required to meet Treasury's needs?
14. Describe what reporting of Originated ACH transactions is available to individual Treasury customers and/or third-party vendors. Further describe how Treasury customers and/or third-party vendors will access such reporting.

### **6.2.3. Returned ACH Transactions - Reporting**

1. Indicate if you are able to provide current day data to Treasury with the required data elements—and excluding personally identifiable information—used to post Returned ACH transactions, excluding Notifications of Change, to Phoenix accounts (see Attachment C-1). Describe how you would provide the information and address the following:
  - a. What file format(s) is supported?
  - b. What transmission protocol(s) is supported?
  - c. What encryption method(s) is supported/required?
  - d. What, if any, special programming/processing is required to meet Treasury's needs?
2. Indicate if you are able to provide reporting of Returned ACH transactions and Notifications of Change—including any personally identifiable information—to individual Treasury customers and/or third-party vendors. Describe how you would provide the information and address the following:
  - a. Can Treasury customers receive the information via human-readable report?
  - b. Can Treasury customers receive the information via NACHA file?
  - c. Can Treasury customers receive the information via both human-readable report and NACHA file?
  - d. What transmission protocol(s) is supported?
  - e. What encryption method(s) is supported/required?
  - f. What, if any, special programming/processing is required to meet Treasury customers' needs?

#### **6.2.4. Received ACH Transactions - Reporting**

1. Indicate if you are able to provide current day data to Treasury with the required data elements—and excluding addenda and personally identifiable information—used to post Received ACH transactions to Phoenix accounts (see Attachment C-1). Describe how you would provide the information and address the following:
  - a. What file format(s) is supported?
  - b. What transmission protocol(s) is supported?
  - c. What encryption method(s) is supported/required?
  - d. How/when would Received ACH transactions (in particular Same Day ACH transactions) received after any cutoff time be reported to Treasury?
  - e. What, if any, special programming/processing is required to meet Treasury's needs?
2. Indicate if you are able to provide reporting of Received ACH transactions—including any addenda and personally identifiable information—to individual Treasury customers and/or third-party vendors. Describe how you would provide the information and address the following:
  - a. Can Treasury customers receive the information via human-readable report?
  - b. Can Treasury customers receive the information via NACHA file?
  - c. Can Treasury customers receive the information via both human-readable report and NACHA file?
  - d. What transmission protocol(s) is supported?
  - e. What encryption method(s) is supported/required?
  - f. What, if any, special programming/processing is required to meet Treasury customers' needs?

#### **6.2.5. Online ACH Payment Service**

*[Note: Treasury customers currently are able to collect ACH payments online via systems provided by the state's e-commerce provider and Treasury's primary TMS vendor. Treasury is interested in learning about any solutions Proposers offer related to this type of service.]*

1. Indicate whether you offer any secure online payment solution(s) that integrates payment collection with Treasury customers' current websites. Describe the solution(s) and address the following:
  - a. Can customers enter future-dated transactions? If so, how far into the future can transactions be dated?
  - b. Are customers able to and/or required to register before making a one-time payment? If yes, what customer information is collected/stored?
  - c. Does the solution allow customers to make/set up recurring payments?
  - d. Are customers able to and/or required to register before making/setting up recurring payments? If yes, what customer information is collected/stored?
  - e. How are payments processed once initiated by a customer?
  - f. How do you provide transaction information—excluding personally identifiable information—to Treasury for posting such transactions to Phoenix accounts?

- g. How do you provide transaction information—including personally identifiable information—to individual Treasury customers?

#### **6.2.6. Cash Flow Reporting**

1. Describe how you would provide reporting of cash flow impacts to Treasury for this Service Group. Indicate whether your reporting system has summary level data that projects net ACH activity and how many days in advance such information available. Please provide an example of the proposed reporting and indicate the time of day reporting would be available to Treasury.

#### **6.2.7. Fraud Protection & Controls**

1. Describe the bank's ability to block unauthorized received ACH debits. If the bank provides ACH debit filtering, what level of filtering can be applied (originator, originator & dollar amount, etc.)?
2. With ACH debit blocking, does the bank notify Treasury of attempts to debit funds that have been automatically rejected?
3. Does the bank offer ACH Positive Pay (ability to make pay / no pay decisions on unidentified transactions)?
4. Does the bank offer Universal Payment Identification Codes (ability to mask account numbers to reduce the risk of unauthorized direct debits)?

#### **6.2.8. System Administration**

1. Describe your system administration capabilities and how they align with Treasury's desired capabilities described in Section 5.1.2. Further address the following:
  - a. Can a multi-level hierarchy be established (i.e., Treasury (parent), Treasury customer organization (child), Treasury customer user (grandchild))?
  - b. Can additional hierarchy levels be added?
  - c. What capabilities and functionalities do administrators have (i.e., adding new users, removing users, managing entitlements, managing active services, etc.)? Describe the related processes.
  - d. When setting up a new user, can a current user's profile be copied from one user to another?
  - e. What levels of authorization (i.e., accounts view, transaction capabilities, etc.) can be permitted or turned off for individual users?
  - f. Can sub-administrators be established at individual Treasury customer organizations (child) to manage entitlements and access for users (grandchild) within individual Treasury customer organizations?
  - g. If a multi-level hierarchy is available, can Treasury establish controls that limit Treasury customer users to specific SEC Codes and dollar limits?
  - h. If a multi-level hierarchy is available, can Treasury establish dollar limit controls that aggregates all user activity within a single Treasury customer organization?
  - i. What options are available regarding Treasury's role in maintaining user setups and handling processing password resets?

#### **6.2.9. Online Reporting System**

1. Describe any ad-hoc reporting capabilities available to Treasury and its customers. Can ad-hoc reports be saved by users within the bank's online system? Can ad-hoc report templates be shared with other users?

2. Can electronic reports be scheduled to be generated/delivered automatically? Can the reports be e-mailed?
3. Please complete the following table indicating the standard amount of time each item is available online? Are longer terms available for online availability? How long is each item available offline?

Term	
Current Day Reporting	
Previous Day Reporting	
Details on an ACH Transaction	
Monthly Account Statements	

4. How soon after the cut-off date/time are the following items ready?

For Treasury	Online	By Mail
Bank Statements		
Account Analysis Statement		

5. Describe any recent or upcoming major upgrades to your online reporting system.

### **6.3. Service Group 2: Intra- and Inter-Account Transfers**

*[Respond to the questions in Section 6.3 only if proposing for Service Group 2.]*

*[Note: For identical questions that appear in multiple Service Groups, you may respond just once and refer to that answer as appropriate. Be sure to highlight any differences as appropriate for each Service Group.]*

#### **6.3.1. Account Structure and Set-Up**

1. Given Treasury’s preference for solutions that continue to limit the number of DDA accounts at financial institutions, describe the account structure/other set-up you would recommend to facilitate Treasury’s desired future state Intra- and Inter-Account Transfer Services as discussed in Section 5.3.
  - a. Please be very specific in your response, including clarification with respect to account structure/other set-up and processes necessary at Proposer level and related processes necessary at Treasury and Treasury-customer level. Further explain how the recommended account structure/other set-up meets Treasury and Treasury customer needs.
  - b. Please note whether the bank has implemented the proposed structure with any other large complex organization similar to Treasury—and specifically for intra-account transfers—and describe any lessons learned or other considerations that may be relevant to implementation of the structure for Treasury and its customers?
2. What options are available regarding Treasury’s role in maintaining account/service setups for Treasury customers?

### 6.3.2. Intra- and Inter-Account Transfer Transactions - Processing & Reporting

1. Please provide a comprehensive discussion on the various methods and tools you propose for Treasury customers to initiate Intra- and Inter-Account Transfer transactions (i.e., direct entry and secure file submission) For each method, please discuss:
  - a. The transmission protocol(s) supported.
  - b. The encryption method(s) that is supported or required.
  - c. If a transmission mailbox is used, what restrictions are in place? Can a Treasury customer send and receive via the same mailbox?
  - d. Are control totals required to be submitted for an account transfer batch? How are control totals communicated to the bank (e.g., phone, online, e-mail)?
  - e. What controls are in place to protect against lost account transfer files, duplicate account transfer files, and what file edits do you perform?
  - f. Does the bank provide file receipt confirmations/acknowledgements? If so, how are confirmations/acknowledgements communicated to Treasury customers?
  - g. What controls (e.g., dual authorization) are available to separate payment initiator and payment approver roles? Are payment initiators and/or payment approvers required to use a security token to effect account transfer transactions?
  - h. Are templates allowed/required for direct entry of account transfers via the online system?
2. What are the transmission deadlines for same day account transfer files?
3. Does the proposer accept/require balanced and/or unbalanced account transfer files (files containing an offsetting transaction to the initiator's DDA account)?
4. Can future-dated transactions be entered via the online system? If so, how far into the future can transactions be dated?
5. Treasury's goal is for the provider to work directly with Treasury customers to resolve rejected account transfer transactions and files. What information will the proposer provide to help Treasury customers address rejected transactions and files?
6. For business continuity purposes, Treasury must be able to initiate account transfer transactions on behalf of its customers. Describe user entitlements and access controls/functionality that would accommodate this requirement.
7. Indicate if you are able to provide current day data to Treasury with the required data elements used to post account transfer transactions to Phoenix accounts (see Attachment C-2). Describe how you would provide the information and address the following:
  - a. What file format(s) is supported?
  - b. What transmission protocol(s) is supported?
  - c. What encryption method(s) is supported/required?
  - d. How late can Treasury customers initiate account transfer transactions in order for the Proposer to meet Treasury's processing deadlines? How/when would account transfer transactions initiated after any cutoff time be reported to Treasury?

- e. What, if any, special programming/processing is required to meet Treasury’s needs?
8. Describe what reporting of account transfer transactions is available to individual Treasury customers. Further describe how Treasury customers will access such reporting.

**6.3.3. System Administration**

1. Describe your system administration capabilities and how they align with Treasury’s desired capabilities described in Section 5.1.2. Further address the following:
- a. Can a multi-level hierarchy be established (i.e., Treasury (parent), Treasury customer organization (child), Treasury customer user (grandchild))?
  - b. Can additional hierarchy levels be added?
  - c. What capabilities and functionalities do administrators have (i.e., adding new users, removing users, managing entitlements, managing active services, etc.)? Describe the related processes.
  - d. When setting up a new user, can a current user’s profile be copied from one user to another?
  - e. What levels of authorization (i.e., accounts view, transaction capabilities, etc.) can be permitted or turned off for individual users?
  - f. Can sub-administrators be established at individual Treasury customer organizations (child) to manage entitlements and access for users (grandchild) within individual Treasury customer organizations?
  - g. If a multi-level hierarchy is available, can Treasury establish controls that limit Treasury customer users to specific and dollar limits?
  - h. What options are available for Treasury’s role in maintaining user setups and handling processing password resets?

**6.3.4. Online Reporting System**

- 1. Describe any ad-hoc reporting capabilities available to Treasury and its customers. Can ad-hoc reports be saved by users within the bank’s online system? Can ad-hoc report templates be shared with other users?
- 2. Can electronic reports be scheduled to be generated/delivered automatically? Can the reports be e-mailed?
- 3. Please complete the following table indicating the standard amount of time each item is available online? Are longer terms available for online availability? How long is each item available offline?

<b>Term</b>	
Current Day Reporting	
Previous Day Reporting	
Details on an Account Transfer Transactions	
Monthly Account Statements	

- How soon after the cut-off date/time are the following items ready?

For Treasury	Online	By Mail
Bank Statements		
Account Analysis Statement		

- Describe any recent or upcoming major upgrades to your online reporting system.

#### 6.4. Service Group 3: Domestic Wire Services

*[Respond to the questions in Section 6.4 only if proposing for Service Group 3.]*

*[Note: For identical questions that appear in multiple Service Groups, you may respond just once and refer to that answer as appropriate. Be sure to highlight any differences as appropriate for each Service Group.]*

##### 6.4.1. Account Structure and Set-Up

- If your firm is proposing for Service Group 1, would the account structure proposed permit wire functionality to be added or would a separate approach be needed? If a separate approach is needed, describe.

##### 6.4.2. Outgoing Wire Transfers - Processing & Reporting

- Describe the process for initiating a non-repetitive wire transfer via the Proposer's online system.
- Describe the process for setting up and initiating a repetitive wire transfer via the Proposer's online system.
- Describe the process for initiating batch wire transfers.
- Describe the process for initiating a wire transfer via phone.
- Describe any other process for initiating a wire transfer (i.e., fax request).
- Can future-dated transactions be entered via the online system? If so, how far into the future can transactions be dated?
- What controls (e.g., dual authorization) are available to separate payment initiator and payment approver roles? Are payment initiators and/or payment approvers required to use a security token to effect wire transfer transactions? Can a third approver be required before releasing the wire?
- How are approvers prompted to know there is a pending wire transfer that requires approval (i.e., e-mail, call back, system alert)?
- Indicate if you are able to provide current day data to Treasury with the required data elements used to post outgoing wire transfer transactions to Phoenix accounts (see Attachment C-3). Describe how you would provide the information and address the following:
  - What file format(s) is supported?
  - What transmission protocol(s) is supported?
  - What encryption method(s) is supported/required?

- d. How late can Treasury customers initiate wire transfer transactions in order for the Proposer to meet Treasury's processing deadlines? How/when would wire transfer transactions initiated after any cutoff time be reported to Treasury?
- e. What, if any, special programming/processing is required to meet Treasury's needs?

#### **6.4.3. Incoming Wire Transfers - Reporting**

1. Indicate if you are able to provide current day data to Treasury with the required data elements used to post incoming wire transfer transactions to Phoenix accounts (see Attachment C-3). Describe how you would provide the information and address the following:
  - a. What file format(s) is supported?
  - b. What transmission protocol(s) is supported?
  - c. What encryption method(s) is supported/required?
  - d. How late can the Proposer receive incoming wire transfer transactions in order for the Proposer to meet Treasury's processing deadlines? How/when would wire transfer transactions received after any cutoff time be reported to Treasury?
  - e. What, if any, special programming/processing is required to meet Treasury's needs?
2. Describe the options for receiving wire addenda information (e.g., via the online system or file).

#### **6.4.4. System Administration**

1. Describe your system administration capabilities and how they align with Treasury's desired capabilities described in Section 5.1.2. Further address the following:
  - a. Can a multi-level hierarchy be established (i.e., Treasury (parent), Treasury customer organization (child), Treasury customer user (grandchild))?
  - b. Can additional hierarchy levels be added?
  - c. What capabilities and functionalities do administrators have (i.e., adding new users, removing users, managing entitlements, managing active services, etc.)? Describe the related processes.
  - d. When setting up a new user, can a current user's profile be copied from one user to another?
  - e. What levels of authorization (i.e., accounts view, transaction capabilities, etc.) can be permitted or turned off for individual users?
  - f. Can sub-administrators be established at individual Treasury customer organizations (child) to manage entitlements and access for users (grandchild) within individual Treasury customer organizations?
  - g. If a multi-level hierarchy is available, can Treasury establish controls that limit Treasury customer users to specific dollar limits for wire transfers?
  - h. If a multi-level hierarchy is available, can Treasury establish dollar limit controls that aggregate all user activity within a single Treasury customer organization?
  - i. What options are available regarding Treasury's role in maintaining user setups and handling processing password resets?

**6.4.5. Online Reporting System**

1. Describe any ad-hoc reporting capabilities available to Treasury and its customers. Can ad-hoc reports be saved by users within the bank’s online system? Can ad-hoc report templates be shared with other users?
2. Can electronic reports be scheduled to be generated/delivered automatically? Can the reports be e-mailed?
3. Please complete the following table indicating the standard amount of time each item is available online? Are longer terms available for online availability? How long is each item available offline?

Term	
Current Day Reporting	
Previous Day Reporting	
Details on an Wire Transfer Transaction	
Monthly Account Statements	

4. How soon after the cut-off date/time are the following items ready?

For Treasury	Online	By Mail
Bank Statements		
Account Analysis Statement		

5. Describe any recent or upcoming major upgrades to your online reporting system.

**6.5. Service Group 4: Remote Deposit Capture**

*[Respond to the questions in Section 6.5 only if proposing for Service Group 4.]*

*[Note: For identical questions that appear in multiple Service Groups, you may respond just once and refer to that answer as appropriate. Be sure to highlight any differences as appropriate for each Service Group.]*

**6.5.1. Account Structure and Set-Up**

1. Given Treasury’s preference for solutions that continue to limit the number of DDA accounts at financial institutions, describe the account structure/other set-up you would recommend to facilitate Treasury’s desired future state Remote Deposit Capture Services as discussed in Section 5.5.
  - a. Please be very specific in your response, including clarification with respect to account structure/other set-up and processes necessary at Proposer level and related processes necessary at Treasury and Treasury-customer level. Further explain how the recommended account structure/other set-up meets Treasury and Treasury customer needs.
  - b. Please note whether the bank has implemented the proposed structure with any other large complex organization similar to Treasury and describe any lessons learned or other considerations that may be relevant to implementation of the structure for Treasury and its customers?
2. What options are available regarding Treasury’s role in maintaining account/services setups for Treasury’s customers?

## 6.5.2. Remote Deposit Capture (RDC) - Processing & Reporting

1. Describe the bank's ability to process checks by RDC and Image Cash Letter Processing (ICL).
2. Describe how a single RDC scanner can be used to make deposits into multiple Phoenix accounts.
3. Can a unique deposit identification number be used on deposit tickets to identify the deposit location for reconciliation purposes? Can the bank identify deposit tickets on summary reports?
4. Does your system require control totals to be entered before or after scanning the checks?
5. Does your system use intelligent character recognition to "read" the check amount? If so, does the system recognize both the courtesy amount and the legal amount of the check?
6. Does your system enable users to edit data captured by recognition technology (e.g., magnetic ink character recognition, optical character recognition, and intelligent character recognition)? If yes, describe the process. If no, does your system allow the addition, deletion, and rescanning of checks during both the correction and balance functions?
7. Can checks be automatically endorsed with the bank's RDC service? Is the automatic endorsement an electronic image or printed on the check?
8. What is the ledger cutoff time in Pacific Time for RDC items?
9. Does your service allow for multiple batches to be scanned throughout the day and processed as a single deposit at the end of the day? Please describe the process.
10. Is there a limit on the number of checks that can be contained in a single batch?
11. Can multiple batches be submitted in a day?
12. Does your system determine if eligible checks can be cleared as ACH transactions versus image replacement documents (IRD)? Describe how your system determines the optimal clearing mechanism.
13. How will Treasury be notified of deposit corrections and adjustments?
14. How will Treasury's customer be notified of deposit corrections and adjustments?
15. Please confirm that the bank can process ICL images received in an ANSI UCD x9.100 – 187 2008 Image Exchange Standard file format encoded in US-ASCII.
16. Is there any dollar limit or transaction limit on ICL files? (Note: There are occasions when the state's daily ICL deposit exceeds \$100 million)
17. What is the availability schedule for items deposited by RDC/ICL?
18. Indicate if you are able to provide data to Treasury with the required data elements—including the Customer Reference Number described in Section 5.5.1—used to post RDC transactions to Phoenix accounts (see Attachment C-4). Describe how you would provide the information and address the following:
  - a. What file format(s) is supported?
  - b. What transmission protocol(s) is supported?
  - c. What encryption method(s) is supported/required?

- d. How late can Treasury customers initiate RDC transactions in order for the Proposer to meet Treasury's processing deadlines? How/when would RDC transactions initiated after any cutoff time be reported to Treasury?
  - e. What, if any, special programming/processing is required to meet Treasury's needs?
19. What options are available for communicating returned items to Treasury and Treasury's customers (e.g., paper, online reporting system, secure e-mail)?

### **6.5.3. Hardware Requirements**

1. Indicate whether the following RDC scanners currently used by Treasury customers are compatible with your system: Burroughs Smart Source, Epson M236A, Panini E172976, and VisionX Panini.
2. What RDC scanner(s) does the bank typically recommend? How many items can the scanner handle?
3. Do you offer/support a solution (e.g., mobile application) for Treasury customers with very limited RDC volumes? Please describe.

### **6.5.4. System Administration**

1. Describe your system administration capabilities and how they align with Treasury's desired capabilities described in Section 5.1.2. Further address the following:
  - a. Can a multi-level hierarchy be established (i.e., Treasury (parent), Treasury customer organization (child), Treasury customer user (grand-child))?
  - b. Can additional hierarchy levels be added?
  - c. What capabilities and functionalities do administrators have (i.e., adding new users, removing users, managing entitlements, managing active services, etc.)? Describe the related processes.
  - d. When setting up a new user, can a current user's profile be copied from one user to another?
  - e. What levels of authorization (i.e., accounts view, transaction capabilities, etc.) can be permitted or turned off for individual users?
  - f. Can sub-administrators be established at individual Treasury customer organizations (child) to manage entitlements and access for users (grandchild) within individual Treasury customer organizations?
  - g. What options are available regarding Treasury's role in maintaining user setups and handling processing password resets?

### **6.5.5. Online Reporting System**

1. Are images of deposited items stored in the online reporting system and available to Treasury customers? How long are images maintained? Are consumer bank account numbers and routing transit numbers blurred in the images?
2. Describe any ad-hoc reporting capabilities available to Treasury and its customers. Can ad-hoc reports be saved by users within the bank's online system? Can ad-hoc report templates be shared with other users?
3. Can electronic reports be scheduled to be generated/delivered automatically? Can the reports be e-mailed?

4. Please complete the following table indicating the standard amount of time each item is available online? Are longer terms available for online availability? How long is each item available offline?

Term	
Current Day Reporting	
Previous Day Reporting	
Details on an RDC Transaction	
Monthly Account Statements	

5. How soon after the cut-off date/time are the following items ready?

For Treasury	Online	By Mail
Bank Statements		
Account Analysis Statement		

6. Describe any recent or upcoming major upgrades to your online reporting system.

**6.6. Daylight Overdrafts and Credit Exposure (All Proposers)**

1. Describe your approach regarding daylight overdrafts and other credit exposure issues relative to Treasury’s relationship, particularly as it relates to disbursement activities?

**6.7. Earnings Credit Rates (All Proposers)**

1. Recognizing that earnings credit rates will be negotiated with the selected Proposer(s) based, in part, on the Service Groups awarded, please describe your proposed approach to an earnings credit rate including how it will be determined, adjusted, and applied. Please address the following areas at a minimum:
- a. Describe any proposed correlation to market indices (be as specific as possible here, including specific index, proposed spread, processes for adjustment, etc.).
  - b. Based on your proposed approach, please provide the earnings credit rate history for the 36-month period between July 2013 and June 2016. Please indicate the earnings credit rate for each month.
  - c. Please compare your proposed earnings credit rate to your proposed approach to any Negative Collected Rate charges.
  - d. Do you employ, by policy or otherwise, any limits (minimum or maximum) on the amount of deposits that Treasury can maintain on behalf of its customers? If so, please describe.
  - e. Does Treasury have the option of paying fees using “hard dollars” or compensating balances? Describe any differences between pricing proposed for either option. If applicable, note any carryovers that may be allowed across future months.
  - f. Are you willing to lock in a “floor” rate? If so, describe any considerations.
  - g. Any other considerations.

## **6.8. Transition Planning and Future Implementations (All Proposers)**

1. Based on the Service Groups included in your proposal, describe your firm's approach to implementing a transition of this size and complexity. Include your approach to project management and business analysis to support the transition.
2. Provide a high-level plan for transitioning each of the proposed Service Groups. Include the estimated length of time for the transition and the amount of effort required by Treasury and Treasury customer employees.
3. Describe factors that could delay/lengthen the transition.
4. Indicate the firm's plans for both initial and ongoing education and training of Treasury and Treasury customer employees in the use of your firm's systems. What methods will be used to deliver training (e.g., on-site, webinars, conference calls, etc.)?
5. Based on the Service Groups included in your proposal, describe your firm's approach to implementing the services in the future (beyond the initial transition) for new Treasury customers. Include your approach to project management and business analysis to support future implementations.
6. Provide a high-level plan for typical future implementations for each of the proposed Service Groups. Include the estimated length of time for an implementation and the amount of effort required by Treasury and Treasury customer employees.

## **6.9. New Services & Ideas (All Proposers)**

1. Describe any new services or ideas that could enhance Treasury's and/or Treasury customers' use of the banking services currently performed through the Service Groups above. Explain how you would inform Treasury of new opportunities in the future and ensure that Treasury and its customers would be able to benefit from such offerings and avoid or mitigate any difficulties resulting from proposed changes.
2. Describe any mobile applications that you offer for smartphones or tablets. What banking services can be completed using these applications?
3. Please provide any additional information that you believe to be pertinent but not specifically identified elsewhere in the RFP.

## **6.10. Account Analysis Statements (All Proposers)**

1. Are Association for Financial Professionals (AFP) Service Codes included on the analysis statement(s) for the Service Group(s) included in your proposal? If not, do you offer other statements/reports that include AFP Service Codes?
2. Provide a sample account analysis statement(s) for the Service Group(s) included in your proposal.
3. Are account analysis statements available online? If so, in what format(s) are they available for download? How many prior months' statements are available online?
4. End-of-Day Overdrafts
  - a. What are the fees and interest charges associated with overdrafts? How are these charges calculated?
  - b. Are there any per item fees assessed on overdrafts for an institutional banking relationship? If so, what is it and how is it calculated?
  - c. Is there a daily cap on fees? If so, what is it?

### **6.11. Insurance (All Proposers)**

1. List the types and amounts of insurance and bonding carried. Provide copies of the insurance certificates.
2. Does the firm maintain cyber liability insurance? If so, list the types and amount/limits carried.

### **6.12. Security, Controls, and Business Continuity (All Proposers)**

1. Describe the firm's security program and senior management's responsibilities related to information security.
2. Identify who is responsible for information security and to whom the person(s) reports.
3. Describe the firm's risk management process, including key security risk review activities and how often they are performed.
4. Describe the firm's security environment. Specifically cover the physical and digital security and software safeguards in place to control access to funds transfer systems and client account information.
5. Describe the firm's secure development and lifecycle process for your application/service.
6. Describe the firm's information security incident management and handling procedures and how Treasury will be notified in case of an information security incident.
7. Describe the firm's physical security processes, including physical access controls, redundancy and environmental controls
8. Describe the firm's security procedures for its information reporting system, both for access and information protection (e.g. RSA tokens, secure certification, etc.)?
9. Describe the backup and recovery capabilities in the event the proposed systems are unavailable. Who would the State contact to initiate day-to day transactions if online capabilities and functionality are temporarily unavailable?
10. Describe the encryption capabilities that are supported by the firm for the transmission of data between the firm and the State of Oregon. Describe the file verification capabilities that are supported by the firm, such as checksum or hash totals to ensure that no data is compromised.
11. Describe the firm's procedures for complying with the U.S. Treasury Department's Office of Foreign Assets Control (OFAC) regulations. When was the last time an independent test of the firm's OFAC program was conducted by internal audit, outside auditors, consultants, or other qualified independent party?
12. Include a copy of the firm's most recent reports issued in accordance with the Statement on Standards for Attestation Engagements (SSAE) No. 16 (formerly known as the Statement of Auditing Standards-70 (SAS70)) for any processes or systems relevant to the services proposed by the firm under this RFP.

### **6.13. Sample Contract (All Proposers)**

1. Provide a sample of the proposed contract for your firm's services. Please also provide samples of all other documents which will need to be signed/entered into related to the provision of the services requested in this RFP including any documents referenced or incorporated into the contracts/agreements.

## 7.0 COST PROPOSAL

Treasury anticipates the organizational changes contemplated through this RFP will result in differences in the services used and related volume levels. Given the significant differences anticipated, the cost proposal has been structured in a narrative to have Proposers provide a description of the service charges and a volume estimate based on the solution proposed by the Proposer.

*Proposers should include a guide providing a detailed explanation of each individual service charge with their proposal submission.*

1. For how long will the firm guarantee the proposed fees for each Service Group? Please complete the following table:

<b>Service Group</b>	<b>Fee Guaranteed at Proposed Pricing for How Many Years?</b>
Service Group 1: ACH Origination and Receiving	
Service Group 2: Intra- and Inter-Account Transfers	
Service Group 3: Domestic Wire Services	
Service Group 4: Remote Deposit Capture Services	

2. Are you willing to offer any transition or retention incentives?
3. Are there any additional price breaks or incentives if more than one Service Group is awarded to your firm?

## 7.1. Service Group 1: ACH Origination and Receiving

### 7.1.1. General Account Services

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to General Account Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
010 000	Account Maintenance	Please Estimate		
010 020	ZBA Master	Please Estimate		
010 021	ZBA Subsidiary	Please Estimate		
010 100	Electronic Debits	Please Estimate		
010 101	Electronic Credits	Please Estimate		
010 307	Monthly Paper DDA Statements	Please Estimate		
010 307	Monthly Electronic DDA Statements	Please Estimate		
	Account Analysis Statement	Please Estimate		
010 440	Electronic Account Analysis Statement	Please Estimate		
010 442	Electronic Account Analysis Statement Direct Transmission	Please Estimate		
010 630	Audit Confirmations	Annual Volume 1		
251 000	UPIC Monthly Maintenance	Please Estimate		
	Other, please specify			

### 7.1.2. ACH Originated Services

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to ACH Originated Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
250 000	ACH Monthly Maintenance, per Relationship	Please Estimate		
250 000	ACH Monthly Maintenance, per Account	Please Estimate		
250 000	ACH Monthly Maintenance (Online Capability), per Account	Please Estimate		
250 102	ACH Originated Items by File - On-Us	223,345		
250 102	ACH Originated Items by File - Transit	531,986		
250 102	ACH Originated Items by Online Submission	TBD		
250 10K	International ACH Item	52		
250 120	ACH Originated Addenda Item	44,756		
250 302	ACH Return, Per Item	2,015		
250 501	ACH Process Run	Please Estimate		
259 999	ACH File Confirmation E-mail	Please Estimate		
250 670	ACH Return / NOC Items	3,295		
251 070	ACH Notification of Change	1,282		
	Other, please specify			

### 7.1.3. ACH Received Services

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to ACH Received Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
250 202	ACH Received Item	181,841		
250 220	ACH Received Addenda Item	218,796		
251 050	ACH Block Monthly Maintenance, Per Account	Please Estimate		
	EDI: Please provide an estimate of the costs related to transmitting EDI Information			
	Other, please specify			

### 7.1.4. Internet Payment Initiation Portal

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to hosting a portal for Internet Payment Initiation. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
	Monthly Maintenance per Application	30		
	Non-Reoccurring Echeck Payment	9,772		
	API Monthly Maintenance	2		
	Real-Time Communication Support	6		
	ACH Transaction Processing	9,772		
	ACH Process Run	345		
	ACH Return / NOC Item	111		
	Other, please specify			

### 7.1.5. Online Reporting / Information Services

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to Online Reporting / Information Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
400272	Current Day Reporting, per Account	Please Estimate		
400272	Current Day Reporting, per Item - Detail	10,732		
400272	Current Day Reporting, per Item - Summary	1,617		
400272	Previous Day Reporting, per Account	Please Estimate		
400272	Previous Day Reporting, per Item - Detail	38,388		
400272	Previous Day Reporting, per Item - Summary	38,388		
250720	ACH Return and NOC Report	Please Estimate		
401020	Online Token Monthly Maintenance	Please Estimate		
409999	Online Book Transfer Monthly Maintenance	Please Estimate		
409999	Online Book Transfer - per Transfer	Please Estimate		
	File Transmission of Previous & Current Day Reporting	Please Detail All Costs		
	Other, please specify			

## 7.2. Service Group 2: Intra- and Inter-Account Transfers

### 7.2.1. General Account Services

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to General Account Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
010 000	Account Maintenance	Please Estimate		
010 020	ZBA Master	Please Estimate		
010 021	ZBA Subsidiary	Please Estimate		
010 100	Electronic Debits	Please Estimate		
010 101	Electronic Credits	Please Estimate		
010 307	Monthly Paper DDA Statements	Please Estimate		
010 307	Monthly Electronic DDA Statements	Please Estimate		
	Account Analysis Statement	Please Estimate		
010 440	Electronic Account Analysis Statement	Please Estimate		
010 442	Electronic Account Analysis Statement Direct Transmission	Please Estimate		
010 630	Audit Confirmations	Annual Volume 1		
	Other, please specify			

### 7.2.2. Intra- and Inter-Account Transfer

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to intra- and inter-account transfers. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
409999	Online Book Transfer Monthly Maintenance	Please Estimate		
409999	Online Book Transfer (per transfer)	1,083		
	EDI: Please provide an estimate of the costs related to transmitting EDI Information			
	Other, please specify			

### 7.2.3. Online Reporting / Information Service

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to Online Reporting / Information Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
400272	Current Day Reporting, per Account	Please Estimate		
400272	Current Day Reporting, per Item - Detail	1,083		
400272	Current Day Reporting, per Item - Summary	1,083		
400272	Previous Day Reporting, per Account	Please Estimate		
400272	Previous Day Reporting, per Item - Detail	1,083		
400272	Previous Day Reporting, per Item - Summary	1,083		
401020	Online Token Monthly Maintenance	85		
	File Transmission of Previous & Current Day Reporting	Please Detail All Costs		
	Other, please specify			

### 7.3. Service Group 3: Domestic Wire Services

#### 7.3.1. General Account Service

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to General Account Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
010 000	Account Maintenance	1		
010 100	Electronic Debits	302		
010 101	Electronic Credits	353		
010 307	Monthly Paper DDA Statements	1		
010 307	Monthly Electronic DDA Statements	1		
	Account Analysis Statement	1		
010 440	Electronic Account Analysis Statement	1		
010 442	Electronic Account Analysis Statement Direct Transmission	1		
010 630	Audit Confirmations	Annual Volume 1		
251 000	UPIC Monthly Maintenance	1		
	Other, please specify			

#### 7.3.2. Wire Initiation Capability

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to having the capability of initiating wire transfers online, voice, and batch. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
350 000	Monthly Maintenance - Online Capability	1		
350 000	Monthly Maintenance - Voice/PIN Capability	1		
350 600	Monthly Maintenance - Batch Wire Capability (per account)	1		

### 7.3.3. Wire Transactions

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to incoming and outgoing wire transfers. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
350 100	Online Fedwire Repetitive	196		
350 104	Online Fedwire Non-Repetitive	25		
350 200	Voice Fedwire Repetitive	1		
350 202	Voice Fedwire Non-Repetitive	5		
350 10Z	Batch Wires (Per Wire Fee sent by Batch)	56		
350 521	Online Drawdown Request	10		
350 10Z	Online Tax Payment	3		
350 120	Online Internal Credit	47		
350 123	Internal Wire Credit	21		
350 124	Internal Wire Debit	1		
350 300	Incoming Fedwire	129		
350 300	Incoming Fedwire Ctp	101		
350 712	Incoming Intl Wire	45		
350 580	Wire Transfer Special Handling	17		
	Other, please specify			

### 7.3.4. Online Reporting / Information Service

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to Online Reporting / Information Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
400272	Current Day Reporting, per Account	1		
400272	Current Day Reporting, per Item - Detail	655		
400272	Current Day Reporting, per Item - Summary	655		
400272	Previous Day Reporting, per Account	1		
400272	Previous Day Reporting, per Item - Detail	655		
400272	Previous Day Reporting, per Item - Summary	655		
401020	Online Token Monthly Maintenance	21		
	File Transmission of Previous & Current Day Reporting	Please Detail All Costs		
	Other, please specify			

## 7.4. Service Group 4: Remote Deposit Capture Services

### 7.4.1. General Account Services

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to General Account Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
010 000	Account Maintenance	Please Estimate		
010 020	ZBA Master	Please Estimate		
010 021	ZBA Subsidiary	Please Estimate		
	Deposit Reconciliation Sub-Account	Please Estimate		
010 100	Electronic Debits	-		
010 101	Electronic Credits	1,480		
010 307	Monthly Paper DDA Statements	Please Estimate		
010 307	Monthly Electronic DDA Statements	Please Estimate		
	Account Analysis Statement	Please Estimate		
010 440	Electronic Account Analysis Statement	Please Estimate		
010 442	Electronic Account Analysis Statement Direct Transmission	Please Estimate		
010 630	Audit Confirmations	Annual Volume 1		
	Other, please specify			

### 7.4.2. Image Cash Letter

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to processing image cash letter files. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
	ICL Monthly Maintenance	3		
	Image Cash Letter Transmission (Per Account)	3		
	Image Cash Letter Transmission (Per Transmission)	66		
010 101	Image Cash Letter Deposit Fee	684		
	Image Cash Letter Item - On-Us	24,289		
	Image Cash Letter Item-Transit	150,068		
	Returned Items	Not available		
	Other, please specify			

### 7.4.3. Onsite Electronic Deposit (OED)

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to OED transactions. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
	Monthly Maintenance Fee per Account for RDC	Please Estimate		
	RDC Per Workstation / Scanner	58		
	RDC Deposit	796		
	Imaging and Capture - per Item (processing fee)	54,787		
	Image Check - per Item (deposit fee)	53,417		
	ACH Item - Transit	1,146		
	ACH Item - On-Us	224		
	Returned Items	Not available		
	Other, please specify			

### 7.4.4. Online Reporting / Information Services

Please provide proposed unit pricing and estimate of volumes, if not indicated, for the following services and any ancillary services related to Online Reporting / Information Services. If a proposer intends to provide a service not listed in the table below, the proposer should add the service, the estimated volume and the proposed unit price.

AFP Code	Bank Service	Monthly Volume	Proposed Unit Price	Proposer Description of Service
400272	Current Day Reporting, per Account	1		
400272	Current Day Reporting, per Item - Detail	1,480		
400272	Current Day Reporting, per Item - Summary	1,480		
400272	Previous Day Reporting, per Account	1		
400272	Previous Day Reporting, per Item - Detail	1,480		
400272	Previous Day Reporting, per Item - Summary	1,480		
401020	Online Token Monthly Maintenance	Please Estimate		
	File Transmission of Previous & Current Day Reporting	Please Detail All Costs		
	Other, please specify			

## **ATTACHMENTS**

A. Notice of Intent to Respond

B. Cover Sheet

C-1. Data Element Requirements for Updating Treasury: ACH Origination and Receiving

C-2. Data Element Requirements for Updating Treasury: Intra- and Inter-Account Transfer Services

C-3. Data Element Requirements for Updating Treasury: Domestic Wire Transfer Services

C-4. Data Element Requirements for Updating Treasury: Remote Deposit Capture

D. Standard Terms and Conditions

**ATTACHMENT A | RFP #1120**  
**NOTICE OF INTENT TO RESPOND**

It is not mandatory that you return this Intent to Respond Form by the above date and time in order to submit a proposal. However, doing so will ensure that you receive any addendums and responses for clarification.

\_\_\_\_\_ received the above solicitation.  
(Name of Firm)

- Do intend to submit a proposal
- Do not intend to submit a proposal

Firm Name: \_\_\_\_\_

Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Business Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Please return this Notice of Intent to Respond via fax by 4:00 PM PST, September 30, 2016 to:

Connie Lelack  
Fax: 503-373-1500  
Email: RFP1120@ost.state.or.us



**ATTACHMENT B | RFP #1120**

**COVER SHEET** (continued)

**REFERENCES**

Provide **at least three references** with telephone numbers (please verify numbers) and other relevant contact information as outlined below. Reference sheet should be labeled as Attachment A, RFP #1120, References for [Insert Proposer Name]. Reference information should substantially include the information outlined below. Please take no more than one page per reference.

**REFERENCE No. 1:**

Organization Name:

Organization Contact Person:

Telephone:

Fax:

E-mail:

Services Provided:

Length of Service Provision:

Any Additional Information Relevant to Treasury's Consideration:

**ATTACHMENT B | RFP #1120**  
**COVER SHEET (continued)**

**REFERENCE No. 2:**

Organization Name:

Organization Contact Person:

Telephone:

Fax:

E-mail:

Services Provided:

Length of Service Provision:

Any Additional Information Relevant to Treasury's Consideration:

**ATTACHMENT B | RFP #1120**  
**COVER SHEET (continued)**

**REFERENCE No. 3:**

Organization Name:

Organization Contact Person:

Telephone:

Fax:

E-mail:

Services Provided:

Length of Service Provision:

Any Additional Information Relevant to Treasury's Consideration:

**ATTACHMENT C-1 | RFP #1120**  
**DATA ELEMENT REQUIREMENTS FOR UPDATING TREASURY**  
**ACH ORIGINATION AND RECEIVING**

<b>Data Element</b>	<b>Level of Detail</b>	<b>Notes</b>
<b>ACH Origination (Online Portal Entry &amp; Direct NACHA-formatted File Send)</b>		
Company Entry Description [88]	Batch	Part of Description on Statement
Company Name [88]	Batch	Part of Description on Statement
Debit Credit Indicator/Tran Code [16]	Batch	Indicator identifying if batch total is debit or credit - Used to build Phoenix Tran Code
Effective Entry Date [2]	Batch	Found in ACH Batch header record - For posting to Phoenix and and Statement
Settlement Account [3]	Batch	For posting to Phoenix
Total Amount of Batch [16]	Batch	For posting to Phoenix and Statement
<b>ACH Returned Items</b>		
Amount (6), [16]	Individual Transaction	For posting to Phoenix and Statement
Company Entry Description (5), [88]	Individual Transaction	Part of Description on Statement
Company I.D. Number /Account number (5), [3]	Individual Transaction	Last five digits used to determine Phoenix Acct for posting
Company Name (5), [88]	Individual Transaction	Part of Description on Statement
Effective Entry Date (5), [2]	Individual Transaction	For posting to Phoenix and Statement
Transaction Code (6), [16]	Individual Transaction	Determines direction of transaction (Debit/Credit) - Used to build Phoenix Tran Code
<b>Received ACH</b>		
Account Number (6), [3]	Individual Transaction	For posting to Phoenix
Amount (6), [16]	Individual Transaction	For posting to Phoenix and Statement
Company Entry Description (5), [88]	Individual Transaction	Part of Description on Statement
Company Name (5), [88]	Individual Transaction	Part of Description on Statement
Effective Entry Date (5), [2]	Individual Transaction	For posting to Phoenix and Statement
Transaction Code (6), [16]	Individual Transaction	Determines direction of transaction (Debit/Credit) - Used to build Phoenix Tran Code

Account numbers refer to Phoenix account numbers; depending on the structure chosen to support the services, this may be a different data element in a financial institution's system.

(#) = NACHA File Record

[#] = BAI File Record

**ATTACHMENT C-2 | RFP #1120**  
**DATA ELEMENT REQUIREMENTS FOR UPDATING TREASURY**  
**INTRA- AND INTER-ACCOUNT TRANSFER SERVICES**

<b>Data Element</b>	<b>Level of Detail</b>	<b>Notes</b>
<b>Sending Account Transfer</b>		
Amount [16]	Individual Transaction	For posting to Phoenix and Statement
Effective Entry Date [2]	Individual Transaction	For posting to Phoenix and Statement
Memo [88]	Individual Transaction	Part of Description on Statement
Receiving Account Number [88]	Individual Transaction	Part of Description on Statement
Sending Account Number [3]	Individual Transaction	For posting sending account transaction to Phoenix
Transaction Code [16]	Individual Transaction	Determines direction of transaction (Debit/Credit) - Used to build Phoenix Tran Code
<b>Received Account Transfer</b>		
Amount [16]	Individual Transaction	For posting to Phoenix and Statement
Effective Entry Date [2]	Individual Transaction	For posting to Phoenix and Statement
Memo [88]	Individual Transaction	Part of Description on Statement
Receiving Account Number [3]	Individual Transaction	For posting receiving account transaction to Phoenix
Sending Account Number [88]	Individual Transaction	Part of Description on Statement
Transaction Code [16]	Individual Transaction	Determines direction of transaction (Debit/Credit) - Used to build Phoenix Tran Code

Account numbers refer to Phoenix account numbers; depending on the structure chosen to support the services, this may be a different data element in a financial institution's system.

[#] = BAI File Record

**ATTACHMENT C-3 | RFP #1120**  
**DATA ELEMENT REQUIREMENTS FOR UPDATING TREASURY**  
**DOMESTIC WIRE SERVICES**

<b>Data Element</b>	<b>Level of Detail</b>	<b>Notes</b>
<b>Sending Wire Transfer</b>		
Amount	Individual Transaction	For posting to Phoenix and Statement
Effective Entry Date	Individual Transaction	For posting to Phoenix and Statement
Memo	Individual Transaction	Part of Description on Statement
Sending Account Number	Individual Transaction	For posting sending account transaction to Phoenix
Transaction Code	Individual Transaction	Phoenix Transaction Code
<b>Received Wire Transfer</b>		
Amount	Individual Transaction	For posting to Phoenix and Statement
Effective Entry Date	Individual Transaction	For posting to Phoenix and Statement
Memo; Sender Information	Individual Transaction	Part of Description on Statement
Receiving Account Number	Individual Transaction	For posting receiving account transaction to Phoenix
Transaction Code	Individual Transaction	Phoenix Transaction Code

Account numbers refer to Phoenix account numbers; depending on the structure chosen to support the services, this may be a different data element in a financial institution's system.

**ATTACHMENT C-4 | RFP #1120**  
**DATA ELEMENT REQUIREMENTS FOR UPDATING TREASURY**  
**REMOTE DEPOSIT CAPTURE SERVICES**

<b>Data Element</b>	<b>Level of Detail</b>	<b>Notes</b>
<b>Remote Deposit Capture Deposits</b>		
Account Number [3]	Batch	For posting to Phoenix
Amount [16]	Batch	For posting to Phoenix and Statement
Customer Reference Number, [16]	Batch	Location ID used to build SFMA Document ID; Part of Description on Statement (currently OST number passed through by bank)
Effective Entry Date [2]	Batch	For posting to Phoenix and Statement
Transaction Code [16]	Batch	Determines direction of transaction (Debit/Credit) - Used to build Phoenix Tran Code
<b>Remote Deposit Capture Returned Items</b>		
Account Number [3]	Individual Transaction	For posting returned item transaction to Phoenix and also used as part of Description on Statement
Amount [16]	Individual Transaction	For posting to Phoenix and Statement
Bank Reference Number [16]	Individual Transaction	Equals Bank Advice Number used by Agy; Part of Description on Statement
Deposit Date [88]	Individual Transaction	Part of Description on Statement
Effective Entry Date [2]	Individual Transaction	For posting to Phoenix and Statement
Reject Reason [88]	Individual Transaction	Part of Description on Statement
Transaction Code [16]	Individual Transaction	Determines direction of transaction (Debit/Credit) - Used to build Phoenix Tran Code

Account numbers refer to Phoenix account numbers; depending on the structure chosen to support the services, this may be a different data element in a financial institution's system.

[#] = BAI File Record

**ATTACHMENT D | RFP #1120**  
**STANDARD TERMS AND CONDITIONS**

The following terms and conditions are typical of those included in State of Oregon contracts and agreements. While Treasury intends to use the selected Proposer's typical form of contract, it will generally need to be amended to include the scope of items and issues represented below at a minimum. Specific language outlined below may or may not be required, but the general terms and conditions will need to be adequately represented in the final agreement negotiated between Treasury and selected Proposer.

**1. Access to Records and Audits.**

**a. Records Maintenance.** Contractor shall maintain any records pertinent to this Agreement in such a manner as to document clearly Contractor's performance of its duties under this Agreement. Contractor shall retain and keep accessible all such [fiscal/financial] records, books, documents, papers, plans, and writings for a minimum of six (6) years, or such longer period as may be required under applicable law, following final payment and termination of this Agreement, or until the conclusion of any audit, controversy, or litigation arising out of or related to this Agreement, whichever date is later.

**b. Access.** Contractor shall permit Agency, the Oregon Secretary of State's Office, and the federal government, and their duly authorized representatives access to such [fiscal/financial] records and other books, documents, papers, plans, and examinations and audits and make excerpts and transcripts.

**2. Governing Law.**

**Choice of Law.** The laws of the State of Oregon (without giving effect to its conflicts of law principles) govern all matters arising out of or relating to this Agreement, including, without limitation, its validity, interpretation, construction, performance, and enforcement.

**3. Designation of Forum and Consent to Jurisdiction.**

**a. Designation of Forum.** Any party bringing a legal action or proceeding against any other party arising out of or relating to this Agreement shall bring the legal action or proceeding in the Circuit Court of the State of Oregon for Marion County. Each party hereby consents to the exclusive jurisdiction of such court, waives any objection to venue, and waives any claim that such forum is an inconvenient forum.

**b. Federal forum.** Notwithstanding Section 2, if a claim must be brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court for the District of Oregon. This section applies to a claim brought against the State of Oregon only to the extent Congress has appropriately abrogated the State of Oregon's sovereign immunity and is not consent by the State of Oregon to be sued in federal court. This section is also not a waiver by the State of Oregon of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

**4. Appropriation Limitation.**

**Available Funding.** The State of Oregon's payment obligations under this Agreement are conditioned upon Agency's receiving funding, appropriations, limitations, allotments, or other expenditure authority sufficient to allow Agency, in the exercise of its reasonable administrative discretion, to meet its payment obligations under this Agreement. Contractor is not entitled to receive payment under this Agreement from any part of Oregon state government other than Agency. Nothing in this Agreement is to be construed as permitting any violation of Article XI, section 7 of the Oregon Constitution or any other law regulating liabilities or monetary obligations of the State of Oregon.

**5. Tax Compliance Certification.**

By signature on this Contract for Contractor, the undersigned hereby certifies under penalty of perjury that the undersigned is authorized to act on behalf of Contractor and that Contractor is, to the best of the undersigned's knowledge, not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means a state tax imposed by ORS 320.005 to 320.150 (Amusement Device Taxes), 403.200 to 403.250 (Tax For Emergency Communications), 118 (Inheritance Tax), 314 (Income Tax), 316 (Personal Income Tax), 317 (Corporation Excise Tax), 318 (Corporation Income Tax), 321 (Timber and Forest Land Taxation) and 323 (Cigarettes And Tobacco Products) and the elderly rental assistance program under ORS 310.630 to 310.706 and any local taxes administered by the Department of Revenue under ORS 305.620.

**6. No waiver of jury trial.**

**7. No right of set-off as a remedy.**

**8. No unlimited indemnity.**