

RFP NO. SC 1801.2021.1 - ARMORED CAR PICKUP SERVICES
EXHIBIT A - SCOPE OF WORK

1. General Description

- a. Courts may order the pick-up and drop-off of bank deposits to designated banks and financial institutions, under an Agreement that may result from this RFP.
- b. Pricing for the requested services shall not exceed the prices set forth in the Agreement.
- c. Each Court may require a site visit to clarify requirements prior to finalizing the resulting Agreement.

2. Routing Schedule

- a. Proposer will be required to provide the requested services Monday through Friday from 8:00 a.m. to 5:00 p.m. Proposer will be required to accommodate changes within one week or less of notification. Such changes may include adding, deleting or moving departments or locations from the routing schedule and changes to the Court's hours of operation, as the need arises.
- b. Each participating court will indicate the specific days and hours when the requested service is to be provided in the Court's Participating Addendum. No pick-ups will be required on court or bank holidays.
- c. Successful Proposers shall not assess an additional charge if a Court fails to have one of its deposits available for pick up at the designated time, and the bag(s) are carried forward to the next business day's pick-up.
- d. If Proposer fails to pick-up a scheduled deposit, Proposer shall make a special run as requested by the Court, at no extra cost to the Court.
- e. Proposer will be required to establish procedures to ensure that all bank deposit bags are tracked, inventoried, and delivered promptly to the correct bank or financial institution as designated on the bag. Should an error occur such as incorrect delivery or loss, Proposer will be required to provide verbal notice of the error to the appropriate Court immediately upon discovery, with written notification provided within one business day.
- f. Proposer will be required to agree that pick-ups suspended by the Proposer due to an act of Force Majeure, will not be invoiced to the Court and pick-ups suspended by the Court due to an emergency will also not be invoiced.

3. Materials/Deposit Bags

- a. Proposer will be required to provide all needed supplies (supply items), including but not limited to; manifests, receipt books, deposit bags, pick up sheets, tags and forms for all locations. Materials supplied must comply with all requirements as specified by the Court's financial institution.
- b. Proposer will be required to notify the Court Project Manager and all Court contacts of any changes to supply items during the term of the Agreement prior to official use of same. Replaced supply items shall be the same quality or better than that originally proposed. Any cost incurred in changing supplies shall be borne by the Contractor.
- c. Proposer will be required to provide no less than a one month's supply of supplies at each facility for Court participating in this Agreement, prior to commencement of Work. Refill orders shall be the responsibility of each Court. Supplies shall be delivered within three business days of the request.

4. Deposit Pick-up Procedure

- a. Proposer will be required to work with each Court to determine a wait time of no less than 5 minutes for Court to provide the sealed bank deposit bag to the Contractor's carrier personnel. Proposer will work with Court to determine best parking/waiting place to ensure least amount of wait time.
- b. Proposer will be required to pick up, receive from, and/or deliver to the Court, securely sealed or locked shipments which may contain any or all the following: currency, coin, checks, securities, or other valuables. It will be the Proposer's responsibility to verify the security of the shipment and notify the Court representative if the shipment container(s) does not appear to be securely locked or sealed prior to acceptance.
- c. Proposer will be required to work with the Court and their respective law enforcement entity to determine the best location to handle the transfer of the sealed deposit bag from the Court to the Proposer's carrier personnel.
- d. Proposer will be required to provide a signed, sequentially numbered, receipt to the Court, for the deposit at the time of pickup.
- e. Proposer will be required to provide copies of deposit pick-up receipts within five business days of the request.
- f. Proposer will be required to retain the original receipt for no less than four years, as well as the ability to provide deposit tracking for the same four-year period.

- g. Proposer will be solely liable for the security and contents of the deposit/bags immediately upon receipt into Proposer's possession. Proposer's liability ceases upon receipt of signature from an authorized employee at the receiving location.

5. Deposit Drop-off Procedure

- a. Proposer will be required to strictly adhere to the deposit drop off time designated by the Court's work order. At the time of deposit delivery to the Court's financial institution, Proposer's personnel will be required to sign and retain a copy of the time stamped bank's delivery receipt(s), as proof of deposit delivery. The Court may request, and if so, the Proposer will be required to provide, a copy of the deposit bank's delivery receipt at any time within four years of the deposit pick up date at no additional cost.
- b. The Proposer will be required to ensure that the proper standard and industry specific controls are in place to prevent any tampering of bags and their contents.

6. Additional Services

- a. If requested, Proposer may provide additional services that are related to the general services provided under this Scope of Work, including but not limited to, the delivery of change to the Court locations.
- b. The Court may include its request for such additional services in the Request for Offer submitted to the Proposer. Proposer's response to the Request for Offer will include the cost, if any, for such additional service.
- c. The Participating Addendum will include the description and cost, if any, of the requested additional service.

7. Staffing

- a. Proposer will be required to provide a list of the armored car personnel, including photo identification and an original or legible certified signature for each of the Proposer's personnel authorized to pick up and sign for deposits.
- b. The Court at their discretion, reserves the right to verify Proposer's personnel's signature that the person performing the pick-up is on the Proposer's list of authorized personnel, prior to release of a deposit. Deposits shall not be released to an individual without this information on file at the pick-up location.
- c. Proposer will be required to provide an updated personnel list to the Court affected, about any new staff prior to the new staff member's arrival at the

deposit pick-up location as well as give written notice in the event of revocation of such authority.

- d. In the event that Proposer's personnel does not provide proper identification as required to the Court's staff and pick-up is refused, Proposer will be required to immediately dispatch properly credentialed staff for deposit pick-up at no additional cost.
- e. Proposer will be required to maintain a toll-free number for inquiries and customer service.
- f. Proposer will be required to appoint a dedicated senior level individual and a qualified back-up, as the Proposer's representative for the entire period of the Agreement and to act as a liaison with the Court. This representative shall be solely responsible for ensuring that the Proposer's requirements under the Agreement are met, implementing the instructions of the Court and resolving issues that may arise on a day-to-day basis during the term of the Agreement. All staffing replacements must match or exceed the qualifications and level of experience of the representatives listed in the proposal.
- g. Proposer will be required to certify that all employees, subcontractors, independent contractors assigned to work under the Agreement carry the required insurance and have successfully passed a criminal background check and drug test prior to assignment, as described in Appendix C (General Provisions) of Attachment 2 (Agreement Terms and Conditions).
- h. The Court reserves the right to review the personal background and clearances of the Proposer's assigned personnel.

8. Claims

- a. While the Courts participating under the Agreement agree to diligently attempt to substantiate and assist in establishing the identity of any property lost, damaged, or destroyed constituting part of any loss, Proposer will be required to bare sole responsibility in the event of loss from whatever cause of property in proposer's possession.
- b. Proposer's responsibility shall include payment to the Court of:
 - i. Declared value as appears on the deposit documentation.
 - ii. Costs necessary for check reconstruction, including stop payment fees, postage, labor plus any other reasonable costs in replacing checks up to \$2 million dollars per occurrence.
 - iii. The face value of checks that cannot be reconstructed.

It is understood and agreed by the parties to the Agreement that the words "reconstruct", "reconstructed", "reconstruction" shall mean the process used to identify the checks only to the extent of determining the face amount of the checks and the identity of the maker and/or the endorser of same.

- c. Cases that have not been resolved within 30 calendar days will be submitted to Proposer as a claim. All claims will include proof of loss documentation. Payment terms for claims paid by the Contractor shall be Net 10 and shall be issued to the Court for the face value of the claim. In addition, Proposer will be liable for interest payable at the most recent California State Treasurer's Office Local Agency Investment Fund interest rate on lost or mishandled funds not resolved within five business days. This interest payable sum shall be computed by the associated Court from the date of the original occurrence.
- d. Monies paid by Proposer for claims will be eligible for refund should resolution show that the Proposer was not liable for the claim.

9. Reports

a. Court Reports:

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

- Invoice Reports
- Issues Reports
- Delivery Reports

End of Exhibit