

TREASURER OF ARLINGTON COUNTY, VIRGINIA
2100 CLARENDON BOULEVARD, SUITE 201
ARLINGTON, VA 22201
(703) 228-3255

REQUEST FOR PROPOSALS

ELECTRONIC PROPOSALS (“PROPOSALS”) WILL BE RECEIVED BY THE TREASURER OF ARLINGTON COUNTY UNTIL 3:00 P.M. ON THE 14TH DAY OF JULY 2023 VIA EMAIL TO: acooke@arlingtonva.us AND ponzold@pfm.com.

BANKING SERVICES

NO RESPONSES WILL BE ACCEPTED AFTER THE PROPOSAL DUE DATE AND TIME.

Proposals will not be publicly opened.

NOTICE: ANY OFFEROR ORGANIZED AS A STOCK OR NONSTOCK CORPORATION, LIMITED LIABILITY COMPANY, BUSINESS TRUST OR LIMITED PARTNERSHIP, OR REGISTERED AS A LIMITED LIABILITY PARTNERSHIP, MUST BE AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VIRGINIA PRIOR TO SUBMITTING A PROPOSAL (REFER TO AUTHORITY TO TRANSACT BUSINESS SECTION OF THE SOLICITATION FOR FURTHER INFORMATION).

The Treasurer of Arlington County reserves the right to reject any and all Proposals, cancel this solicitation, and waive any informalities.

Treasurer of Arlington County, Virginia

Andrew Cooke
Deputy Treasurer for Accounting and Treasury Management
RFP Administrator
acooke@arlingtonva.us

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I. INTRODUCTION TO EVALUATION PROCESS

The Treasurer of Arlington County (“**County**”), Virginia (“**Treasurer**”), is soliciting Proposals from Offerors having experience and abilities in the areas identified in this solicitation (“**Offeror(s)**”). Each Proposal must contain evidence of the Offeror's qualifications in the specified areas and in other disciplines related to the proposed work. Offerors might also be required to submit profiles and resumes of the team to be assigned to the project, references, examples of similar work performed and other information that will clearly demonstrate the Offeror's relevant expertise, as specified in the solicitation.

The Treasurer will review and evaluate all written Proposals based on the criteria identified in this solicitation. Subsequent evaluations, such as selecting firms for negotiation, may include, but are not limited to, review of more detailed Proposals and/or oral presentations. Any such subsequent evaluations will be based on the same criteria.

The Treasurer reserves the right to accept or reject and to waive any informalities or irregularities in the Proposals and to contract as the best interests of the Treasurer require in order to obtain the services described in this RFP. Selection of an Offeror's Proposal does not mean that all aspects of the Proposal are acceptable to the Treasurer. The Treasurer reserves the right to negotiate terms and conditions with the selected Offeror before executing a contract.

MANDATORY REQUIREMENTS

Note that this solicitation contains qualification requirements that are mandatory for all Offerors. Refer to the Proposal Submittal Elements section of this document for details.

II. INFORMATION FOR OFFERORS

1. SOLICITATION SCHEDULE

BANKING CONSULTING SERVICES – TENTATIVE SCHEDULE

RFP ISSUANCE	MAY 22, 2023
QUESTIONS DEADLINE (1ST WINDOW)	JUNE 6, 2023
RESPONSES TO QUESTIONS (1ST WINDOW)	JUNE 13, 2023
QUESTIONS DEADLINE (2ND WINDOW)	JUNE 20, 2023
RESPONSES TO QUESTIONS (2ND WINDOW)	JUNE 27, 2023
PROPOSALS DUE	JULY 14, 2023
FINALIST PRESENTATIONS	WEEK OF AUGUST 28, 2023
CONTRACT AWARD	TBD

2. CONSULTANT

To assist with RFP evaluation efforts, the Treasurer has selected a third-party Consultant, PFM Group Consulting LLC (“**Consultant**”). The Consultant will advise the Treasurer on industry best practices regarding the proposed service delivery model and shared supplier approach, supplier selection, and other activities as needed with supplier, product, or service transition.

3. QUESTIONS AND ADDENDA

All communications relating to this solicitation must be submitted via email to acooke@arlingtonva.us as RFP Administrator and ponzold@pfm.com as the Consultant. Prior to the award of a contract resulting from this solicitation, Offerors are prohibited from contacting any Office of the Treasurer team members other than the RFP Administrator regarding this RFP.

QUESTIONS REGARDING THE ORIGINAL SOLICITATION MUST BE SUBMITTED BY JUNE 6, 2023, AT 5:00 P.M. EASTERN TIME (1ST QUESTION WINDOW) TO BE CONSIDERED FOR ADDENDUM. ALL QUESTIONS RECEIVED BY THE QUESTION DEADLINE WILL BE POSTED FOR ALL OFFERORS. THE RFP ADMINISTRATOR WILL NOT ACCEPT ANY QUESTIONS AFTER THIS DATE AND TIME.

ADDITIONAL QUESTIONS REGARDING THE ORIGINAL SOLICITATION AFTER THE ORIGINAL QUESTIONS ARE POSTED MUST BE SUBMITTED BY JUNE 20, 2023, AT 5:00 P.M. EASTERN TIME (2ND QUESTION WINDOW) TO BE CONSIDERED FOR ADDENDUM. ALL QUESTIONS RECEIVED BY THE SECOND QUESTION DEADLINE WILL BE POSTED FOR ALL OFFERORS. THE RFP ADMINISTRATOR WILL NOT ACCEPT ANY QUESTIONS AFTER THIS DATE AND TIME.

If any questions or responses require revisions to this solicitation, such revisions will be by formal Addendum only. Offerors are cautioned not to rely on any written, electronic, or oral representations made by anyone other than a written Addendum or response by the RFP Administrator.

4. SUBMISSION INSTRUCTIONS

Proposals must be submitted in a searchable electronic form to acooke@arlingtonva.us as RFP Administrator and ponzold@pfm.com as the Consultant. The Proposal can be attached to the email or available for download via a secure, hosted site.

Submissions will not be accepted after 3:00 p.m. EST on Friday, July 14, 2023.

The Proposal must be signed by an official authorized to obligate the Offeror and shall contain a statement that the Proposal is valid for the one hundred eighty (180) days immediately following the required final date and time of submission of Proposals.

No other distribution of the Proposals shall be made by the financial institution. It is the responsibility of the financial institution to assure that the Proposal is delivered prior to the deadline.

5. FINALIST PRESENTATIONS

The Treasurer intends to invite selected Offerors to meet with the evaluation team during the week of August 28, 2023.

6. OFFERORS' RESPONSIBILITY TO INVESTIGATE

Before submitting a Proposal, each Offeror must make all investigations necessary to ascertain all conditions and requirements affecting the full performance of the contract and to verify any representations made by the Treasurer upon which the Offeror will rely. No pleas of ignorance of such conditions and requirements will relieve the successful Offeror from its obligation to comply in every detail with all provisions and requirements of the contract or will be accepted as a basis for any claim for any monetary consideration on the part of the successful Offeror.

7. INTEREST IN MORE THAN ONE PROPOSAL, AND COLLUSION

Reasonable grounds for believing that an Offeror is interested in more than one Proposal for a solicitation, including both as an Offeror and as a subcontractor for another Offeror, or that collusion exists between two or more Offerors, will result in rejection of all affected Proposals. However, an individual or entity acting only as a subcontractor may be included as a subcontractor on two or more different Offerors' Proposals. Offerors rejected under the above provision may also be disqualified if they respond to a re-solicitation for the same work.

8. COMPETITIVE NEGOTIATION FOR NON-PROFESSIONAL SERVICES

This solicitation is a competitive negotiation for goods and services, as defined in the Virginia Public Procurement Act. The content of the Proposals and the identity of the Offerors are not public records until a Notice of Decision to Award has been issued. The opening of Proposals is therefore not public.

9. BID RESERVATIONS

Notwithstanding any other provisions of this RFP, the Treasurer reserves the right to award this contract to the Offeror(s) that best meet(s) the requirements of the RFP, and not necessarily to the lowest cost firm(s). Further, the Treasurer reserves the right to reject any or all offers, to award in whole or part, and to waive minor immaterial defects in offers. The Treasurer may consider, at its sole discretion, any alternative bid.

Upon receipt of the Proposals, the Treasurer will review each Offeror's response to this Request for Proposal. Failure to properly address all the items set forth below may disqualify the prospective Offeror's Proposal. The Treasurer may interview one or more proposers to further assist in the review process and will award the contract at the sole discretion of the Treasurer.

10. NOTICE OF DECISION TO AWARD

When the Treasurer has decided to award a contract(s), the Treasurer will post a notice on its website and by email to each Offeror.

11. CONTRACT NEGOTIATIONS

Negotiations may include all aspects of services and fees. After review of the Proposals, and in-person presentations, the Treasurer intends to enter into contract negotiations with the selected Offeror(s). If a contract with the selected Offeror(s) is not completed within 90 days, the Treasurer reserves the right to open negotiations with the next ranked Offeror(s).

12. AWARD OF CONTRACT

The Treasurer reserves the right to award by one or more Service Groups or as a whole, whichever is deemed most advantageous to the Treasurer's Office.

The selected Offeror(s) will be required to enter a written contract or contracts with the Treasurer in a form approved by legal counsel. This RFP and the Proposal will be incorporated into and made a part of the final contract(s). The Treasurer reserves the right to negotiate the terms and conditions of the contract(s) with the selected Offeror(s).

13. CONTRACT TERM

It is the Treasurer's intent to award the contract(s) for an initial five-year period with the option to renew it for an indefinite number of one-year periods. The decision to renew the contract(s) will be at the sole discretion of the Treasurer.

Firms must agree to fix contract fees for at least the first five (5) years. If the firm intends to revise its fee schedule after the initial period, it must give written notice to the Treasurer at least 90 days in advance of any fee change. Fees may be changed only on the contract's anniversary date. These fees are subject to negotiation and approval by the Treasurer and may not exceed the annual consumer price index-urban (CPI-U) for the most recently available 12-month trailing period.

14. TRADE SECRETS OR PROPRIETARY INFORMATION

Trade secrets or proprietary information that an Offeror submits in connection with a procurement transaction may be exempted from public disclosure under the Virginia Freedom of Information Act ("VFOIA"). However, the Offeror must invoke VFOIA protection clearly and in writing on the Proposal Form for Treasurer review. The Proposal Form must include at least the following: (1) the data or other materials sought to be protected and (2) specific reasons why the material is confidential or proprietary. It is the Offeror's sole responsibility to defend such exemptions if challenged in a court of competent jurisdiction.

15. FINANCIAL STATEMENT

If requested by the Treasurer, an Offeror must submit its most recent independent certified public accountant's audit of its finances, including the management letter and other ancillary audit components. If the audited financial statement is not available, the Offeror must submit a written statement explaining the statement's absence and provide other documents (e.g., tax returns) that enable the Treasurer to assess the Offeror's financial condition. Failure to submit a financial statement upon request will be grounds for immediate disqualification. If the financial statement is not for the identical organization submitting the offer, the Offeror must submit a written explanation of the relationship and economic

responsibility of the organization whose financial statement is provided (e.g., parent-subsidary).

The Treasurer will return the financial statement at the conclusion of the award process only upon receipt of a written request signed by an officer of the organization or the same person who signed the original Proposal Form. The Treasurer considers a non-public financial statement submitted pursuant to this paragraph to be proprietary information that is not subject to disclosure under VFOIA.

16. DEBARMENT STATUS

The Offeror must indicate on the Proposal Form whether it or any of its principals is currently debarred from submitting Proposals to the Treasurer, the County, or to any other state or political subdivision and whether the Offeror is an agent of any person or entity that is currently debarred from submitting Proposals to the Treasurer, the County, or to any other state or political subdivision. An affirmative response may be considered grounds for rejection of the Proposal.

17. CONFLICT OF INTEREST STATEMENT

The Offeror must provide a statement regarding any potential conflict of interest, with the notarized signature of a principal of the Offeror, on the form provided in this solicitation.

18. EQUIVALENT EXPERIENCE AND REFERENCES

If an Offeror is unable to meet the experience and/or reference requirements of this solicitation, the Offeror may submit a resume indicating the qualifying experience and references for previous work by the proposed project manager. The Project Manager's resume must include a description of the previous project(s) and contact information for the previous employer(s), the project owner(s), and a verifying reference, if different.

The Treasurer may request additional information and will determine whether the project manager's experience is an acceptable substitute for all or part of the experience and/or reference requirements of the solicitation.

If a contract is awarded based on documents and information submitted pursuant to this section, the Offeror may not change the named project manager for the duration of the contract unless the Treasurer approves a substitute project manager with equivalent qualifications.

19. REPLACEMENT OR AUGMENTATION OF KEY PERSONNEL OR SUBCONTRACTORS

The key personnel and subcontractors in an Offeror's Proposal are considered essential to the Offeror's qualifications and may not be replaced or substituted, nor may additional personnel or subcontractors be added, after qualification of the Offeror's Proposal unless the Treasurer approves the changes in advance in writing.

20. AUTHORITY TO TRANSACT BUSINESS

Any Offeror organized as a stock or nonstock corporation, limited liability company, business trust, limited partnership or registered as a registered limited liability partnership must be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia, or as otherwise required by law. The proper and full legal name of the entity and the identification number issued to the Offeror by the Virginia State Corporation Commission must be included on the Proposal Form. Any Offeror that is not required to be authorized to transact business in the Commonwealth must include in its Proposal a statement describing why the

Offeror is not required to be so authorized. The Treasurer may require an Offeror to provide documentation that 1) clearly identifies the complete name and legal form of the entity and 2) establishes that the entity is authorized by the State Corporation Commission to transact business in the Commonwealth of Virginia. Failure of an Offeror to provide such documentation will be a ground for rejection of the Proposal or cancellation of any award. For further information refer to the Commonwealth of Virginia State Corporation Commission website at: www.scc.virginia.gov.

21. EXCEPTIONS TO TERMS AND CONDITIONS

The attached draft Contract Terms and Conditions contain a number of mandatory terms, which are marked with an asterisk. Those terms are not negotiable. If an Offeror objects to a mandatory term, the Treasurer will consider the Proposal non-responsive.

The Offeror must state whether it requests revisions to any of the remaining, non-mandatory terms and, if so, must explain the reason for the request(s) and propose alternative language. An Offeror who does not request a revision in its Proposal may not object or request revisions to any contract terms during the negotiation process.

The Treasurer will review any request for revisions to non-mandatory terms after the selection of finalists for negotiation. Such requests will not factor into the evaluation of Proposals.

22. INSURANCE REQUIREMENTS

Each Offeror must be able to demonstrate proof of the specific coverage requirements and limits applicable to this solicitation. If the Offeror is not able to do so, it may propose alternate insurance coverage in its exceptions to the Terms and Conditions.

23. ARLINGTON COUNTY BUSINESS LICENSES

The successful Offeror must comply with the provisions of Chapter 11 (“**Licenses**”) of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this solicitation, contact the County Business License Division, Office of the Commissioner of the Revenue, at 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, tel. (703) 228-3060, or e-mail business@arlingtonva.us.

24. ESTIMATED QUANTITIES/NON-EXCLUSIVITY OF CONTRACTOR

The contract that will result from this solicitation will not obligate the Treasurer to purchase a specific quantity of items or services during the Contract Term. Any quantities that are included in the contract documents are the present expectations of the Treasurer for the period of the contract, and the Treasurer is under no obligation to buy that, or any, amount due to having provided this estimate or of having had any normal or otherwise measurable requirement in the past. The Treasurer may require more goods and/or services than the estimated annual amount, and any such additional quantities will not give rise to any claim for compensation other than at the unit prices and/or rates specified in the contract.

The items or services covered by this contract may be or become available under other Treasurer or County contract(s), and the Treasurer may determine that it is in its best interest to procure the items or services through such other contract(s). The Treasurer does not guarantee that the selected contractor will be the exclusive provider of the goods or services covered by the resulting contract.

25. RIDER CLAUSE

A. Extension to Other Jurisdictions

The Treasurer extends the resultant contract(s), including pricing, terms and conditions, to all public entities under the jurisdiction of the United States of America and its territories.

B. Inclusion of Governmental & Nonprofit Participants

Eligible entities include but are not limited to private schools, parochial schools, non-public schools such as charter schools, special districts, intermediate units, non-profit agencies providing services on behalf of government, and/or state, community and/or private colleges/universities.

C. Notification and Reporting

The contractor must notify the issuing jurisdiction of entities that use any contract resulting from this solicitation and to provide usage information as requested. The contractor will provide a copy of the solicitation and resultant contract documents to any requesting jurisdiction or entity.

D. Contract Agreement

The contractor may be required by a using jurisdiction to enter a separate contract containing general terms and conditions unique to that jurisdiction.

26. ELECTRONIC SIGNATURE

If awarded, the Offeror may be required to accept an agreement and sign electronically through the Treasurer's e-signature solution, DocuSign.

III. INTRODUCTION TO REQUEST FOR PROPOSAL FOR BANKING CONSULTING SERVICES

INTRODUCTION TO ARLINGTON COUNTY, VIRGINIA

Arlington County is located on the south bank of the Potomac River directly across from Washington, D.C., and is bordered by Fairfax County and the City of Falls Church to the northwest, west and southwest, while the City of Alexandria is southeast of the county.

Part of the original 10-mile square parcel of land surveyed in 1791 to be part of the nation's capital, Arlington County is the smallest self-governing county in the United States at 26 square miles which includes almost two square miles under the control of the federal government. Arlington County operates a unitary form of government exercising both city and county functions. There are no cities or towns within Arlington County.

With approximately 235,000 residents and next to the nation's capital, Arlington County is a dynamic economic hub surrounded by history, culture, and nature. A unique, diverse, and inclusive community, school children in Arlington Public Schools come from over 140 countries and speak approximately 115 languages. Arlington County offers an educated workforce with 75% of the population having a four-year degree and over 40% with advanced degrees.

Governed by a five-member County Board, the members are elected at-large for staggered four-year terms. The County Board is the legislative and policy making body; it also appoints the County Manager who serves as the chief executive and administrative officer. The County Manager serves at the direction of the Board, implements the Board's policies, directs business and administrative procedures, and appoints department directors. The County Board also appoints the Clerk of the Board, the County Auditor, and the County Attorney.

Arlington County is also financially accountable for a legally separate school system, Arlington Public Schools, which is separately reported as a discrete, component unit within the County's financial statements. The School Board has no taxing authority or authority to issue debt and receives its spending authority from the County Board.

In addition to the County and School Boards, there are five elected "Constitutional Officers." These are the Treasurer, Commissioner of Revenue, Sheriff, Commonwealth's Attorney and Clerk of the Circuit Court. All constitutional officers serve four-year terms, except for the Clerk of the Court who serves an eight-year term.

INTRODUCTION TO THE TREASURER'S OFFICE

As specified in the Code of Virginia, the role of the Treasurer is to collect state and local taxes and other revenues, to invest and safeguard the funds, to disburse the funds as directed by the County Board, and to pursue collection of delinquent taxes. The three primary divisions of the Treasurer's Office are Accounting & Treasury Management, Operations, and Compliance. These divisions are supported by the Administrative, Litigation, and Technology teams.

The Treasurer's Office is the primary fiduciary and contracting party for Arlington County and Arlington County Public Schools bank and non-bank financial services per the Code of Virginia. All County bank accounts are opened and managed by the Treasurer's Office. The Treasurer's Office, in coordination with the County's Department of Management and Finance, establishes and publishes the County's banking, cash management, payments, investment, and custody policies. The Treasurer's Office oversees and manages

balance levels at County operating banks, invests excess cash, and acquires cash management and payment services on behalf of other County departments.

The voters of Arlington elect the Arlington County Treasurer; and, like the County Board, the Treasurer reports directly to the public as elected official. The current Treasurer, Carla de la Pava, was first elected on November 4, 2014. Prior to being elected Treasurer, Carla served as Chief Deputy Treasurer for six years, managing all aspects of the Treasurer’s Office, including the installation of a new payment portal (CAPP), technology solution to improve customer service, and the expansion of debt collections through court action, which brought in over \$13 million in delinquent taxes and debt owed to Arlington County.

BACKGROUND/PURPOSE OF SOLICITATION

The Treasurer seeks proposals from qualified Offerors to supply comprehensive banking services.

The Treasurer currently contracts with multiple contractors to supply banking and related services for the collection, disbursement, and management of funds. The Treasurer is using this procurement to find Offerors to provide the services included in the following Scope of Services.

The Treasurer intends to select one or more Offerors to supply the required services (“**Required Services**”). To facilitate the evaluation of Proposals, the services have been divided into three (3) Services Groups listed below.

- Service Group 1 General Banking Services
- Service Group 2 Lockbox Processing Services
- Service Group 3 Integrated Payables Services

Offerors may propose to supply **one or more** of these services. It is possible that awards to multiple Offerors will be made. The Treasurer’s Office may, in its sole discretion, decide that combining awards for two or more Service Groups is in its best interest. The Treasurer’s Office will consider Offerors’ ability to supply each of the Service Groups independently but also any cost or operational benefits to the Treasurer’s Office of awarding multiple services to a single Offeror.

The Offeror awarded a Service Group may be required to collaborate with other Offerors awarded other Service Groups in areas that are adjacent to their services.

IV. SCOPE OF SERVICES

1. SERVICE GROUP 1: GENERAL BANKING SERVICES

A. General Requirements

The Offeror awarded the contract for Service Group 1 will be the County's, Arlington County Public Schools' ("APS") and the Arlington County Employees' Retirement System's ("Retirement") primary cash management partner. This Offeror will process deposits, handle payroll and accounts payable disbursements, and be the central point for cash management. For reference, the County, APS, and Retirement are separate entities with unique tax EINs.

Additionally, the Offeror may be selected by the four other Arlington County Constitutional Offices at their option to supply banking services under the same terms and conditions as the Treasurer's Office and APS, (collectively the "County Entities").

The "Requirements" include:

1. Be designated as a Qualified Public Depository as specified in the Virginia Security for Public Deposits Act, Chapter 44, Title 2.2,
2. Be "Well Capitalized" as defined by the Federal Deposit Insurance Corporation ("FDIC"),
3. Maintain at least one deposit-taking branch within the limits of Arlington County,
4. Establish demand deposit accounts to meet the banking requirements of the County Entities,
5. Offer ZBA cash concentration services,
6. Provide an overnight investment sweep or interest-bearing account for all balances,
7. Comply with all applicable federal and state regulations regarding the provision of the proposed services, and
8. Supply a primary relationship manager and dedicated customer support team.

B. Deposit Services

The County collects approximately 9,870 checks per month. Of these checks, 6,800 checks are processed through the Treasurer's Office third-party lockbox provider and deposited at the bank via image cash letter ("ICL"). For the remaining checks, 2,800 are processed using remote deposit capture ("RDC"), 190 are processed and deposited through a separate banking partner who supplies wholesale lockbox services, and 80 are delivered to a branch or vault location for processing.

APS collects approximately 1,400 checks per month. Of these checks 800 are processed using RDC and 600 are delivered to a branch for processing.

Remote Deposit Capture – For checks processed by RDC, County Entities use the scanners provided in the tables below.

County-wide

Scanner Model	Number of Scanners
Canon CR190i	2
Canon CR190i II	10
TellerScan TS240 100DPM	8

TellerScan TS240 50DPM	4
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APS

Scanner Model	Number of Scanners
Digital Check TS240-50IJ	24
Panini VX50.1.FF.IJ	2

Cash Deposits – The County Entities deposit approximately \$569,000 in coin/currency per month. This volume includes \$532,000 processed through smart safes, \$33,000 deposited at branch locations, and \$4,000 deposited at a vault location. Additionally, the County deposits approximately 65 coin bags (1 standard and 64 nonstandard) per month, totaling approximately \$20,000 per month for parking. The Treasurer’s Office contracts with Loomis to supply armored carrier and smart safe services. There are currently five (5) locations in the County that process currency through a smart safe. The Treasurer’s Office requires deposit reconciliation services to track deposits by location.

APS deposits approximately \$99,000 in coin/currency per month at various branch locations across the County.

Currency Requirements – The Treasurer’s Office orders approximately \$19,000 of cash or currency per month through the branch/vault.

APS orders approximately \$550 of cash or currency per month through the branch.

Required Services include:

1. Process the deposit of ICL files provided by the third-party lockbox provider (*assuming the Offeror is not awarded Service Group 2: Lockbox Processing Services or the Treasurer’s Office does not move away from the existing third-party provider for lockbox processing services*),
2. Process the deposit of checks by RDC or through a branch/vault location,
3. Process the deposit of coin and currency transmitted by smart safes or through the branch/vault,
4. Fulfill orders for currency and coin through the branch/vault,
5. Supply deposit reconciliation services, and
6. Supply online access to deposited item images.

C. Check Disbursements

Across the County Entities there are approximately 5,400 checks per month for accounts payable, APS Payroll and other disbursement needs. Accounts payable checks are issued every Tuesday and Thursday for the County and every Friday for APS. Retirement disburses approximately 15 checks per month for payables or other disbursement needs. Payee positive pay service is set up on all check writing accounts and check block service is set up on all non-check writing accounts.

Positive pay files are generated and transferred via secure file transmission protocols (SFTP) to the bank and uploaded via the bank’s online portal for a minimal amount of manually (in-house) produced checks.

Required Services include:

1. Provide positive pay with payee validation services with SFTP transmission of check details,
2. Provide online positive pay exception item review and decisioning,
3. Provide check block services on all non-check writing accounts,
4. Provide online stop payment services,
5. Provide electronic archival of cleared checks (images of front and back), and
6. Provide online access to cashed check images.

D. Outsourced Check Printing Services

Although there are minimal manual checks written, primarily the County uses outsourced check printing through the incumbent banking partner for most of the check volume. Semi-weekly, 5-20 checks are delivered overnight to the Department of Health Services (“**DHS**”). Checks printed and mailed by the selected Offeror must include positive pay protection with payee validation.

Required Services include:

1. Accept electronic transmittal of payment details and remittance information,
2. Print checks in the prescribed format along with detailed remittance advices in conformance with industry standards,
3. Confirm data received against control totals before proceeding with check printing,
4. Send an electronic print reconciliation report with counts, amounts, and statistics pertinent to the processed data after the completion of each production run,
5. Supply management reports for reconciliation, control, and information purposes, as required,
6. Process and prepare (fold, insert, and meter) all mailings with correct postage rates for all outgoing USPS mail following USPS requirements for mailings, and
7. Regularly sample checks for MICR line testing to ensure conformity with ANSI standards.

E. Electronic Transfer of Funds

ACH Transactions – Combined, the County Entities initiate approximately 50,500 ACH transactions per month. Most ACH transactions are transmitted to the bank via SFTP. ACH activity includes the initiation of ACH credits for payroll, accounts payable, and other disbursement needs. Combined the County Entities receive approximately 2,300 incoming ACH credits/debits per month.

Separately, Retirement initiates approximately 4,400 ACH transactions per month. ACH transactions are transmitted to the bank via manual upload through the bank’s online portal. Retirement receives approximately 16 ACH credits/debits per month.

Accounts Payable – The County sends a daily ACH file for accounts payable. The largest single accounts payable ACH file can be over \$6 million.

APS sends its accounts payable ACH file for processing every Friday. The ACH file is typically less than \$1 million but has been as high as \$9.4 million.

The Treasurer’s Office is interested in implementing Account Validation Services (“**AVS**”) as an added protection against fraud related to electronic payments.

Payroll – The County has approximately 4,000 employees on a bi-weekly payroll cycle (26 pay periods annually). All County employees are on direct deposit. The payroll file is sent on Wednesday for payment on Friday and is approximately \$10 million.

APS has approximately 6,200 employees on a semi-monthly payroll cycle (24 pay periods annually). APS employees are paid on the 15th and the last day of each month. Most APS employees are on direct deposit. The payroll file is sent two days in advance of payment and is approximately \$11.5 million.

Retirement – Retirement has approximately 4,300 retirees paid each month (12 pay periods annually). Retirees are paid on the last banking day of each month, and the file is sent two days prior. The file is approximately \$11 million.

E-Lockbox – The Treasurer’s Office currently uses an electronic lockbox (“**e-lockbox**”) service to consolidate consumer bill payments. After sub-aggregation through Fiserv and others, the Treasurer’s Office receives approximately 85 e-lockbox payments per month.

Incoming/Outgoing Wires – The Treasurer’s Office initiates approximately fifty (50) domestic wires per month. The Treasurer’s Office receives approximately thirty-three (33) incoming domestic wires and four (4) drawdown wires per month. Retirement receives approximately nine (9) incoming domestic wires per year.

Required Services include:

1. Initiate ACH transactions using secure file transmission protocols,
2. Establish an ACH daily credit exposure limit to meet the needs of the County Entities so that prefunding of ACH transactions is not required,
3. Provide ACH debit blocking and filtering services,
4. Provide a secure electronic method for wiring funds, and
5. Provide an e-lockbox solution.

F. Reporting

The Treasurer’s Office requires access to daily reports of balances and transaction information, including current day and prior day reporting of ledger balances, available balance, and summary and details of credits/debits posted. Approximately 125 employees between the County Entities have access to the bank’s online reporting platform. Four (4) of these employees have full administrative access.

There are approximately 60 APS employees that have access to a separate instance of the bank’s online reporting platform. Three (3) of these employees have full administrative access.

The County currently uses Oracle E-Business Suite v 12.2.9 as its ERP system. APS currently uses Oracle E-Business Suite v 12.1.3 as its ERP system. Both the County and APS will be upgrading their ERP systems to Oracle Cloud with a go-live target in the second half of 2024.

Required Services include:

1. Provide balance reporting services through the bank’s online portal,

2. Allow approximately 185 County Entity employees with various levels of authorization to access the firm’s online reporting system,
3. Provide daily download of DDA activity and balances in BAI format,
4. Provide current day and prior day reporting,
5. Provide account reconciliation services for disbursements,
6. Provide online monthly activity statements and reports for all accounts by the third business day of the following month, and
7. Provide a detailed monthly account analysis statement for each individual account and a consolidated statement showing charges for all account services.

G. Bank Balances

Over the last 12 months, the Treasurer’s Office has kept an average of \$20 million between bank deposits and an overnight money market sweep offered through the incumbents. The amount held at the bank will depend on the rate paid by the bank compared to other liquid alternatives and security of deposit/investment options. The Treasurer’s Office does not guarantee that it will hold any minimal account balances at the selected firm. The Treasurer’s Office will consider using an overnight sweep and/or interest-bearing accounts. A few housing grant related accounts are required to be interest bearing.

Required Services include:

1. Provide a competitive earnings credit rate for uninvested balances,
2. Provide an overnight investment service (sweep) and/or interest-bearing account for excess cash balances in the demand deposit accounts, and
3. Collateralize all collected balances, in excess of balances insured by the FDIC, as per the collateral requirements of the Virginia Security for Public Deposits Act.

2. SERVICE GROUP 2: LOCKBOX PROCESSING SERVICES

The County Entities use eight (8) lockboxes to process checks and/or documents from various sources. A non-bank lockbox provider is used to process payments and generate ICL files for eight (8) of these lockboxes. Summaries of the existing lockboxes are supplied below:

Lockbox #1 – Utilities	
Purpose	Collection of Utility payments
Lockbox Type	<input type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Wholetail
Annual Collections (Dollars Processed)	\$103 million
Annual Volume Received (Transactions Received)	35,800

Standard Remittance Documents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Items Scanned	<input type="checkbox"/> Envelope <input checked="" type="checkbox"/> Check <input checked="" type="checkbox"/> Remittance Document <input type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Lockbox #2 – Parking Tickets	
Purpose	Collection of Parking Ticket payments
Lockbox Type	<input type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Wholetail
Annual Collections (Dollars Processed)	\$300,000
Annual Volume Received (Transactions Received)	4,200
Standard Remittance Documents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Items Scanned	<input type="checkbox"/> Envelope <input checked="" type="checkbox"/> Check <input checked="" type="checkbox"/> Remittance Document <input type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Lockbox #3 – Taxes	
Purpose	Collection of Tax payments
Lockbox Type	<input type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Wholetail
Annual Collections (Dollars Processed)	\$82 million
Annual Volume Received (Transactions Received)	22,900

Standard Remittance Documents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Items Scanned	<input checked="" type="checkbox"/> Envelope <input checked="" type="checkbox"/> Check <input checked="" type="checkbox"/> Remittance Document <input type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Lockbox #4 – Delinquents	
Purpose	Collection of Delinquent payments
Lockbox Type	<input type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Wholetail
Annual Collections (Dollars Processed)	\$4 million
Annual Volume Received (Transactions Received)	4,800
Standard Remittance Documents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Items Scanned	<input checked="" type="checkbox"/> Envelope <input checked="" type="checkbox"/> Check <input checked="" type="checkbox"/> Remittance Document <input type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Lockbox #5 – Commissioner of Revenue	
Purpose	Collection of payments and filing documents from short-term rentals, business licenses, transient taxes, meal taxes, and cigarette taxes, as well as DMV letter responses and decal payments.
Lockbox Type	<input type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Wholetail

Annual Collections (Dollars Processed)	\$12 million
Annual Volume Received (Transactions Received)	3,600
Standard Remittance Documents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Items Scanned	<input checked="" type="checkbox"/> Envelope <input checked="" type="checkbox"/> Check <input checked="" type="checkbox"/> Remittance Document <input checked="" type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Lockbox #6 – Real Estate	
Purpose	Collection of Real Estate Assessment Forms
Lockbox Type	<input checked="" type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input type="checkbox"/> Wholetail
Annual Collections (Dollars Processed)	N/A
Annual Volume Received (Transactions Received)	2,300 documents
Standard Remittance Documents	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Items Scanned	<input type="checkbox"/> Envelope <input type="checkbox"/> Check <input type="checkbox"/> Remittance Document <input checked="" type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A

Lockbox #7 – Parking Permits	
Purpose	Collection of Parking Permit Applications and payments

Lockbox Type	<input type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Wholetail
Annual Collections (Dollars Processed)	\$120,000
Annual Volume Received (Transactions Received)	100
Standard Remittance Documents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Items Scanned	<input type="checkbox"/> Envelope <input checked="" type="checkbox"/> Check <input checked="" type="checkbox"/> Remittance Document <input type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Lockbox #8 – Solid Waste	
Purpose	Collection of Recycling Fee
Lockbox Type	<input type="checkbox"/> Wholesale <input type="checkbox"/> Retail <input checked="" type="checkbox"/> Wholetail
Annual Collections (Dollars Processed)	\$190,000
Annual Volume Received (Transactions Received)	2,000
Standard Remittance Documents	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Items Scanned	<input type="checkbox"/> Envelope <input checked="" type="checkbox"/> Check <input checked="" type="checkbox"/> Remittance Document <input type="checkbox"/> Correspondence
Images Available Online	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Payment Data Transmitted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Each payment stream is currently being directed to a separate P.O. Box located in Merrifield, Virginia. It is preferred, but not required, for payments to be directed to a P.O. Box located in the Commonwealth of Virginia.

Currently, any correspondence mailed to the lockboxes is shipped back to the Treasurer’s Office. The Treasurer’s Office is interested in having its lockbox provider scan the correspondence to be made available online. The Treasurer’s Office would prefer to be notified when correspondence is available to view in the online portal.

The Treasurer’s Office requires the lockbox provider to capture and transmit images of items received in the lockbox to the OnBase Enterprise Information Platform.

Exception items are currently sent to the Treasurer’s Office for final processing. To reduce the number of exceptions physically returned, the Treasurer’s Office would like to explore the use of online review and decisioning for exception items.

Sample remittance documents for the payments received in the lockboxes above can be found in Attachment B.

Required Services include:

- 1. Provide a lockbox solution for the County Entities’ payment processing and document collection needs,
- 2. Process all payments and documents sent to a P.O. Box, including payments and documents that may require some data entry,
- 3. Provide an image transmission to OnBase and online access to images of processed items, remittance documents and other forms/documents,
- 4. Provide online reporting and download of transaction detail and summary, including account numbers and payment amounts, and
- 5. Provide online exception item review and correction.

3. SERVICE GROUP 3: INTEGRATED PAYABLES SERVICES

The County is interested in exploring an integrated payables platform to pay vendors by virtual card or ACH. During the last calendar year, the annual accounts payable spend was \$551.1 million. Below is a summary of accounts payable spend by payment type.

Payment Type	Annual Dollar Volume
ACH	\$459.1 million
Check	\$92.0 million
Total	\$551.1 million

APS maintains a small integrated payables program to processes payments to vendors via ACH. APS would be interested in expanding the use of this type of program. Below is a summary of accounts payable by payment type for APS.

Payment Type	Annual Dollar Volume
ACH	\$28.5 million
Check	\$91.4 million
Total	\$119.9 million

Separate AP vendor files for the County and APS will be provided to the firms invited for finalist presentations.

Information Purposes Only:

The County is not procuring purchasing card services through this RFP but is interested to learn more about the Offerors' purchasing card programs. The County uses a one-card solution for its purchasing card and travel card programs. The County spends approximately \$4.0 million annually. Of this spend, approximately \$87,000 classified as large ticket spend. The average transaction size was approximately \$250. The purchasing card program has approximately 450 cards in circulation, and 92% of the cards are active. The purchasing cards are mostly used for office supplies. There is also a separate fleet card program.

APS is not procuring purchasing card services through this RFP but is interested to learn more about the Offerors' purchasing card programs. APS uses a separate one-card program for purchasing and travel cards. APS spends approximately \$4.0 million annually. Of this spend, approximately \$14,500 classified as large ticket spend. The average transaction size was approximately \$190. The purchasing card program has approximately 370 cards in circulation. There is also a separate fleet card program

Required Services include:

1. Work with the County Entities to convert suppliers that currently receive checks to payment by virtual card or ACH,
2. Electronically transmit remittance information to vendors for payments,
3. Provide an online 24/7 system to review detailed transactions,
4. Provide detailed online reporting services, and
5. Pay a rebate to Arlington County and APS on virtual card spend.

V. INFORMATION REQUESTED

1. QUALIFICATIONS & EXPERIENCE

(All firms must respond to this section)

- A. Provide a general overview and brief history of your organization, including parent and/or subsidiary companies and number of employees.
- B. Describe the experience of the firm in providing similar services for governmental entities.
- C. Complete the following table with current credit ratings by Standard & Poor’s Rating Services, Moody’s Investor Services, and Fitch Ratings. If the firm is not rated by these rating organizations, provide other evidence of the firm’s financial strength.

Firm / Bank	Standard & Poor’s Rating	Moody’s Investor Services	Fitch Ratings
Short-Term Unsecured Senior Debt			
Long-Term Unsecured Senior Debt			
Bank Holding Company	Standard & Poor’s Rating	Moody’s Investor Services	Fitch Ratings
Short-Term Unsecured Senior Debt			
Long-Term Unsecured Senior Debt			

- D. Discuss the firm’s current capital structure, adequacy, and coverage. 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: _____
- E. Include an **electronic copy** of the most recent audited annual financial statements.
- F. Provide a statement indicating the CRA rating and performance evaluation published by the respective Federal financial supervisory agency, including overall CRA rating as well as CRA rating for primary rating area that encompasses the County.
- G. Provide the firm’s current ESG ratings from Sustainalytics, MSCI, Moody’s, and any additional ESG rating organizations. If the firm is not rated by any of these rating organizations, provide other evidence of the firm’s ESG standing.
 - a. Provide the ESG rating scales for each ESG rating organization provided in the response above.

2. SERVICE GROUP 1: GENERAL BANKING SERVICES

(Only firms proposing for Service Group 1 should respond to this section.)

A. Confirm that the firm can meet all the Requirements and all the Required Services listed in Section IV.1: Service Group 1: General Banking Services.

B. Key Proposed Personnel

a. Provide the name, title, address, phone number, and email address of the primary contact person(s) assigned to this account.

	Relationship Manager / Product Specialist	Routine (Day-to-Day) Requests – Individual and/or Department
Name		
Title		
Address		
Phone Number		
Email Address		

b. Name the individuals who will collaborate with the Treasurer’s Office team on a regular basis. Information must include:

Name	Proposed Role	Location	# Years’ Experience with other Government Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For

c. Describe the firm's policy for changing the primary contact person on an account at the firm's discretion.

d. After the initial transition, how often will the primary relationship manager attend on-site meetings with the Treasurer’s Office team? Describe a typical meeting agenda for this on-site meeting.

C. Customer Service

- a. For routine day-to-day transactions, will the firm assign a specific customer service representative, or will a customer service department be assigned?
 - i. If a specific representative is assigned, provide biographical information for the individual that will be assigned to the Treasurer’s Office’s account.
 - ii. If a customer service department is assigned, describe how the individuals responding to Treasurer’s Office issues will be apprised of the Treasurer’s Office’s account history and needs.
 - iii. If the Treasurer’s Office calls with issues, how are these issues tracked and reported?
- b. What are the hours of operation of the customer service unit involved in supporting the proposed services?
- c. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can’t be resolved?
- d. How will the Treasurer's Office be apprised of known upgrades or maintenance that result in downtime or service interruptions?

D. IT Resources

- a. Will the firm provide a dedicated IT liaison to work on set-up, file transfer, testing, and troubleshooting/issue resolution?
- b. During what hours is technical support available (specify time zones)?

E. Physical Deposit Processing

- a. For each of the County Entity locations listed below, complete the table with the number of **full-service** branches the firm has within 3 miles and the address of the closest branch.

Location	# of Full-Service Branches Within 3 Miles	Address of Closest Full-Service Branch
<i>County</i>		
Courthouse Plaza (HQ) (Smart Safe Location) 2100 Clarendon Blvd, Arlington, VA 22201		
Arlington County Mill Community Center 909 S Dinwiddie St, Arlington, VA 22204		
Arlington County Police Department (Smart Safe Location) 1425 N. Courthouse Road, Arlington, VA 22201		
Barcroft Sport & Fitness Center 4200 S Four Mile Run Dr, Arlington, VA 22206		
Charles Drew Community Center 3500 23rd St S, Arlington, VA 22206		

Fairlington Community Center 3308 S Stafford St, Arlington, VA 22206		
Fort CF Smith (Hendry House) 2411 24th St N, Arlington, VA 22207		
Gulf Branch Nature Center 3608 Military Rd, Arlington, VA 22207		
Gunston Community Center 2700 S Lang St, Arlington, VA 22206		
Langston-Brown Community Center 2121 N Culpeper St, Arlington, VA 22207		
Long Branch Nature Center 625 S Carlin Springs Rd, Arlington, VA 22204		
Long Bridge Aquatic & Community Center (Smart Safe Location) 333 Long Bridge Drive, Arlington, VA 22202		
Lubber Run Community Center (Smart Safe Location) 300 N Park Dr, Arlington, VA 22203		
Maddison Community Center 3829 N Stafford St, Arlington, VA 22207		
Thomas Jefferson Community Center (Smart Safe Location) 3501 2nd St S, Arlington, VA 22204		
Trades Operations Building 2700 S. Taylor St., Arlington, VA 22206		
Walter Reed Community Center 2909 16th St S, Arlington, VA 22204		
APS		
Abingdon Elementary School 3035 South Abingdon St., Arlington, VA 22206		
Arlington Career Center 816 Walter Reed Dr, Arlington, VA 22204		
Arlington Community High School 800 S. Walter Reed Dr., Arlington, VA 22203		
Arlington Science Focus Elementary School 1501 N. Lincoln St., Arlington, VA 22201		
Arlington Traditional Elementary School 1030 N. McKinley Road, Arlington, VA 22205		
Ashlawn Elementary School 5950 8 th Rd. N., Arlington, VA 22205		
Barcroft Elementary School 625 S. Wakefield Street, Arlington, VA 22204		
K.W. Barrett Elementary School 4401 N. Henderson Rd., Arlington, VA 22203		
Campbell Elementary School 737 S. Carlin Springs Rd., Arlington, VA 22204		
Cardinal Elementary School (formerly McKinley) 1644 N. McKinley Road, Arlington, VA 22205		

Carlin Springs Elementary 5995 5 th Road S., Arlington, VA 22204		
Claremont Immersion Elementary School 4700 S. Chesterfield Road, Arlington, VA 22206		
Discovery Elementary School 5241 North 36 th Street, Arlington, VA 22207		
Dorothy Hamm Middle School 4100 Vacation Lane, Arlington, VA 22207		
Dr. Charles R. Drew Elementary School 3500 South 23 rd Street, Arlington, VA 22206		
Alice West Fleet Elementary School 115 South Old Glebe Road, Arlington, VA 22204		
Glebe Elementary School 1770 N. Glebe Rd., Arlington, VA 22207		
Gunston Middle School 2700 S Lang St, Arlington, VA 22206		
H-B Woodlawn Secondary Program 1601 Wilson Boulevard, Arlington, VA 22209		
Hoffman-Boston Elementary School 1415 S. Queen Street, Arlington, VA 22204		
Innovation Elementary School 2300 Key Blvd., Arlington, VA 22201		
Jamestown Elementary School 3700 N. Delaware Street, Arlington, VA 22207		
Jefferson Middle School 125 S Old Glebe Rd, Arlington, VA 22204		
Kenmore Middle School 200 S. Carlin Springs Rd, Arlington, VA 22204		
Escuela Key Elementary School 855 North Edison Street, Arlington, VA 22205		
Langston High School Continuation Program 2121 N Culpeper, Arlington, VA 22207		
Long Branch Elementary School 33 N. Fillmore Street, Arlington, VA 22201		
Montessori Public School of Arlington 701 S. Highland St., Arlington, VA 22204		
New Directions Alternative Program 2121 North Culpepper St, Arlington, VA 22207		
Nottingham Elementary School 5900 Little Falls Road, Arlington, VA 22207		
Oakridge Elementary School 1414 24 th Street, South, Arlington, VA 22202		
Randolph Elementary School 1306 S. Quincy St., Arlington, VA 22204		
Eunice Kennedy Shriver Program (formerly Stratford) 1601 Wilson Blvd., Arlington, VA 22209		
Swanson Middle School		

5800 Washington Blvd, Arlington, VA 22205		
Taylor Elementary School 2600 N. Stuart St., Arlington, VA 22207		
Tuckahoe Elementary School 6550 N. 26th St., Arlington, VA 22213		
Wakefield High School 1325 S. Dinwiddie St., Arlington, VA 22206		
Washington-Liberty High School 1301 N Stafford St, Arlington, VA 22201		
Williamsburg Middle School 3600 N Harrison St, Arlington, VA 22207		
Yorktown High School 5200 Yorktown Blvd., Arlington, VA 22207		

- b. Can deposits be made into the firm’s ATMs? If so, are there any limitations?
- c. Branch Deposits
 - i. What is the ledger cutoff time for deposits made to branch locations?
 - ii. What type of deposit bags does the firm allow/require?
 - iii. Are there any restrictions on the amount of loose and/or rolled coin deposited at a branch location?
 - iv. Are branch deposits immediately verified? If not, when does verification take place?
 - v. If the firm corrects a branch deposit, how will the Treasurer’s Office be informed of this change (i.e., phone call, online notification, fax, e-mail)?
- d. Vault Processing/Smart Safes
 - i. Describe the firm’s experience processing deposits transmitted to the bank through Loomis’ smart safe service.
 - ii. When depositing funds to a smart safe, are currency deposits credited to the bank account(s) on a same-day basis? What is the ledger cutoff for same-day credit?
 - iii. Which vault location are you proposing the Treasurer’s Office use for deposits managed by Loomis?
 - iv. Do you own the vault? If not, provide information about the vault operator (i.e., name, number of years of partnership, etc.).
 - v. Will this vault location handle both cash and checks?
 - vi. What is the ledger cutoff time for deposits at the vault deposit location?
 - vii. If the firm corrects a vault deposit, how will the Treasurer’s Office be informed of this change (i.e., phone call, online notification, fax, e-mail)?

- viii. Are deliveries of change and currency orders available via the armored carrier? If so, explain the timelines and procedures for placing change and currency order requests. If not, explain procedures for acquiring change and currency.
- ix. Can bank supplies (i.e., deposit bags and deposit tickets) be ordered through your firm? Does the firm charge a fee for these supplies? If so, is the fee a pass-through charge, or is there a mark-up?

F. Reconciliation Services

- a. Describe the firm’s deposit reconciliation services.
- b. What are the specifications for assigning unique deposit identification numbers (i.e., maximum number of digits, numeric-only, etc.)?
- c. Are daily deposit totals reported by each location separately?
- d. On what online reports can the deposit identification number be found?

G. Branch Services

- a. Will a check cashing agreement be required when a non-account holder cashes a County Entity check drawn from an account held with your firm at the firm’s branch location? If yes, include a copy.
- b. Is the firm willing to cash these checks drawn from an account held with your firm at no charge to the County Entities or the presenter?

H. Remote Deposit Capture (“RDC”)

- a. Describe the firm’s ability to process checks by RDC.
- b. Are the County Entities’ existing RDC terminals (provided below) compatible with your system?

	Yes / No
Canon CR190i	
Canon CR190i II	
Digital Check TS240-50IJ	
Panini VX50.1.FF.IJ	
TellerScan TS240	

- c. If the Treasurer’s Office needs replacement or additional RDC equipment, what equipment would the firm recommend? Provide the cost of the recommended equipment.
- d. Does the firm verify that an item hasn’t been previously deposited? If so, for how many prior days does duplicate detection service check?

- e. How does a user select which account an RDC deposit will be made into (i.e., drop down menu, key entering account number, other)?
 - f. Is there a limit on the number of checks that can be contained in a single deposit? How many checks would you recommend being processed in a single deposit?
 - g. What is the ledger cutoff time for items processed by RDC to receive same-day ledger credit?
 - h. 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?
 - i. How and when will items not meeting acceptable image quality standards be alerted to the user?
 - j. How will the Treasurer's Office be notified of deposit adjustments for RDC items? Will the Treasurer's Office receive a copy of the check image when there is a deposit adjustment?
 - k. For how long are electronic check images of items deposited by RDC stored and available for viewing on the firm's website?
 - l. Are deposit reconciliation numbers shown on RDC deposits?
 - m. Is low cost, low volume equipment available that could serve the needs of the Treasurer's Office? If so, what is the cost?
- I. Image Cash Letter (ICL)
- a. Describe the firm's ability to process ICL files generated by a third-party lockbox provider.
 - b. What type of returned item reporting is available for items processed using ICL?
 - c. What is the deposit cut off time for same day ledger credit using ICL?
- J. Returned Item Processing
- a. Can the firm provide online access to electronic images (front and back) of returned items to the Treasurer's Office? How soon after an item is returned can these images be accessed?
 - b. Can the firm provide a detailed return item transmission to the Treasurer's Office? Can this report identify the payer's name, depositing location, deposit date, and the reason for return?
 - c. Provide a screenshot of the details available for a returned check. (Note: Please include this returned check screen shot in the body of your Proposal response versus referring to an Attachment or Appendix.)
- K. Availability of Deposits
- a. How does the firm determine and calculate availability of deposited items? Does the firm calculate availability by item or formula?
 - b. Does the firm give immediate availability for on-us items?
 - c. Provide a copy of the availability schedules the firm proposes to use for the Treasurer's Office.

L. eLockbox Services

- a. Does the firm offer eLockbox services for payments made from consumer bill payment service providers? Describe the firm's eLockbox service.
- b. Which clearing networks does your firm work with to facilitate processing of eLockbox payments?
- c. Does the firm work with clearing networks to set up multiple payment channels for County departments?
- d. How will the firm differentiate these payment details to the Treasurer's Office (i.e., multiple transmission files, etc.)?

M. Check Disbursements

- a. Does the firm offer payee positive pay?
- b. Is payee information a searchable field within the firm's online reporting system (i.e., can you enter "ABC Company" and any disbursement checks to "ABC Company" will be retrieved)?
- c. Can an email notification be sent to specific users alerting them that there is an exception item to review? What other notification methods are available?
- d. At what time will the Treasurer's Office receive the information on exception items? How much time will the Treasurer's Office have to review discrepancies and notify the firm to accept or reject?
- e. What are the options for transmitting check issuance information to the firm for positive pay services?
- f. Does the firm confirm receipt of transmission files? If so, what options are available for the Treasurer's Office to receive confirmation?
- g. How and when is the Treasurer's Office notified if a file transmission fails?
- h. How quickly will transmission files of additional checks and/or recently voided items be available across the firm's platform (including branch tellers)?
- i. Does the firm offer the ability to manually enter one-time check disbursements issued during the day outside of the regular batch file? How quickly will the teller line receive this information?
- j. How is payee information captured from the physical checks? What steps does the firm take to prevent exception items being flagged due to erroneous capture of payee information?
- k. Can stale-dated checks be reported as exception items?
- l. If a check is deposited by the payee using mobile technology and the payee attempts to deposit the item a second time, will your firm's positive pay service identify this item as an exception, or will it be automatically returned as a "check previously paid" item?

N. Outsourced Check Printing

- a. Describe the firm’s experience providing check printing services.
- b. Would checks be printed in-house, or is this service outsourced?
- c. Can printed checks be sent to multiple locations, such as having a batch of checks delivered by overnight mail to DHS and others sent by U.S. Postal Service to individual check recipients?
- d. Can printed checks include multiple payees listed on the check (i.e., tenant and landlord)?
 - i. If not, describe alternative means to make payments outside of manually generating two-party checks.
- e. What is the location where checks will be printed and mailed?
- f. Will outsourced checks be mailed using bulk postage rates?
- g. When does the firm need the check print instruction files from the Treasurer’s Office for payments to be made on a same-day, next-day and 2-day settlement? Indicate the times in the following table:

	Same-Day	Next-Day	2-Day
Deadline for File Transmission			
Deadline for Online Batch			

O. Controlled Disbursement

- a. Where is the proposed controlled disbursement location?
- b. At what time will the Treasurer’s Office be notified of presentment items? Specify 1st and 2nd presentment times.
- c. What is the average percentage of the final presentment available at the 1st presentment time?
- d. Can both electronic and paper transactions be initiated from a controlled disbursement account?

P. Stop Payments

- a. What initial term options are available for stop payments?
- b. Does the fee for a stop payment vary based upon the term?
- c. Will the system automatically verify if a check has been paid before processing the stop payment?
- d. Is there a report that lists stop payments that are set to expire?
- e. Can stop payments be automatically renewed? If so, for how long?

Q. ACH Processing

- a. What ACH file transmission options are available?
- b. When does the firm need the file from the Treasurer’s Office for payments to be made on a same-day, next-day and 2-day settlement? Please complete the following table:

	Same-Day	Next-Day	2-Day
Deadline for File Transmission			
Deadline for Online Batch			

- c. What approvals would be needed to release a file that exceeded the Treasurer’s Office’s daily exposure limit?
- d. Can transactions be added online for future processing dates? What is the firm’s maximum retention for future dated transactions?
- e. Same Day
 - i. Does the firm offer Same Day ACH capability?
 - ii. If so, how does the firm determine on what day to send the payment (date of receipt of payment file, payment date on file, other)?
- f. Does the firm provide automatic file receipt acknowledgements? If so, how is the acknowledgement transmitted?

	Yes / No
Phone	
E-mail	
Fax	
File transmission confirmation	
Other (please specify)	

- g. Is the County required to submit a control total of an ACH batch? How would County communicate ACH control totals to the firm (i.e., phone, online, email)?
- h. How are returned and rejected ACH transactions managed?
 - i. What information does the firm provide to assist in identifying returned and rejected ACH transactions?
 - ii. When is this information available?
- i. If an individual ACH transaction within a file is rejected, will the entire file be rejected and not processed? How will the individual rejected ACH transactions be communicated?

- j. Provide a screen shot of the information returned for an ACH NOC (Note: Please include this screen shot in the body of your Proposal response versus referring to an Attachment or Appendix).
- k. How can the Treasurer’s Office gain access to addenda information (i.e., CCD, CCD+ and CTX) for incoming ACH transactions?
 - i. Can this information be viewed online with current and previous day reporting, or does the Treasurer’s Office need to download special EDI reports?
- l. Do you provide any validation services on ACH credits initiated by the Treasurer’s Office to ensure the correct payee is paid? If not, what best practices would you recommend?

R. Fraud Protection & Controls

- a. What controls are in place to protect against lost files, duplicate transmissions and ACH file edits?
- b. Describe the firm’s ability to block unauthorized ACH debits received. If the firm provides ACH debit filtering, what level of filtering can be applied (originator, originator & dollar amount, etc.)?
- c. With ACH debit blocking, can the firm provide reports to the Treasurer’s Office of attempts to debit funds that have been automatically rejected?
- d. Does the firm offer ACH positive pay (ability to make pay/no pay decisions on unidentified transactions)? What is the timeframe for receiving exception information and providing a decision?
- e. Can accounts be designated “post no checks” to prevent any check from clearing? Is positive pay required?

S. Wire Processing

- a. Fill in the following table with the cutoff time for an Outgoing Domestic Fedwire by origination method.

	Online	Phone
Outgoing Domestic Fedwire		

- b. Once the firm is in receipt of wire instructions, how long does it take the firm to send the wire?
- c. Describe the system’s security features. Can varying degrees of authorization be set (i.e., multiple authorizers, maximum dollar amounts, etc.)?
- d. In the event the Treasurer’s Office cannot access the firm's online portal, what methods are available for wire initiation? Describe the process the Treasurer’s Office should follow to initiate a wire transfer outside of the firm's online portal.

T. System Administrators

- a. Do all the solutions proposed for Service Group 1 reside in a single online platform or are multiple platforms used? If multiple platforms are used, are separate credentials required/necessary?
- b. What capabilities and functionalities do administrators have?

Banking Function	Yes / No
Create new user profiles	
Assign usernames for new users	
Reset user passwords	
Authorize users to access specific modules	
Temporarily disable a user's account for a defined period and have the account automatically reinstated on a future date	

- c. When setting up a new user, can a current user's privileges be copied for the new user?

U. Online Reporting System

- a. Describe the firm's experience working with other governmental entities who use Oracle Cloud as the ERP system. Describe the firm's ability to integrate with Oracle Cloud and Oracle Cloud Cash Management module.
- b. How soon after the cut-off date are the following items ready?

	Online	By Mail
Bank Statements		
Partial Reconciliation		
Full Reconciliation Information		
Account Analysis Statement		

- c. Describe any recent or upcoming major upgrades to your online reporting system.
- d. What time is the previous day information available?
- e. Complete the following table indicating how long each item is available online. Differentiate between the standard term and the terms available for an additional fee.

How long are the following items available?	Standard Term	Optional Terms Available
Prior / Previous Day Reporting		
Current Day Reporting		

Monthly Account Statements		
Images of Checks Paid		
Images of Items Deposited with RDC		
Images of Items Deposited with ICL		
Images of Returned Deposited Items		

- f. In what file formats can transaction data be downloaded? Can the activity be downloaded into Excel?
- g. What technology options would you recommend the County use for archiving historical check images (i.e., CD-ROM, online retention, data transmission)?
- h. For historical images of disbursement checks that are accessible online, does your firm charge per image stored or per image accessed?
- i. Can electronic reports be customized by users within the firm’s online platform? Can these customized reports be saved? Can the templates be shared with other users?
- j. Can electronic reports be scheduled to be generated automatically and e-mailed to designated users? Is there a cost for these automatically generated reports?
- k. Can the firm’s online reporting system send e-mail alerts? Is there a cost for individual emails? If so, which emails incur a cost?
- l. Describe any mobile applications that you offer for smartphones or tablets. What banking services can be completed using these applications? Complete the following table indicating which banking functions can be completed through the mobile applications.

Banking Function	Yes / No
Initiate a repetitive wire	
Provide secondary approval for a wire transfer	
Decision of positive pay items	
Decision of ACH positive pay items	
Reset a user’s password	
Obtain balance reports	
Deposit an individual check	
Availability of soft token for multi-factor authentication	
Biometric log-on capability	

- m. Are tokens required for all users accessing the online reporting system, including those that access the system for view-only access?
- n. What type of multi-factor authentication options are available?

Type	Yes / No
RSA SecureID Token	
Mobile Token	
Phone Call-Back Token	
Other (please list)	

- o. How does the firm administer and monitor two-factor authentication?
- p. If RSA tokens are provided, who assigns each County Entity's employee to each token, the firm or the Treasurer's Office? *(Currently the Treasurer's Office receives tokens that are set up and assigned to individual users by its banking provider vs. the Treasurer's Office setting up and assigning the tokens upon receipt before distribution.)*

V. Reconciliation Services

- a. Does the firm offer full and partial Account Reconciliation Program (ARP) services?
- b. Describe how reconciliation data would be transmitted to the Treasurer's Office.

W. Earnings Credit Rates

- a. Are you willing to link the earnings credit rate to a market index? If so, which index would you suggest?
- b. Will the firm set a floor for the earnings credit rate offered to the Treasurer's Office? What rate floor are you offering?
- c. Does a reserve requirement apply on balances?
- d. Will the firm assess any balance-based charge to the Treasurer's Office?
- e. If the firm assesses a balance-based charge, what is the current charge for an entire year on a \$1,000,000 balance?
- f. What is the firm's current earnings credit rate?
- g. What earnings credit rate are you offering to the Treasurer's Office?
- h. If the proposed earnings credit rate is higher than the firm's standard ECR, do you plan on maintaining this spread for the Treasurer's Office over the life of the contract?
- i. Does the firm have a minimum deposit that must be maintained?

- j. Can “excess” earnings credits be carried forward to cover charges in the following month? Is there a limit on how far forward excess earnings credits can be carried?
- X. Investment Option or Interest-Bearing Bank Deposit
(If you are proposing more than one sweep vehicle, please make sure each of the following questions is answered for each option.)
- a. What short-term investment vehicle(s) or interest-bearing account(s) does the firm propose to use for the overnight sweep of the County Entities’ demand deposit accounts? If the firm is proposing a money market mutual fund, identify the class of shares by providing the ticker symbol or CUSIP.
 - i. Provide the current rate(s) of the short-term investment vehicle(s) or interest-bearing account(s) proposed.
 - b. Does a reserve requirement apply to any of the proposed options? If so, specify which.
 - c. Will the firm assess any balance-based charge to the Treasurer’s Office?
 - d. If the firm assesses a balance-based charge, what is the current charge for an entire year on a \$1,000,000 balance?
 - e. If a sweep is proposed, what time of day is the sweep deadline? Is it an end-of-day or next-day sweep?
 - f. How are balances in the sweep product shown on current day reports?
 - g. Can your firm establish a peg balance on the primary operating DDA, with funds more than that automatically transferred to the selected interest-bearing account or investment vehicle?
- Y. Account Analysis Statements
- a. Provide a sample analysis statement.
 - b. Can the Association for Financial Professionals (AFP) Service Codes be included in the analysis statement? If yes, which version of the AFP Service Codes are included? If not, provide a report that maps your service descriptions to the AFP codes.
 - c. Provide a glossary defining all service descriptions used in your account analysis statements as part of the appendix to your response.
 - d. Are account analysis statements available online? How many prior months are available? Can the account analysis details be downloaded into Microsoft Excel?
 - i. If the account analysis statements are available in Excel, can the information be queried? If yes, explain.
- Z. Collateral Requirements
- a. Where will collateral be held?

- b. Provide a sample of the collateral reports the Treasurer’s Office receives. Who sends these reports, and how frequently?
- c. Did the firm elect to withdraw (“opt-out”) from Code of Virginia § 2.2-4403 and from the collateral pool imposing contingent liability?
- d. If the firm has elected to opt-out of the collateral pool, will the firm be willing to provide the Treasurer’s Office a copy of the written report required to be submitted to the Virginia Treasury Board by § 2.2-4411 of the Code of Virginia?
- e. What is the firm’s IDC Financial Publishing score? If the firm has elected to opt-out of the collateral pool, what level of collateralization on public deposits is currently required?

AA. End-of-Day Overdrafts

- a. Does the firm return items if an overdraft exists? If yes, how flexible is this policy?
- b. What overdraft rate (i.e., spread over an index) is applied to the negative collected balance?
- c. Is there a fee per check or per occurrence when there is an overdraft? If so, what is it?
- d. If an overdraft per item fee is assessed, is it treated as one occurrence or is there an assessed fee for every debit transaction occurring that day? If the latter, is there a cap?

BB. Daylight Overdrafts

- a. Describe the firm’s policies concerning daylight balance overdrafts. Indicate whether this is applied to each individual account or across all accounts of a client relationship.
- b. Is wire transfer processing stopped when the intra-day limit is reached?
- c. If wire transfer processing is stopped, what steps does the Treasurer’s Office need to take to get the wires released?

CC. Tokenized Payments – Optional Service

- a. Does the firm offer a tokenized payments solution, where payments can be made to an e-mail address or phone number?
- b. Describe how payments made to individuals are initiated. What information needs to be entered? Provide a screen shot of this functionality from the online platform.
- c. Is dual authorization for tokenized payments required?
- d. Can a dollar threshold for individual tokenized payments be imposed?
- e. Are the credentials for an individual to initiate tokenized payments a separate functionality within the firm's online reporting system, or is it combined with other transactional capability (i.e., ACH permissions)?
- f. How long does it take the recipient to receive confirmation that they have received funds post transmission?

- g. Does the recipient have to "claim" funds, or is it automatically "pushed" to the individual's bank account?
- h. What happens to funds that are not claimed or directed to an e-mail address or phone number that is not already linked to a bank account?

3. SERVICE GROUP 2: LOCKBOX PROCESSING SERVICES

(Only firms proposing for Service Group 2 should respond to this section)

- A. Confirm that the firm can meet each of the Required Services listed in Section IV.2, Service Group 2: Lockbox Processing Services.
- B. Key Proposed Personnel
 - a. Provide the name, title, address, phone number, and email address of the primary contact person(s) assigned to this account.

	Relationship Manager / Product Specialist	Routine (Day-to-Day) Requests – Individual and/or Department
Name		
Title		
Address		
Phone Number		
Email Address		

- b. Name the individuals who will collaborate with the Treasurer’s Office team on a regular basis. Information must include:

Name	Proposed Role	Location	# Years’ Experience with other Government Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For

- c. Describe the firm's policy on changing the primary contact person on an account at the firm's discretion.

- d. After the initial transition, how often will the primary relationship manager attend on-site meetings with the Treasurer’s Office team? Describe a typical meeting agenda for this on-site meeting.
- C. Customer Service
- a. For routine day-to-day transactions, will the firm assign a specific customer service representative, or will a customer service department be assigned?
 - i. If a specific representative is assigned, provide biographical information for the individual that will be assigned to the County’s accounts.
 - ii. If a customer service department is assigned, describe how the individuals responding to Treasurer’s Office issues will be apprised of the Treasurer’s Office’s account history and needs.
 - iii. If the Treasurer’s Office calls with issues, how are these issues tracked and reported?
 - b. What are the hours of operation of the customer service unit involved in supporting the proposed services?
 - c. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can’t be resolved?
 - d. How will the Treasurer’s Office be apprised of known upgrades or maintenance that result in downtime or service interruptions?
- D. IT Resources
- a. Will the firm provide a dedicated IT liaison to work on set-up, file transfer, testing, and troubleshooting/issue resolution?
 - b. During what hours is technical support available (specify time zones)?
- E. Describe the firm’s experience providing lockbox services to governmental entities.
- F. Third-Party Process
- a. Does the firm operate its own lockbox, or does it use the services of a third-party?
 - b. If a third-party lockbox is used, name the lockbox operator and the length of time the operator has had a relationship with your firm for lockbox processing.
 - c. If there are service or quality issues, who would the Treasurer’s Office call for resolution, the bank or the third-party processor? Provide contact information.
- G. What type of lockbox solution(s) are you proposing for each of the Treasurer’s Office’s current lockboxes (wholesale, retail, wholeetail)?

County Entity Lockbox	Type of Lockbox
Lockbox #1 – Utilities	

Lockbox #2 – Parking Tickets	
Lockbox #3 – Taxes	
Lockbox #4 – Delinquent Parking Tickets	
Lockbox #5 – Commissioner of the Revenue	
Lockbox #6 – Real Estate	
Lockbox #7 – Parking Permits	
Lockbox #8 – Solid Waste	

H. Location

- a. Where are your proposed lockboxes located?
- b. How many employees are at this location(s)?
- c. Is any of the data keying performed remotely or at a location outside of the United States? If so, where?

I. P.O. Box

- a. Can a Virginia P.O. Box be used for remitting lockbox items?
- b. How will mail be directed to the firm’s processing facility?
- c. Will there be additional mail float time?
- d. Will there be an additional cost to this? If so, please approximate.

J. What was the average monthly volume for the lockbox operation that would process the Treasurer’s Office’s payments during the last twelve months (items, dollars, number of lockboxes and number of customers)? What percentage of the items processed during the past twelve months were governmental entity related?

Lockbox Operation	Average Monthly Volume	Percentage Related to Governmental Entities (%)
Number of Items		
Total Dollars		
Number of Lockboxes		
Number of Customers		

- L. Will the firm process the lockbox items and send an ICL file to the Treasurer's Office's primary banking partner? If not, describe how you propose to meet the Treasurer's Office's lockbox processing needs (*this question assumes the firm is only awarded Service Group 2*).
- M. Will you process and deposit all the County's payments on the same ledger day as received? If not, when are these items deposited?
- N. What is the ledger cut-off time for lockbox deposits (include weekends and holidays)? What is the latest mail pickup to be included in the current day's deposit?
- O. Describe the lockbox department's processing workflow. Include schematics or flow charts of the processing procedures and equipment used.
- P. Will you provide a document to the Treasurer's Office outlining the processing procedures for each lockbox? If so, provide a sample of this document for a similar type of lockbox.
- Q. If a payment is received without the remittance document, does the firm offer any technology that can aid in determining the customer account?
- R. Mark-Sense Technology
 - a. Does your equipment have mark-sense technology that detects change-of-address information or other exception-based information provided?
 - b. If mark-sense technology is available, how are these items treated and separated from other work?
 - c. How can the Treasurer's Office quickly identify these items to record this change-of-address information?
- S. Exception Items
 - a. Describe the firm's procedures for processing exception items.
 - b. Can the Treasurer's Office review exception items online?
 - c. Can business or workflow rules be established for decisioning exception items?
 - d. How long can items remain in the queue awaiting a decision by the Treasurer's Office?
 - e. As remittance information is awaiting a decision by the Treasurer's Office, can the check be held and not deposited so the deposit amount equals the total remittance amount of the lockbox file?
 - f. If items can remain in queue awaiting a decision for only a certain period, what happens to the item if left undecided (i.e., the check and remittance document is returned in the mail, the check is processed, but the remittance item is returned, other)?
 - g. Are emails sent to authorized users alerting them that an item is awaiting a decision?
- T. Image/Remittance File
 - a. How soon after the lockbox cut-off will daily lockbox image files be transmitted?

- b. Can your firm’s lockbox image file include the following:

	Yes / No
Check Image	
Remittance Document	
Envelope	
Correspondence	
Other (please specify)	

- c. Approximately how long after the daily processing cutoff time will daily remittance files with transaction detail be transmitted?

U. Lockbox Portal

- a. Describe the reporting capabilities of the firm’s web-based lockbox portal.
- i. Does the firm offer more than one reporting package? If so, discuss the differences between the packages.
 - ii. Is there an extra cost associated with any of the reporting packages offered?
- b. How quickly after processing the daily work are images available for viewing?
- c. What retention options are available for these images?
- d. For a given day’s lockbox activity, at what time of day can you report the total amount that will be credited to the Treasurer’s Office’s account?
- e. If correspondence or other non-payment documents are included in payment envelopes, how will these documents be transmitted to the Treasurer’s Office and at what time?
- f. Can the firm’s lockbox portal provide a notification to the Treasurer’s Office when correspondence has been scanned and is ready to be viewed?
- g. Do you offer any web-based document search and electronic archiving? If so, does the system allow searches on any data field?

4. SERVICE GROUP 3: INTEGRATED PAYABLES SERVICES

(Only firms proposing for Service Group 3 should respond to this section)

- A. Confirm that the firm can meet each of the Required Services listed in Section IV.3, Service Group 3: Integrated Payables Services.
- B. Key Proposed Personnel
- a. Provide the name, title, address, phone number, and email address of the primary contact person(s) assigned to this account.

	Relationship Manager / Product Specialist	Routine (Day-to-Day) Requests – Individual and/or Department
Name		
Title		
Address		
Phone Number		
Email Address		

- b. Name the individuals who will collaborate with the Treasurer’s Office team on a regular basis. Information must include:

Name	Proposed Role	Location	# Years’ Experience with other Government Entities	# Years in Field	# Years with Firm	# Client Relationships Responsible For

- c. Describe the firm's policy on changing the primary contact person for an account at the firm's discretion.
- d. After the initial transition, how often will the primary relationship manager attend on-site meetings with the Treasurer’s Office team? Describe a typical meeting agenda for this on-site meeting.

C. Customer Service

- a. For routine day-to-day transactions, will the firm assign a specific customer service representative, or will a customer service department be assigned?
- i. If a specific representative is assigned, provide biographical information for the individual that will be assigned to the County’s accounts.
 - ii. If a customer service department is assigned, describe how the individuals responding to Treasurer’s Office issues will be aware of the Treasurer’s Office’s account history and needs.
 - iii. If the Treasurer’s Office calls with issues, how are these issues tracked and reported?

- b. What are the hours of operation of the customer service unit involved in supporting the proposed services?
- c. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can't be resolved?
- d. How will the Treasurer's Office be apprised of known upgrades or maintenance that result in downtime or service interruptions?

D. IT Resources

- a. Will the firm provide a dedicated IT liaison to work on set-up, file transfer, testing, and troubleshooting/issue resolution?
- b. During what hours is technical support available (specify time zones)?

E. Integrated Payables

- a. Provide an overview of the firm's integrated payables processing capabilities and highlight the benefits of your approach. Include diagrams of file and payment flows for your process.
- b. Summarize your firm's experience in offering an integrated payables solution that includes virtual card and ACH:
 - i. How long has your firm offered integrated payables services?
 - ii. How many of your customers currently use your integrated payables processing services?
 - iii. How many of your current integrated payables users are municipalities?
 - iv. How many of your clients that use your integrated payables solution integrate with Oracle Cloud?
- c. Can your firm's integrated payables platform accept and process a single file for the following disbursement types:

Yes / No	
Virtual card payments	
ACH payments to businesses/suppliers	
Wire transfers	
Outsourced Check Printing	

F. Payments to Suppliers by ACH

- a. Discuss your approach to recruiting suppliers on the Treasurer's Office's behalf to your firm's integrated payables platform.
- b. Will your firm, the Treasurer's Office, or a third-party provider store supplier ACH instructions, including bank routing and account number information?

- i. Identify any third-party organization engaged by the firm for this purpose, if applicable.
 - ii. If a third-party organization is used, how long has your firm used them to facilitate ACH payment?
- c. Does your firm have an online self-enrollment portal that suppliers can use to provide their bank account information?
 - i. Is the online portal owned and operated by your firm or a third-party?
 - ii. Will suppliers be able to update bank routing and account number information using your self-enrollment portal after being initially enrolled?
 - iii. Who owns the vendor data entered into the online portal, the firm or the Treasurer's Office?
 - iv. How will the firm share updates to vendor data with the Treasurer's Office?
 - v. Is there a minimum spend amount required for a supplier to be eligible to use the online self-enrollment portal?
- d. Does your firm offer methods other than an online self-enrollment portal for capturing bank routing and account number information from suppliers? If so, how is the bank account information collected?
- e. For suppliers enrolled by your firm for ACH transactions, can the Treasurer's Office get a file of suppliers' bank account information? Will the Treasurer's Office be required to include the bank account information in the ACH payment origination files?
- f. Does your firm assign a supplier or vendor code? Is the code assigned by your firm, or do you use the Treasurer's Office's unique supplier identification code?
- g. If a supplier is already enrolled with your payables platform to receive payments by ACH, can these suppliers be paid immediately, or does your supplier enrollment team have to contact the supplier first?
- h. What information is provided to the supplier with the ACH transaction?
 - i. Is there an additional fee to either the Treasurer's Office or the supplier for sending ACH remittance detail?
 - ii. If so, what is the fee?
- i. As part of the enrollment and maintenance processes, which of the following steps does your firm take to ensure funds are sent to the correct payee?

	Supplier Enrollment Yes/No	Individual Transaction Initiation Yes/No	Change in instructions Yes/No
Match supplier data to OFAC sanctions list			

Validate suppliers' Form W-9			
Validate account status using ACH prenotes			
Validate account status using microdeposits			
Validate account status using 3 rd party service such as Early Warning Services or GIACT			
Authenticate account ownership using 3 rd party service such as Early Warning Services or GIACT			
Validate contact phone numbers and e-mail addresses used to verify changes			
Other methods of payee validation (list if applicable)			

G. Payments to Suppliers by Virtual Card

- a. Provide an overview of the firm's virtual card processing capabilities and highlight the benefits of your approach.
- b. Describe the solutions offered for cardless payment transactions settled through card association networks.
 - i. Do you offer a ghost card?
 - ii. Do you offer single-use accounts?
- c. Payment Authorization Emails
 - i. Provide an example of the payment authorization correspondence sent to suppliers.
 - ii. Can the Treasurer's Office customize the body of the email?
 - iii. Does the email contain the full 16-digit merchant card number? If not, what identifying information is provided?
 - iv. How are email addresses for suppliers verified prior to sending the first notice of payment? How are bounce back emails managed for resolution?
- d. Remittance Details
 - i. How can the firm deliver remittance details (i.e., invoice information) to suppliers for payments made by virtual cards?
 - ii. Do you offer a portal for suppliers to retrieve virtual card payment notices and instructions?
 - iii. Is there an additional fee to either the Treasurer's Office or the suppliers for providing remittance details to suppliers?
- e. If a supplier does not process a virtual card payment, after how many days does the authorization "expire" and can no longer be used?

- i. Can the Treasurer’s Office extend the expiration date of the prior virtual card payment, or will a new virtual card payment need to be initiated?
 - ii. Before the authorization expires, does your system send an automated reminder notice to the suppliers informing them that they have a payment that has not been processed?
 - iii. How will the Treasurer’s Office be notified if a supplier does not process a card payment?
- f. Can suppliers be restricted to processing only the exact amount authorized on the card (i.e., no partial payments or combined payments)?
- g. Do you offer a Buyer Initiated Payment (push pay) Program?
 - i. If so, provide an explanation of how this service operates.
 - ii. Does the same rebate apply for buyer-initiated payments (push pay) and payments initiated by suppliers (pull pay)?
 - iii. If not, provide details on the different rebate schedules.
- h. Virtual Card Management System
 - i. List any reports available through your card management system that specifically relate to virtual cards.
 - ii. Can the firm transmit a reconciliation file detailing the processed payments? What information will be included in the reconciliation file?
- i. Payment Instruction Files for Virtual Cards
 - i. What methods do you offer for the Treasurer’s Office to transmit supplier payment instructions to the firm?
 - ii. Does the firm provide an acknowledgement of the receipt of a payment instruction file? What information is contained in the receipt (i.e., number of payments, dollar amount of payments, etc.)?
 - iii. In the event of disruptions to the County’s ability to transmit payment files, what business continuity options does the firm offer?
- j. Supplier Outreach for Payment by Virtual Card
 - i. Do you provide supplier outreach services to encourage acceptance of payment by virtual card?
 - ii. Who makes outbound phone calls to suppliers (i.e., employees of your firm or a third-party)?
 - iii. How many employees are dedicated to supplier outreach?
 - iv. How often would you recommend contacting suppliers who initially chose not to accept payment by card for the County’s virtual card program?

- v. For suppliers unwilling to accept virtual card payments, can your outreach team encourage them to accept payments by ACH as an alternative to checks?

H. Virtual Card Billing

- a. How can the County receive billing statements (i.e., e-mail, online, paper statements)?
- b. What billing/payment cycles do you offer?
- c. What are the payment terms from “statement date”?

I. Rebate Schedule

- a. Identify any exceptions to the rebate schedule (i.e., large dollar items or discounted rate interchange programs).
 - i. If there are exceptions, specifically define what constitutes a "large dollar", "large ticket" or discounted rate interchange item.
- b. What is the proposed rebate on large ticket or discounted interchange program items?
- c. Is the spend on large ticket and discounted interchange rate items included in the total spend volume for the purpose of placement in volume tiers on the rebate schedule?
- d. Do you offer a speed of pay incentive? If so, how is the speed of payment incentive calculated?
- e. What other factors, such as average transaction size, etc., affect the rebate amount?
- f. What is the minimum spending volume required for the County to be eligible to receive a rebate?

J. Purchasing Card

- a. The Treasurer’s Office is not procuring purchasing card services through this RFP but is interested in learning more about the firm’s purchasing card and fleet card programs. Provide information regarding the firm’s card programs such as program requirements/limitations, features, customer service, fees, etc.

5. CONTROL

(All firms must respond to this section)

- A. Describe the firm’s security environment. Specifically cover the physical and digital security and software safeguards that you have put in place to control access to funds transfer systems and client account information for each Service Group proposed.
- B. Describe the firm’s security procedures for its information reporting system, both for access and information protection (e.g., RSA tokens, secure certification, soft tokens etc.).
- C. Describe the backup and recovery capabilities in the event the proposed systems are unavailable. Who would the Treasurer’s Office contact to initiate day-to-day transactions if online capabilities and functionality are temporarily unavailable?

- D. Discuss the firm's security environment related to cybersecurity. Specifically describe the cyber risks to which the proposed services may be exposed and explain your approach and response to protection against these risks. What are the firm's crisis communications plans in the event of a cyber-attack?
- E. Describe the process and procedures for providing notification of technology changes, such as file content/structure, and new/modified data availability reporting changes to the Treasurer's Office.
- F. List the types and amounts of insurance and bonding carried. Provide copies of the insurance certificates.
- G. Does the firm maintain cyber liability insurance? If so, list the types and amount/limits carried.
- H. 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?
- I. Include a copy of the firm's SOC 2, Type II report issued in accordance with the Statement on Standards for Attestation Engagements (SSAE) No. 18 for any processes or systems relevant to the services proposed by the firm, under this RFP.
- J. Describe the firm's Contingency and Disaster Recovery Plan.

6. IMPLEMENTATION/CONVERSION

(All firms must respond to this section)

- A. Provide a detailed conversion plan for transitioning each of the proposed Service Groups to your firm. Include the estimated length of time for the transition and the amount of effort required by the Treasurer's Office and County teams.
- B. Who will be responsible for coordinating the transition for each of the proposed services?
- C. During the transition, how many in-person/virtual implementation meetings are typically scheduled? How many are you willing to commit to for this relationship?
- D. Indicate the firm's plans for initial and ongoing education and training of County employees in the use of your firm's systems.
- E. Does the firm offer any file translation service that would allow the County to send a file in its preferred/standard format and the firm reformats the file, if necessary, for processing?
- F. Will the firm provide a secure testing site for testing the County's files and ERP applications?
 - a. Describe your process for setting up secure test and production environments and collaborating with clients to conduct testing during and after implementation (as needed).
 - b. In setting up the testing and production environment, will your firm share a reference guide to indicate where specific files should go?

7. NEW SERVICES & IDEAS

(All firms must respond to this section)

- A. Describe any new services or ideas that will enhance the County’s use of banking services.
- B. Provide any additional information that you believe to be pertinent but not specifically requested elsewhere in the RFP.

8. PRICING & ACCOUNT ANALYSIS

(All firms must respond to this section)

- A. Fill out Attachment A: Cost Proposal for Service Group(s) 1, 2, and 3.
- B. In addition to filling out the attached pro forma, provide your proposed pricing in the firm’s standard format.
- C. For how long will the firm guarantee the proposed fees for each Service Group? Complete the following table:

	Fee guaranteed at proposed pricing for how many years?
Service Group 1: General Banking Services	
Service Group 2: Lockbox Processing Services	
Service Group 3: Integrated Payables Services	

- D. If the Treasurer’s Office chooses to use compensating balances, are there any charges that could not be paid in this way?
 - a. Can the Treasurer’s Office’s armored carrier or vault fees be passed through the Treasurer’s Office’s account analysis statement and be paid for by compensating balances?
- E. Are you willing to offer any transition or retention incentives?
 - a. If an incentive is a monthly fee waiver, please indicate when the fee waiver would apply (i.e., when the accounts are initially opened or when services are substantially implemented)?
- F. Are there any additional price breaks or incentives if more than one Service Group is awarded to your firm?
- G. Outside the purview of the Treasurer, every APS school maintains a school activity account with limited cash management functionality (i.e., depositing cash and checks, check writing) and related fraud controls. There are currently 41 school activity accounts. Provide a fee schedule for these limited functionality accounts.

9. REFERENCES

(All firms must respond to this section)

- A. For **each Service Group**, provide a minimum of at least four (4) current professional references who may be contacted for verification of your professional qualifications to meet the requirements set forth herein. The Treasurer’s Office strongly prefers references from governmental entities similar in size and requirements to the County Entities. The same reference may be provided for multiple Service Groups if the firm provides those services to that reference. Respond using the format of the tables below.

Reference #1	Service Group 1: General Banking Services	Service Group 2: Lockbox Processing Services	Service Group 3: Integrated Payables
Entity name			
Contact name			
Contact title			
Contact phone number			
Contact email			
Product/service provided			
Date(s) services were furnished			
Reference #2	Service Group 1: General Banking Services	Service Group 2: Lockbox Processing Services	Service Group 3: Integrated Payables
Entity name			
Contact name			
Contact title			
Contact phone number			
Contact email			
Product/service provided			
Date(s) services were furnished			
Reference #3	Service Group 1: General Banking Services	Service Group 2: Lockbox Processing Services	Service Group 3: Integrated Payables
Entity name			

Contact name			
Contact title			
Contact phone number			
Contact email			
Product/service provided			
Date(s) services were furnished			
Reference #4	Service Group 1: General Banking Services	Service Group 2: Lockbox Processing Services	Service Group 3: Integrated Payables
Entity name			
Contact name			
Contact title			
Contact phone number			
Contact email			
Product/service provided			
Date(s) services were furnished			

10. SAMPLE CONTRACT

(All firms must respond to this section)

- A. Provide samples of all 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.
- B. It is the Treasurer’s Office’s intent to incorporate the Request for Proposal and your firm’s Proposal response as part of the overall contract. Identify any sections of your Proposal that you would not be able to incorporate into a contract with the Treasurer’s Office and explain why. It is not acceptable to exclude the entire Proposal.

VI. PROPOSAL REQUIREMENTS

1. GENERAL

FAILURE TO SUBMIT A PROPOSAL WITH A FULLY COMPLETED PROPOSAL FORM USING THE PROPOSAL FORM PROVIDED IN THIS SOLICITATION MAY BE CAUSE FOR REJECTION OF THE PROPOSAL. THE PROPOSAL FORM MUST BE SIGNED BY A PERSON LEGALLY AUTHORIZED TO BIND THE OFFEROR.

The Offeror's Proposal must address the Proposal Submittal Elements below, in the order listed, and must not exceed the stated page limitations. The Proposal must be electronically formatted to view as an 8 ½" x 11" page, single-spaced, and the type size must not be less than 10-point.

Proposals and all documents related to this solicitation become the property of the Treasurer upon receipt.

2. PROPOSAL SUBMISSION

The submitted Proposal Form must be signed and fully executed. The Proposal Form must be submitted electronically via email to the RFP administrator no later than the date and time specified in this solicitation. The RFP Administrator will not accept responses after the close date and time and will not accept emailed or faxed Proposals.

ONLY ELECTRONIC SUBMISSION IS ALLOWED; NO PROPOSAL SUBMITTED OTHER THAN BY EMAIL TO THE RFP ADMINISTRATOR WILL BE ACCEPTED. The Treasurer is not responsible for late submissions, missed Addendums, or questions not submitted before the end date and time.

Timely submission is solely the responsibility of the Offeror. A Proposal may be rejected if the Proposal Form is not signed in the designated space by a person authorized to legally bind the Offeror.

Proposals and all documents emailed to the RFP Administrator by an Offeror become the property of the Treasurer upon receipt.

The Treasurer may reject any Proposal that modifies or supplements the solicitation requirements.

3. OFFEROR'S RESPONSIBILITY FOR ERRORS OR OMISSIONS IN DOCUMENTS

Each Offeror is responsible for having determined the accuracy and/or completeness of the solicitation documents, including electronic documents, upon which it relied in making its Proposal and has an affirmative obligation to notify the RFP Administrator immediately upon discovery of an apparent inaccuracy or error in or omission from the solicitation documents.

If the successful Offeror is aware of such an error or omission and has not notified the RFP Administrator, the Offeror must perform any work described in such incomplete or missing documents at no additional cost to the Treasurer.

4. PROPOSAL STANDARDS

Proposals submitted in response to this solicitation should be accurate and grammatically correct and should not contain spelling errors.

5. EXPENSES INCURRED IN PREPARING PROPOSAL

The Treasurer accepts no responsibility for any expense incurred by any Offeror in the preparation or presentation of a Proposal or related in any way to an offer.

6. PROPOSALS EVALUATION CRITERIA

The Treasurer will evaluate technical Proposals that meet the above-stated requirements using the following criteria:

Firm Experience <ul style="list-style-type: none">• The experience, resources, and qualifications of the firm and individuals assigned to this account.• Relevant experience managing similar account relationships with other governmental entities.	25%
Financial Strength, Security, and Regulatory Compliance <ul style="list-style-type: none">• Financial strength of the proposing firm.• Adequacy of financial controls, security, and protection against loss.	15%
Operational Requirements <ul style="list-style-type: none">• Understanding the needs and operational requirements of the County Entities.• Ability to deliver services required by the County Entities as specified in the RFP.• Branch locations within Arlington County.• Scope of services offered, including degree of automation.	30%
Transition <ul style="list-style-type: none">• Quality and scope of conversion/implementation plan.• The value of any new product or service suggestion or other innovative ideas and enhancements.	10%
Cost Proposal <ul style="list-style-type: none">• Proposed fees, compensation, and earnings rates. (Although fees and compensation will be a principal factor in the evaluation of Proposals, the Treasurer’s Office is not required to choose the lowest cost firm.)	20%

7. PROPOSAL SUBMITTAL ELEMENTS

The Treasurer will not evaluate Proposals that do not contain all requested content.

7.1 EXECUTED FORMS

- a. Proposal Form: original as detailed above.
- b. Conflict of Interest Statement: included in the RFP document.
- c. Proposal

7.2 MANDATORY REQUIREMENTS

The following requirements are mandatory. If the Treasurer concludes after its initial review of a submitted Proposal that the Mandatory Requirements are not met, the Proposal will be considered non-responsive and will not be evaluated further.

- a. The Offeror may not take exceptions to mandatory provisions of the draft Contract Terms and Conditions that are attached to this solicitation. Mandatory provisions are marked with an asterisk.

Compliance with this mandatory requirement will be verified against the Offeror's exceptions, if any, to the Treasurer's draft Terms and Conditions.

8. EXCEPTIONS TO THE TREASURER'S NON-MANDATORY CONTRACT TERMS AND CONDITIONS, if any

VI. CONTRACT TERMS AND CONDITIONS

THE FOLLOWING AGREEMENT WILL BE EXECUTED BY THE TREASURER AND THE SUCCESSFUL OFFEROR. BLANKS WILL BE COMPLETED DURING CONTRACT NEGOTIATIONS. NON-NEGOTIABLE PROVISIONS THAT ARE REQUIRED BY VIRGINIA LAW OR BY THE ARLINGTON COUNTY PURCHASING RESOLUTION ARE INDICATED BY AN ASTERISK (). THIS AGREEMENT IS SUBJECT TO REVIEW BY THE TREASURER’S ATTORNEY BEFORE BEING SUBMITTED TO THE SUCCESSFUL OFFEROR FOR SIGNATURE.*

THIS AGREEMENT is made, on _____, between Contractor’s name, Contractor’s address _____ (“Contractor”) a name of state, type of entity authorized to do business in the Commonwealth of Virginia, and the Treasurer of Arlington County, Virginia (“Treasurer”). The Treasurer and the Contractor, for the consideration hereinafter specified, agree as follows:

1. CONTRACT DOCUMENTS

The “Contract Documents” consist of:

- This Agreement
- Exhibit A – Scope of Work
- Exhibit B – Contract Pricing
- Exhibit C– County Nondisclosure and Data Security Agreement (Contractor)

Where the terms and provisions of this Agreement vary from the terms and provisions of the other Contract Documents, the terms and provisions of this Agreement will prevail over the other Contract Documents, and the remaining Contract Documents will be complementary to each other. If there are any conflicts, the most stringent terms or provisions will prevail.

The Contract Documents set forth the entire agreement between the Treasurer and the Contractor. The Treasurer and the Contractor agree that no representative or agent of either party has made any representation or promise with respect to the parties’ agreement that is not contained in the Contract Documents. The Contract Documents may be referred to below as the “Contract” or the “Agreement”.

2. SCOPE OF WORK

The Contractor agrees to perform the services described in the Contract Documents (the “Work”). As detailed in the “Scope of Work” (Exhibit A), the primary purpose of the Work is _____ . It will be the Contractor's responsibility, at its sole cost, to provide the specific services set forth in the Contract Documents and sufficient services to fulfill the purposes of the Work. Nothing in the Contract Documents limits the Contractor's responsibility to manage the details and execution of the Work.

3. PROJECT OFFICER

The performance of the Contractor is subject to the review and approval of the Treasurer’s Project Officer, who will be appointed by the Treasurer.

4. CONTRACT TERM

Time is of the essence. The Work will commence on _____, 20____ and must be completed no later than _____20____ ("Initial Contract Term"), subject to any modifications provided in the Contract Documents. Upon satisfactory performance by the Contractor the Treasurer may, through issuance of a unilateral Notice of Award, authorize continuation of the Agreement under the same contract prices for not more than _____additional 12-month periods, from _____, 20____ to _____, 20____ (each a "Subsequent Contract Term"). The Initial Contract Term and any Subsequent Contract Term(s) are together the "Contract Term".

5. CONTRACT AMOUNT

The Treasurer will pay the Contractor in accordance with the terms of the Payment section below and of Exhibit B for the Contractor's completion of the Work as required by the Contract Documents. The Contractor will complete the Work for the total amount specified in this section ("Contract Amount").

The Treasurer will not compensate the Contractor for any goods or services beyond those included in Exhibit A unless those additional goods or services are covered by a fully executed amendment to this Contract. Additional services will be billed at the rates set forth in Exhibit B unless otherwise agreed by the parties in writing.

6. CONTRACT PRICE ADJUSTMENTS

The Contract Amount/unit price(s) will remain firm until _____ ("Price Adjustment Date"). To request a price adjustment, the Contractor or the Treasurer must submit a written request to the other party not less than 90 days before the Price Adjustment Date. Adjustments to the Contract Amount/unit price(s) will not exceed the percentage of change in the U.S. Department of Labor Consumer Price Index, All Items, Unadjusted, Urban Areas ("CPI-U") for the 12-month period ending in ____ of each year of the Contract.

Any Contract Amount/unit price(s) that result from this provision will become effective the day after the Price Adjustment Date and will be binding for 12 months. The new Price Adjustment Date will be 12 months after the price adjustment.

If the Contractor and the Treasurer have not agreed on a requested adjustment by 30 days before the Price Adjustment Date, the Treasurer may terminate the Contract, whether or not the Treasurer has previously elected to extend the Contract's term.

7. PAYMENT

The Contractor must submit invoices to the Project Officer, who will either approve the invoice or require corrections. The Treasurer will pay the Contractor within forty-five (45) days after receipt of an invoice for completed work that is reasonable and allocable to the Contract and that has been performed to the satisfaction of the Project Officer.

8. REIMBURSABLE EXPENSES

The Treasurer will not reimburse the Contractor for any expenses under this Contract. The amount in Exhibit B includes all costs and expenses of providing the services described in this Contract.

9. * PAYMENT OF SUBCONTRACTORS

The Contractor is obligated to take one of the two following actions within seven days after receipt of payment by the Treasurer for work performed by any subcontractor under this Contract:

- a. Pay the subcontractor for the proportionate share of the total payment received from the Treasurer attributable to the work performed by the subcontractor under this Contract; or
- b. Notify the Treasurer and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment, with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor to the subcontractor that remain unpaid after seven days following receipt by the Contractor of payment from the Treasurer for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in subsection b., above. Unless otherwise provided under the terms of this Contract, interest will accrue at the rate of 1% per month.

The Contractor must include in each of its subcontracts, if any are permitted, a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to this section may not be construed to be an obligation of the Treasurer. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such an interest charge.

10. NO WAIVER OF RIGHTS

The Treasurer's approval or acceptance of or payment for any goods or services under this Contract will not waive any rights or causes of action arising out of the Contract.

11. * NON-APPROPRIATION

All payments by the Treasurer to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia ("Board"). In the event that the Board does not appropriate funds for the goods or services provided under this Contract, the Treasurer will terminate the Contract, without termination charge or other liability to the Treasurer, on the last day of the fiscal year or when the previous appropriation has been spent, whichever event occurs first.

12. ESTIMATED QUANTITIES/NON-EXCLUSIVITY OF CONTRACTOR

This Contract does not obligate the Treasurer to purchase a specific quantity of items or services during the Contract Term. Any quantities that are included in the Contract Documents are the present expectations of the Treasurer for the period of the Contract; and the Treasurer is under no obligation to buy that or any amount as a result of having provided this estimate or of having had any normal or otherwise measurable requirement in the past. The Treasurer may require more goods and/or services than the estimated annual quantities, and any such additional quantities will not give rise to any claim for compensation other than at the unit prices and/or rates in the Contract.

The Treasurer does not guarantee that the Contractor will be the exclusive provider of the goods or services covered by this Contract. The items or services covered by this Contract may be or become available under

other Treasurer or Arlington County contract(s), and the Treasurer may determine that it is in its best interest to procure the items or services through those contract(s).

13. * PURCHASE ORDER REQUIREMENT

Purchases are authorized only if the Treasurer issues a Purchase Order in advance of the transaction, indicating that the ordering Treasurer has sufficient funds available to pay for the purchase. If the Contractor provides goods or services without a signed Treasurer Purchase Order, it does so at its own risk and expense. The Treasurer will not be liable for payment for any purchases made by its employees that are not authorized by the Project Officer.

14. BACKGROUND CHECK

All employees or subcontractors whom the Contractor assigns to work on this Contract may be required to pass Arlington County's standard background check. If required, the background check will include fingerprinting by the Arlington County Sheriff's Office and a credit check.

15. REPLACEMENT OF PERSONNEL AND SUBCONTRACTORS

The Treasurer has the right reasonably to reject staff or subcontractors whom the Contractor assigns to the project. The Contractor must then provide replacement staff or subcontractors satisfactory to the Treasurer in a timely manner and at no additional cost to the Treasurer. The day-to-day supervision and control of the Contractor's and its subcontractors' employees is the sole responsibility of the Contractor.

The Contractor may not replace key personnel or subcontractors identified in its Proposal, including the approved Project Manager, without the Treasurer's written approval. The Contractor must submit any request to remove or replace key personnel or subcontractors to the Project Officer at least 15 calendar days in advance of the proposed action. The request must contain a detailed justification, including identification of the proposed replacement and his or her qualifications.

If the approved Project Manager must be absent for an extended period, the Contractor must provide an interim Project Manager, subject to the Project Officer's written approval.

If the approved Project Manager resigns or is terminated by the Contractor, the Contractor will replace the Project Manager with an individual with similar qualifications and experience, subject to the Project Officer's written approval.

16. * EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED

During the performance of its work pursuant to this Contract:

- A. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age or disability or on any other basis prohibited by state law. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation will be deemed sufficient for meeting the requirements of this section.
- C. The Contractor will state in all solicitations or advertisements for employees that it places or

causes to be placed that such Contractor is an Equal Opportunity Employer.

- D. The Contractor will comply with the provisions of the Americans with Disabilities Act of 1990 ("ADA"), which prohibits discrimination against individuals with disabilities in employment and mandates that disabled individuals be provided access to publicly and privately provided services and activities.
- E. The Contractor must include the provisions of the foregoing paragraphs in every subcontract or purchase order of more than \$10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

17. * EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED

In accordance with §2.2-4311.1 of the Code of Virginia, as amended, the Contractor must not during the performance of this Contract knowingly employ an unauthorized alien, as that term is defined in the federal Immigration Reform and Control Act of 1986.

18. * DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR

During the performance of this Contract, the Contractor must: (i) provide a drug-free workplace for its employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violating such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of more than \$10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "workplace" means the site(s) for the performance of the work required by this Contract.

19. *SEXUAL HARASSMENT POLICY

If the Contractor employs more than five employees, the Contractor shall (i) provide annual training on the Contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and (ii) post the Contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the Contractor owns or leases for business purposes and (b) the Contractor's employee handbook.

20. SAFETY

The Contractor must ensure that it and its employees and subcontractors comply with all applicable local, state and federal policies, regulations and standards relating to safety and health, including the standards of the Virginia Occupational Safety and Health program of the Department of Labor and Industry for General Industry and for the Construction Industry and the applicable Federal Environmental Protection Agency and Virginia Department of Environmental Quality standards.

21. TERMINATION

The Treasurer may terminate this Contract at any time as follows: (1) for cause, if, as determined by the

Treasurer, the Contractor is in breach or default or has failed to perform the Work satisfactorily; or (2) for the convenience of the Treasurer.

Upon receipt of a notice of termination, the Contractor must not place any further orders or subcontracts for materials, services or facilities; must terminate all vendors and subcontracts, except as are necessary for the completion of any portion of the Work that the Treasurer did not terminate; and must immediately deliver all documents related to the terminated Work to the Treasurer.

Any purchases that the Contractor makes after the notice of termination will be the sole responsibility of the Contractor, unless the Treasurer has approved the purchases in writing as necessary for completion of any portion of the Work that the Treasurer did not terminate.

If any court of competent jurisdiction finds a termination for cause by the Treasurer to be improper, then the termination will be deemed a termination for convenience.

A. TERMINATION FOR CAUSE, INCLUDING BREACH AND DEFAULT; CURE

1. Termination for Unsatisfactory Performance. If the Treasurer determines that the Contractor has failed to perform satisfactorily, then the Treasurer will give the Contractor written notice of such failure(s) and the opportunity to cure them within 15 days or any other period specified by the Treasurer ("Cure Period"). If the Contractor fails to cure within the Cure Period, the Treasurer may terminate the Contract for failure to provide satisfactory performance by providing written notice with a termination date. The Contractor must submit any request for termination costs, with all supporting documentation, to the Project Officer within 30 days after the expiration of the Cure Period. The Treasurer may accept or reject the request for termination costs, in whole or in part, and may notify the Contractor of its decision within a reasonable time.

In the event of termination by the Treasurer for failure to perform satisfactorily, the Contractor must continue to provide its services as previously scheduled through the termination date, and the Treasurer must continue to pay all fees and charges incurred through the termination date.

2. Termination for Breach or Default. If the Treasurer terminates the Contract for default or breach of any Contract provision or condition, then the termination will be immediate after notice of termination to the Contractor (unless the Treasurer provides for an opportunity to cure), and the Contractor will not be permitted to seek termination costs.

Upon any termination pursuant to this section, the Contractor will be liable to the Treasurer for costs that the Treasurer must expend to complete the Work, including costs resulting from any related delays and from unsatisfactory or non-compliant work performed by the Contractor or its subcontractors. The Treasurer will deduct such costs from any amount due to the Contractor; or if the Treasurer does not owe the Contractor, the Contractor must promptly pay the costs within 15 days of a demand by the Treasurer. This section does not limit the Treasurer's recovery of any other damages to which it is entitled by law.

Except as otherwise directed by the Treasurer, the Contractor must stop work on the date of receipt of the notice of the termination.

B. TERMINATION FOR THE CONVENIENCE OF THE TREASURER

The Treasurer may terminate this Contract in whole or in part whenever the Treasurer determines that termination is in the Treasurer's best interest. The Treasurer will give the Contractor at least 15 days' notice in writing. The notice must specify the extent to which the Contract is terminated and the effective termination date. The Contractor will be entitled to termination costs, plus any other reasonable amounts that the parties might negotiate; but no amount will be allowed for anticipatory profits.

Except as otherwise directed by the Treasurer, the Contractor must stop work on the date of receipt of the notice of the termination.

22. INDEMNIFICATION (Note: Virginia law does not permit the Treasurer to indemnify others; cross indemnity provisions are not acceptable to the Treasurer)

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless and indemnify the Treasurer, Arlington County and all of its elected and appointed officials, officers, current and former employees, agents, departments, agencies, boards and commissions (collectively the "Treasurer and County Indemnitees") from and against any and all claims made by third parties for any and all losses, damages, injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability, demands or exposure resulting from, arising out of or in any way connected with the Contractor's acts or omissions, including the acts or omissions of its employees and/or subcontractors, in performance or nonperformance of the Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract. If the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor must reimburse the Treasurer for any and all resulting payments and expenses, including reasonable attorneys' fees. The Contractor must pay such expenses upon demand by the Treasurer, and failure to do so may result in the Treasurer withholding such amounts from any payments to the Contractor under this Contract.

23. INTELLECTUAL PROPERTY INDEMNIFICATION

The Contractor warrants and guarantees that in providing services under this Contract neither the Contractor nor any subcontractor is infringing on the intellectual property rights (including, but not limited to, copyright, patent, mask and trademark) of third parties.

If the Contractor or any of its employees or subcontractors uses any design, device, work or material that is covered by patent or copyright, it is understood that the Contract Amount includes all royalties, licensing fees, and any other costs arising from such use in connection with the Work under this Contract.

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless, and indemnify the Treasurer and County Indemnitees, as defined above, from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability or exposure for infringement of or on account of any trademark, copyright, patented or unpatented invention, process or article manufactured or used in the performance of this Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract. If the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor must reimburse the Treasurer for any and all resulting payments and expenses, including reasonable attorneys' fees. The Contractor must pay such expenses upon demand by the Treasurer, and failure to do so may result in the Treasurer withholding such amounts from any payments to the Contractor under this Contract.

24. COPYRIGHT

By this Contract, the Contractor irrevocably transfers, assigns, sets over and conveys to the Treasurer all rights, title and interest, including the sole exclusive and complete copyright interest, in any and all copyrightable works created pursuant to this Contract. The Contractor will execute any documents that the Treasurer requests to formalize such transfer or assignment.

The rights granted to the Treasurer by this section are irrevocable and may not be rescinded or modified, including in connection with or as a result of the termination of or a dispute concerning this Contract.

The Contractor may not use subcontractors or third parties to develop or provide input into any copyrightable materials produced pursuant to this Contract without the Treasurer's advance written approval and unless the Contractor includes this Copyright provision in any contract or agreement with such subcontractors or third parties related to this Contract.

25. OWNERSHIP OF WORK PRODUCT

This Contract does not confer on the Contractor any ownership rights or rights to use or disclose the Treasurer's data or inputs.

All work product, in any form, that results from this Contract is the property of the Treasurer and must be provided or returned to the Treasurer upon completion, termination, or cancellation of this Contract. The Contractor will not use or allow others to use the work product for any purpose other than performance of this Contract without the written consent of the Treasurer.

The work product is confidential, and the Contractor may neither release the work product nor share its contents. The Contractor will refer all inquiries regarding the status of any work product to the Project Officer or to his or her designee. At the Treasurer's request, the Contractor will deliver all work product, including hard copies of electronic files, to the Project Officer and will destroy all electronic files.

The Contractor must include the provisions of this section as part of any contract or agreement related to this Contract into which it enters with subcontractors or other third parties.

The provisions of this section will survive any termination or cancellation of this Contract.

26. DATA SECURITY AND PROTECTION

The Contractor will hold Treasurer Information, as defined below, in the strictest confidence and will comply with all applicable Treasurer and County security and network resources policies, as well as all local, state and federal laws and regulatory requirements concerning data privacy and security. The Contractor must develop, implement, maintain, continually monitor and use appropriate administrative, technical and physical security measures to control access to and to preserve the confidentiality, privacy, integrity and availability of all electronically maintained or transmitted information received from or created or maintained on behalf of the Treasurer. For purposes of this provision, and as more fully described in this Contract and in the Treasurer's Non-Disclosure and Data Security Agreement (NDA), "Treasurer Information" includes, but is not limited to, electronic information; documents; data; images; financial records; personally identifiable information; personal health information (PHI); personnel, educational, voting, registration, tax and assessment records; information related to public safety; County networked resources; and County databases, software and security measures that are created, maintained, transmitted or accessed to perform the Work under this Contract.

- (a) **Treasurer's Non-Disclosure and Data Security Agreement.** The Contractor and its Designees (Contractor Designees shall include, but shall not be limited to, all Contractor-controlled agents or subcontractors working on-site at Treasurer facilities or otherwise performing any work under this Contract) must sign the NDA (Exhibit C) before performing any work or obtaining or permitting access to Treasurer networked resources, application systems or databases. The Contractor will make copies of the signed NDAs available to the Project Officer upon request.
- (b) **Use of Data.** The Contractor will ensure against any unauthorized use, distribution or disclosure of or access to Treasurer Information and Treasurer networked resources by itself or its Designees. Use of Treasurer Information other than as specifically outlined in the Contract Documents is strictly prohibited. The Contractor will be solely responsible for any unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access to or disclosure of Treasurer Information and for any non-compliance with this provision by itself or by its Designees.
- (c) **Data Protection.** The Contractor will protect the Treasurer's Information according to standards established by federal law and Commonwealth of Virginia statutes including but not limited to the Government Data Collection and Dissemination Practices Act, Chapter 38 of Title 2.2 of the Code of Virginia (§ 2.2-3800 and 2.2-3803), Administration of systems including personal information; Internet privacy policy; exceptions, Code of Virginia, § 2.2-3803, and the Virginia Freedom of Information Act § 2.2-3700, et seq., and will adhere to industry best practices including the National Institute of Standards and Technology (NIST) SP 800-53 Security and Privacy Controls for Information Systems and Organizations and the Payment Card Industry Data Security Standard (PCI DSS), as applicable, and no less rigorously than it protects its own data and proprietary or confidential information. The Contractor must provide to the Treasurer a copy of its data security policy and procedures for securing Treasurer Information and a copy of its disaster recovery plan(s). If requested by the Treasurer, the Contractor must also provide annually the results of an internal Information Security Risk Assessment provided by an outside firm.
- (d) **Security Requirements.** The Contractor must maintain the most up-to-date anti-virus programs, industry-accepted firewalls and other protections on its systems and networking equipment. The Contractor certifies that all systems and networking equipment that support, interact with or store Treasurer Information meet the above standards and industry best practices for physical, network and system security requirements. Devices (laptops, mobile phones, printers, copiers or, fax machines, or similar) that store Treasurer Information into hard drives must provide data-at-rest encryption. The Treasurer's Chief Information Security Officer or designee must approve any deviation from these standards. The downloading of Treasurer information onto devices, other portable storage media or services such as personal e-mail, Dropbox etc. is prohibited without the written authorization of the Treasurer's Chief Information Security Officer or designee.
- (e) **Conclusion of Contract.** Within 30 days after the termination, cancellation, expiration or other conclusion of the Contract, the Contractor must, at no cost to the Treasurer, return all Treasurer Information to the Treasurer in a format defined by the Project Officer. The

Treasurer may request that the Information be destroyed. The Contractor is responsible for ensuring the return and/or destruction of all Information that is in the possession of its subcontractors or agents. The Contractor must certify completion of this task in writing to the Project Officer.

- (f) **Notification of Security Incidents.** The Contractor must notify the Treasurer Chief Information Officer and Project Officer within 24 hours of the discovery of any unintended access to or use or disclosure of Treasurer Information.
- (g) **Subcontractors.** If subcontractors are permitted under this Contract, the requirements of this entire section must be incorporated into any agreement between the Contractor and the subcontractor. If the subcontractor will have access to Treasurer Information, each subcontractor must provide to the Contractor a copy of its data security policy and procedures for securing Treasurer Information and a copy of its disaster recovery plan(s).

27. * ETHICS IN PUBLIC CONTRACTING

This Contract incorporates by reference Article 9 of the Arlington County Purchasing Resolution, as well as all state and federal laws related to ethics, conflicts of interest or bribery, including the State and Local Government Conflict of Interests Act (Code of Virginia § 2.2-3100 et seq.), the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.) and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Code of Virginia, as amended (§ 18.2-438 et seq.). The Contractor certifies that its Proposal was made without collusion or fraud; that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor; and that it has not conferred on any public employee having official responsibility for this procurement any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

28. * TREASURER EMPLOYEES

No Treasurer employee may share in any part of this Contract or receive any benefit from the Contract that is not available to the general public.

29. FORCE MAJEURE

Neither party will be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to a fire, riot, rebellion, natural disaster, war, act of terrorism or act of God that is beyond the control of the party and that makes performance impossible or illegal, unless otherwise specified in the Contract, provided that the affected party gives notice to the other party as soon as practicable after the force majeure event, including reasonable detail and the expected duration of the event's effect on the party.

30. * AUTHORITY TO TRANSACT BUSINESS

The Contractor must, pursuant to Code of Virginia § 2.2-4311.2, be and remain authorized to transact business in the Commonwealth of Virginia during the entire term of this Contract. Otherwise, the Contract is voidable at the sole option of and with no expense to the Treasurer.

31. * RELATION TO TREASURER

The Contractor is an independent contractor, and neither the Contractor nor its employees or subcontractors will be considered employees, servants or agents of the Treasurer. The Treasurer will not

be responsible for any negligence or other wrongdoing by the Contractor or its employees, servants or agents. The Treasurer will not withhold payments to the Contractor for any federal or state unemployment taxes, federal or state income taxes or Social Security tax or for any other benefits. The Treasurer will not provide to the Contractor any insurance coverage or other benefits, including workers' compensation.

32. ANTITRUST

The Contractor conveys, sells, assigns and transfers to the Treasurer all rights, title and interest in and to all causes of action under state or federal antitrust laws that the Contractor may have relating to this Contract.

33. REPORT STANDARDS

The Contractor must submit all written reports required by this Contract for advance review in a format approved by the Project Officer. Reports must be accurate and grammatically correct and should not contain spelling errors. The Contractor will bear the cost of correcting grammatical or spelling errors and inaccurate report data and of other revisions that are required to bring the report(s) into compliance with this section.

Whenever possible, reports must comply with the following guidelines:

- printed double-sided on at least 30% recycled-content and/or tree-free paper
- recyclable and/or easily removable covers or binders made from recycled materials (Proposals with glued bindings that meet all other requirements are acceptable)
- avoid use of plastic covers or dividers
- avoid unnecessary attachments or documents or superfluous use of paper (e.g., separate title sheets or chapter dividers)

34. AUDIT

The Contractor must retain all books, records and other documents related to this Contract for at least five years, or such period of time required by the Treasurer's funding partner(s), if any, whichever is greater, after the final payment and must allow the Treasurer or its authorized agents to examine the documents during this period and during the Contract Term. The Contractor must provide any requested documents to the Treasurer for examination within 15 days of the request, at the Contractor's expense. Should the Treasurer's examination reveal any overcharging by the Contractor, the Contractor must, within 30 days of Treasurer's request, reimburse the Treasurer for the overcharges and for the reasonable costs of the Treasurer's examination, including, but not limited to, the services of external audit firm and attorney's fees; or the Treasurer may deduct the overcharges and examination costs from any amount that the Treasurer owes to the Contractor. If the Contractor wishes to destroy or dispose of any records related to this Contract (including confidential records to which the Treasurer does not have ready access) within five years after the final payment, or such period of time required by the Treasurer's funding partner(s), if any, whichever is greater, the Contractor must give the Treasurer at least 30 days' notice and must not dispose of the documents if the Treasurer objects.

The Treasurer may require the Contractor to demonstrate that it has the necessary facilities, ability, and financial resources to comply with the Contract and furnish the service, material or goods specified herein in a satisfactory manner at any time during the term of this Contract.

35. ASSIGNMENT

The Contractor may not assign, transfer, convey or otherwise dispose of any award or any of its rights, obligations or interests under this Contract without the prior written consent of the Treasurer.

36. AMENDMENTS

This Contract may not be modified except by written amendment executed by persons duly authorized to bind the Contractor and the Treasurer.

37. * ARLINGTON COUNTY PURCHASING RESOLUTION AND COUNTY POLICIES

Nothing in this Contract waives any provision of the Arlington County Purchasing Resolution, which is incorporated herein by reference, or any applicable Treasurer or Arlington County policy.

38. * DISPUTE RESOLUTION

All disputes arising under this Agreement or concerning its interpretation, whether involving law or fact and including but not limited to claims for additional work, compensation or time, and all claims for alleged breach of contract must be submitted in writing to the Project Officer as soon as the basis for the claim arises. In accordance with the Arlington County Purchasing Resolution, claims denied by the Project Officer may be submitted to the Treasurer in writing no later than 60 days after the final payment. The time limit for a final written decision by the Treasurer is 30 days. Procedures concerning contractual claims, disputes, administrative appeals and protests are contained in the Arlington County Purchasing Resolution. The Contractor must continue to work as scheduled pending a decision of the Project Officer, Treasurer or a court of law.

39. * APPLICABLE LAW, FORUM, VENUE AND JURISDICTION

This Contract is governed in all respects by the laws of the Commonwealth of Virginia; and the jurisdiction, forum and venue for any litigation concerning the Contract or the Work is in the Circuit Court for Arlington County, Virginia, and in no other court.

40. ARBITRATION

No claim arising under or related to this Contract may be subject to arbitration.

41. NONEXCLUSIVITY OF REMEDIES

All remedies available to the Treasurer under this Contract are cumulative, and no remedy will be exclusive of any other at law or in equity.

42. NO WAIVER

The failure to exercise a right provided for in this Contract will not be a subsequent waiver of the same right or of any other right.

43. SEVERABILITY

The sections, paragraphs, clauses, sentences, and phrases of this Contract are severable; and if any section, paragraph, clause, sentence or phrase of this Contract is declared invalid by a court of competent jurisdiction, the rest of the Contract will remain in effect.

44. * ATTORNEY'S FEES

In the event that the Treasurer prevails in any legal action or proceeding brought by the Treasurer to

enforce any provision of this Contract, the Contractor will pay the Treasurer’s reasonable attorney’s fees and expenses.

45. SURVIVAL OF TERMS

In addition to any statement that a specific term or paragraph survives the expiration or termination of this Contract, the following sections also survive: INDEMNIFICATION; INTELLECTUAL PROPERTY INDEMNIFICATION; RELATION TO TREASURER; OWNERSHIP OF WORK PRODUCT; AUDIT; COPYRIGHT; DISPUTE RESOLUTION; APPLICABLE LAW AND JURISDICTION; ATTORNEY’S FEES, AND DATA SECURITY AND PROTECTION.

46. HEADINGS

The section headings in this Contract are inserted only for convenience and do not affect the substance of the Contract or limit the sections’ scope.

47. AMBIGUITIES

The parties and their counsel have participated fully in the drafting of this Agreement; and any rule that ambiguities are to be resolved against the drafting party does not apply. The language in this Agreement is to be interpreted as to its plain meaning and not strictly for or against any party.

48. NOTICES

Unless otherwise provided in writing, all legal notices and other communications required by this Contract are deemed to have been given when either (a) delivered in person; (b) delivered by an agent, such as a delivery service; or (c) deposited in the United States mail, postage prepaid, certified or registered and addressed as follows:

TO THE CONTRACTOR:

TO THE TREASURER:

, Project Officer

49. ARLINGTON COUNTY BUSINESS LICENSES

The Contractor must comply with the provisions of Chapter 11 (“Licenses”) of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this Contract, the

Contractor must contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060 or email business@arlingtonva.us.

50. * NON-DISCRIMINATION NOTICE

The Treasurer does not discriminate against faith-based organizations.

51. ACCESSIBILITY OF WEB SITE

If any work performed under this Contract results in the design, development or maintenance of or responsibility for the content or format of any Treasurer or County web sites or for the Treasurer or County's presence on third- party web sites, the Contractor must perform such work in compliance with ADA.

52. ADA COMPLIANCE

The Contractor is solely responsible for its compliance with the ADA and must defend and hold the Treasurer harmless from any expense or liability arising from the Contractor's non-compliance. The Contractor also must respond promptly to and cooperate fully with all inquiries from the U.S. Department of Labor.

The Contractor's responsibilities related to ADA compliance include, but are not limited to, the following:

- a. Access to Programs, Services and Facilities: The Contractor must ensure that its programs, services and facilities are accessible to persons with disabilities. If a particular facility or program is not accessible, the Contractor must provide equivalent services in an accessible alternate location or manner.
- b. Effective Communication: Upon request, the Contractor, must provide appropriate communication aids and services so that qualified persons with disabilities can participate equally in the Contractor's programs, services and activities. Communication aids and services can include, but are not limited to, qualified sign language interpreters, Braille documents and other means of facilitating communications with people who have speech, hearing or vision impairments.
- c. Modifications to Policies and Procedures: The Contractor must modify its policies and procedures as necessary to ensure that people with disabilities have an equal opportunity to enjoy the Contractor's programs, services and activities. For example, individuals' service animals must be allowed in the Contractor's offices or facilities, even if pets are generally prohibited.
- d. No Extra Charges: The Contractor may not charge a person with a disability or any group of individuals with disabilities to cover the cost of providing aids or services or of reasonable modifications to policies and procedures.

53. INSURANCE REQUIREMENTS

Before beginning work under the Contract or any extension, the Contractor must provide to the Treasurer a Certificate of Insurance indicating that the Contractor has in force at a minimum the coverage below. The Contractor must maintain this coverage until the completion of the Contract or as otherwise stated in the Contract Documents. All required insurance coverage must be acquired from insurers that are

authorized to do business in the Commonwealth of Virginia, with a rating of “A- “or better and a financial size of “Class VII” or better in the latest edition of the A.M. Best Co. Guides.

- a. Workers Compensation - Virginia statutory workers compensation (W/C) coverage, including Virginia benefits and employer’s liability with limits of \$500,000/500,000/500,000. The Treasurer will not accept W/C coverage issued by the Injured Worker's Insurance Fund, Towson, MD.
- b. Commercial General Liability - \$1,000,000 per occurrence, with \$2,000,000 annual aggregate covering all premises and operations and including personal injury, completed operations, contractual liability, independent contractors, and products liability. The general aggregate limit must apply to this Contract. Evidence of contractual liability coverage must be typed on the certificate.
- c. Business Automobile Liability - \$1,000,000 combined single-limit (owned, non-owned and hired).
- f. Additional Insured – The Treasurer and Arlington County and its officers, elected and appointed officials, employees and agents must be listed as additional insureds on all policies except workers compensation and automotive and professional liability; and the additional insured endorsement must be typed on the certificate.
- g. Cancellation - If there is a material change or reduction in or cancellation of any of the above coverages during the Contract Term, the Contractor must notify the Treasurer immediately and must, with no lapse in coverage, obtain replacement coverage that is consistent with the terms of this Contract. Not having the required insurance throughout the Contract Term is grounds for termination of the Contract.
- h. Claims-Made Coverage - Any “claims made” policy must remain in force, or the Contractor must obtain an extended reporting endorsement, until the applicable statute of limitations for any claims has expired.
- i. Contract Identification -All insurance certificates must state this Contract's number and title.
- j. Cyber Liability - \$2,000,000 Per Occurrence.

The Contractor must disclose to the Treasurer the amount of any deductible or self-insurance component of any of the required policies. With the Treasurer’s approval, the Contractor may satisfy its obligations under this section by self-insurance for all or any part of the insurance required, provided that the Contractor can demonstrate sufficient financial capacity. In order to do so, the Contractor must provide the Treasurer with its most recent actuarial report and a copy of its self-insurance resolution.

The Treasurer may request additional information to determine if the Contractor has the financial capacity to meet its obligations under a deductible and may require a lower deductible; that funds equal to the deductible be placed in escrow; a certificate of self-insurance; collateral; or another mechanism to guarantee the amount of the deductible and ensure protection for the Treasurer.

The Treasurer's acceptance or approval of any insurance will not relieve the Contractor from any liability or obligation imposed by the Contract Documents.

The Contractor is responsible for the Work and for all materials, tools, equipment, appliances and property used in connection with the Work. The Contractor assumes all risks for direct and indirect damage or injury to the property used or persons employed in connection with the Work and for of all damage or injury to any person or property, wherever located, resulting from any action, omission, commission or operation under the Contract or in connection in any way whatsoever with the Work. The Contractor's insurance shall be the primary non-contributory insurance for any work performed under this Contract.

The Contractor is as fully responsible to the Treasurer for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons whom the Contractor employs directly.

54. COUNTERPARTS

This Agreement may be executed in one or more counterparts and all of such counterparts shall together constitute one and the same instrument. Original signatures transmitted and received via facsimile or other electronic transmission, (e.g., PDF or similar format) are true and valid signatures for all purposes hereunder and shall be effective as delivery of a manually executed original counterpart.

WITNESS these signatures:

TREASURER OF ARLINGTON
COUNTY, VIRGINIA

CONTRACTOR

AUTHORIZED
SIGNATURE: _____

AUTHORIZED
SIGNATURE: _____

NAME: Carla de la Pava

NAME: _____

TITLE: Treasurer

TITLE: _____

DATE: _____

DATE: _____

EXHIBIT C
NONDISCLOSURE AND DATA SECURITY AGREEMENT (CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of _____ (“Contractor”), hereby agrees that the Contractor will hold Treasurer and County-provided information, documents, data, images, records and the like confidential and secure and protect them against loss, misuse, alteration, destruction or disclosure. This includes, but is not limited to, the information of the Treasurer, the County, their employees, contractors, residents, clients, patients, taxpayers and property as well as information that the Treasurer or County shares with the Contractor for testing, support, conversion or other services provided under the Agreement or that may be accessed through other Treasurer or County-owned or -controlled databases (all of the above collectively referred to as “Treasurer or County Information” or “Information”).

In addition to the DATA SECURITY obligations set in the Agreement, the Contractor agrees that it will maintain the privacy and security of Treasurer or County Information, control and limit internal access and authorization for access to such Information and not divulge or allow or facilitate access to Treasurer or County Information for any purpose or by anyone unless expressly authorized. This includes, but is not limited to, any Treasurer or County Information that in any manner describes, locates or indexes anything about an individual, including, but not limited to, his/her (“his”) Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or anything that affords a basis for inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, or the record of his presence, registration, or membership in an organization or activity, or admission to an institution.

Contractor also agrees that it will not directly or indirectly use or facilitate the use or dissemination of Treasurer or County information (whether intentionally or by inadvertence, negligence or omission and whether verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the Project. The Contractor acknowledges that any unauthorized use, dissemination or disclosure of Treasurer or County Information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

The Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any Information obtained directly, or indirectly, as a result of its work on the Project. The Contractor shall coordinate closely with the Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate and tightly controlled and that such person/s also maintain the security and privacy of Treasurer or County Information and the integrity of Treasurer or County-networked resources.

Contractor agrees to take strict security measures to ensure that Treasurer or County Information is kept secure; is properly stored in accordance with industry best practices, and if stored is encrypted as appropriate; and is otherwise protected from retrieval or access by unauthorized persons or for unauthorized purposes. Any device or media on which Treasurer or County Information is stored, even temporarily, will have strict encryption, security, and access control. Any Treasurer or County Information that is accessible will not leave the Contractor’s work site or the Treasurer or County’s physical facility, if the Contractor is working onsite, without written authorization of the Project Officer. If remote access

or other media storage is authorized, the Contractor is responsible for the security of such storage device or paper files.

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the Treasurer or County and connected to the Treasurer or County network, are secure and free of all computer viruses, or running the latest version of an industry-standard virus protection program. The Contractor will ensure that all user accounts and passwords used by its employees or subcontractors are robust, protected and not shared. The Contractor will not download any Treasurer or County Information except as agreed to by the parties and then only onto a Treasurer or County-approved device. The Contractor understands that downloading onto a personally owned device or service, such as personal e-mail, Dropbox, etc., is prohibited.

Contractor agrees that it will notify the Project Officer immediately upon discovery or becoming aware or suspicious of any unauthorized disclosure of Treasurer or County Information, security breach, hacking or other breach of this agreement, the Treasurer, County's or Contractor's security policies, or any other breach of Project protocols concerning data security or Treasurer or County Information. The Contractor will fully cooperate with the Treasurer or County to regain possession of any Information and to prevent its further disclosure, use or dissemination. The Contractor also agrees to promptly notify others of a suspected or actual breach if requested.

The Contractor agrees that all duties and obligations enumerated in this Agreement also extend to its employees, agents or subcontractors who are given access to Treasurer or County information. Breach of any of the above conditions by Contractor's employees, agents or subcontractors shall be treated as a breach by the Contractor. The Contractor agrees that it shall take all reasonable measures to ensure that its employees, agents and subcontractors are aware of and abide by the terms and conditions of this *Nondisclosure and Data Security Agreement* and related data security provisions in the Agreement.

It is the intent of this *Nondisclosure and Data Security Agreement* to ensure that the Contractor has the highest level of administrative safeguards, disaster recovery and best practices in place to ensure confidentiality, protection, privacy and security of Treasurer or County information and Treasurer or County-networked resources and to ensure compliance with all applicable local, state and federal laws or regulatory requirements. Therefore, to the extent that this *Nondisclosure and Data Security Agreement* conflicts with the Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent requirement, law, regulation or provision controls.

At the conclusion of the Project, the Contractor agrees to return all Treasurer or County Information to the Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the Agreement.

Authorized Signature: _____

Printed Name and Title: _____

Date: _____

VII. ATTACHMENTS AND FORMS

**TREASURER OF ARLINGTON COUNTY, VIRGINIA
REQUEST FOR PROPOSALS**

PROPOSAL FORM

ELECTRONIC PROPOSALS WILL BE RECEIVED BY THE TREASURER VIA EMAIL TO THE RFP ADMINISTRATOR, acooke@arlingtonva.us, NOT LATER THAN 3:00 P.M., AUGUST 26, 2022.

FOR PROVIDING BANKING CONSULTING SERVICES PER THE SOLICITATION.

THE FULL LEGAL NAME OF THE ENTITY SUBMITTING THIS PROPOSAL MUST BE WRITTEN IN THE SPACE BELOW. THIS PROPOSAL FORM AND ALL OTHER DOCUMENTS THAT REQUIRE A SIGNATURE MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BY A PERSON WHO IS AUTHORIZED TO BIND THE OFFEROR, OR THE PROPOSAL MAY BE REJECTED.

SUBMITTED BY:

(Legal name of entity)

AUTHORIZED SIGNATURE:

PRINT NAME AND TITLE:

ADDRESS:

CITY/STATE/ZIP:

TELEPHONE NO.:

**E-MAIL
ADDRESS:**

**THIS ENTITY IS INCORPORATED
IN:**

THIS ENTITY IS A:

*(Check the
applicable option)*

CORPORATION

LIMITED PARTNERSHIP

GENERAL PARTNERSHIP

UNINCORPORATED ASSOCIATION

LIMITED LIABILITY COMPANY

SOLE PROPRIETORSHIP

**IS OFFEROR AUTHORIZED TO TRANSACT BUSINESS IN THE
COMMONWEALTH OF VIRGINIA?**

YES

NO

**IDENTIFICATION NO. ISSUED TO THE ENTITY BY THE
SCC:**

Any Offeror exempt from Virginia State Corporation Commission (SCC) authorization requirement must include a statement with its Proposal explaining why it is not required to be so authorized.

ENTITY'S DUN & BRADSTREET D-U-N-S NUMBER: *(if available)* _____

HAS YOUR FIRM OR ANY OF ITS PRINCIPALS BEEN DEBARRED FROM SUBMITTING PROPOSALS TO ARLINGTON COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION WITHIN THE PAST THREE YEARS?

YES NO

OFFEROR STATUS: MINORITY OWNED: WOMAN OWNED: NEITHER:

THE UNDERSIGNED UNDERSTANDS AND ACKNOWLEDGES THE FOLLOWING:

THE OFFICIAL COPY OF THE SOLICITATION DOCUMENTS, WHICH INCLUDES ANY WRITTEN RESPONSES OR ADDENDA, IS THE ELECTRONIC COPY THAT IS RECEIVED VIA EMAIL FROM THE RFP ADMINISTRATOR/

POTENTIAL OFFERORS ARE RESPONSIBLE FOR DETERMINING THE ACCURACY AND COMPLETENESS OF ALL SOLICITATION DOCUMENTS THEY RECEIVE FROM ANY SOURCE, INCLUDING THE TREASURER.

1. OFFEROR MUST SUBMIT: ONE ELECTRONIC COMPLETE SIGNED PROPOSAL THAT INCLUDES AS ITS FIRST PAGE THIS PROPOSAL FORM.
2. INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO QUESTIONS REGARDING THIS PROPOSAL.

NAME (PRINTED): _____ TITLE: _____

E-MAIL ADDRESS: _____ TEL. NO.: _____

TRADE SECRETS OR PROPRIETARY INFORMATION:

Trade secrets or proprietary information submitted by an Offeror in connection with a procurement transaction will not be subject to public disclosure under the Virginia Freedom of Information Act. An Offeror seeking to protect submitted data or materials from disclosure must, before or upon submission of the data or materials, identify the data or materials to be protected and state the reasons why protection is necessary.

Please mark one:

- No, the Proposal that I have submitted does not contain any trade secrets and/or proprietary information.
- Yes, the Proposal that I have submitted does contain trade secrets and/or proprietary information.

If Yes, you must clearly identify below the exact data or materials to be protected and list all applicable page numbers, sections, and paragraphs, of the Proposal that contain such data or materials:

State the specific reason(s) why protection is necessary and why the identified information constitutes a trade secret or is proprietary:

If you fail above to identify the data or materials to be protected or to state the reason(s) why protection is necessary, you will not have invoked trade secret or proprietary protection. Accordingly, upon the award of a contract, the Proposal will be open for public inspection consistent with applicable law.

CERTIFICATION OF NON-COLLUSION: The undersigned certifies that this Proposal is not the result of or affected by (1) any act of collusion with another person engaged in the same line of business or commerce (as defined in Virginia Code §§ 59.1-68.6 *et seq.*) or (2) any act of fraud punishable under the Virginia Governmental Frauds Act (Virginia Code §§ 18.2-498.1 *et seq.*).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES

Provide the name and address of the person who is designated to receive notices and other communications regarding this solicitation. Refer to the “Notices” section in the draft Contract Terms and Conditions for information regarding delivery of notices.

NAME: _____

ADDRESS: _____

E-MAIL: _____

OFFEROR’S PRINTED NAME: _____

CONFLICT OF INTEREST STATEMENT

I, whose name is subscribed below, a duly authorized representative and agent of the entity submitting this Proposal to the Treasurer of Arlington County in response to its Request for Proposal, and on behalf of the Offeror certify that:

1. Neither the Offeror nor any affiliated entity has, within the past five years, been employed by or represented a deliverer of services that reasonably could be expected to be considered for purchase by the Treasurer as a result of this solicitation;
2. if the Offeror is awarded a contract under this solicitation and during the term of that contract prepares an invitation to bid or Request For Proposal for or on behalf of the Treasurer, the Offeror must not (i) submit a bid or Proposal for that procurement or any portion thereof or (ii) disclose to any potential bidder or offeror information concerning the procurement that is not available to the public.
3. The Offeror will not solicit or accept any commissions or fees from vendors who ultimately furnish services to the Treasurer as a result of any contract award made as a result of this solicitation.

OFFEROR'S NAME: _____

SIGNED BY: _____

PRINTED NAME/TITLE: _____

DATE: _____

NOTARY STATEMENT

COMMONWEALTH OF VIRGINIA/STATE OF _____)

CITY/COUNTY OF _____) to wit:

_____ personally appeared before me this _____ day of _____, 20____ the undersigned a Notary Public in and for the State and County of aforesaid, _____, known to me (or satisfactorily proven) to be the person whose name is subscribed to within the instrument as an agent of the Offeror and acknowledged that he/she has executed the same for the purposes therein contained.

(Seal)

Notary registration number: _____

My commission expires: _____

**TREASURER OF ARLINGTON COUNTY, VIRGINIA
REQUEST FOR PROPOSALS**

ATTACHMENT A: COST PROPOSAL

Attachment A: Cost Proposal

Service Group 1: General Banking Services

AFP Code	Service Description	Average Monthly Volume County Entities	Average Monthly Volume Retirement	Total Average Monthly Volume	Proposed Unit Cost	Total Monthly Cost
GENERAL ACCOUNT SERVICES						
01 0000	Account Maintenance	34	2	36		
01 0010	Interest-Bearing Account Maintenance	1		1		
01 0020	ZBA Master Account Maintenance	2		2		
01 0021	ZBA Sub Account Maintenance	22		22		
10 0015	Miscellaneous Credits Posted	4		4		
01 0101	Credits Posted	39		39		
01 0100	Debits Posted	739	12	751		
01 0310	DDA Statement - Paper	4		4		
01 0410	Client Analysis Statement - Paper	2		2		
01 0499	Client Analysis Invoice	2		2		
01 0610	Check Deposit Adjustment	1		1		
DEPOSITORY SERVICES						
10 0416	Online Return Item Subscription - Per Account	24	1	25		
10 0416	Online Return Item Subscription - Per Item	130		130		
10 0430	Online Return Item Subscription - Optional Detail	24		24		
10 0006	Branch Deposit	43		43		
10 0051	Night Drop Deposit	30		30		
10 001A	Branch Deposit - Post Verification	1		1		
10 0006	Branch Deposit - Currency and Coin per \$1	30,717		30,717		
10 0040	Cash Order Fee - Branch	8		8		
10 0040	Rolled Coin Furnished - Branch	10		10		
10 0040	Currency Furnished per \$1 - Branch	1,513		1,513		
10 0225	Deposited Check (Branch/Vault)	80		80		
10 001A	Post Verify Cash Deposited per \$1	2,666		2,666		
10 0100	Vault Deposit	5		5		
10 0199	Vault Deposit - Currency and Coin per \$1	4,058		4,058		
10 0501	Vault Deposit Adjustment	1		1		
10 0113	Vault Deposit - Standard Coin Bag	1		1		
10 0111	Vault Deposit - Nonstandard Coin Bag	64		64		
10 0199	Vault Deposit - Coin Roll	1		1		
10 0146	Vault Coin Furnished - Standard Box	1		1		
10 0141	Vault Order - Automated	4		4		
10 0701	Vault Transactions Recap Report - Fax	1		1		
10 0148	Currency Furnished per \$1 - Vault Non-Standard	292		292		
10 0199	Currency Furnished per \$1 - Vault	16,974		16,974		
10 0100	Vault Cash Only or Check Only Deposit	22		22		
10 0154	Smart Safe Monthly Maintenance - per Relationship	1		1		
10 0154	Smart Safe Monthly Maintenance - per Account	5		5		
10 0154	Smart Safe Deposit	176		176		
10 0154	Smart Safe Cash Deposited per \$1	532,492		532,492		
20 0020	Deposit Reconciliation Maintenance	3		3		
10 0610	Deposit Reconciliation - per Item	303		303		
10 0220	Image Cash Letter per Item - On-Us* (see note below)	1,118		1,118		
10 0224	Image Cash Letter per Item - Transit* (see note below)	5,727		5,727		
10 0230	Image Cash Letter - Deposit Adjustment* (see note below)	3		3		
<i>*These line items assume the Offeror is not awarded Service Group 2: Lockbox Processing Services and the selected provider for Service Group 2 will transmit an ICL file for lockbox processing activity.</i>						
10 0500	Deposit Correction	1		1		
10 0416	Online Return Item Service Maintenance	25		25		
10 0416	Online Return Item Retrieval - per Image Retrieved	27		27		
10 0400	Return Item - Chargeback	27		27		
10 0401	Return Item Special Instructions - per Item	26		26		
10 0401	Return Item Special Instructions Maintenance	5		5		
10 0402	Return Item Redeposited	2		2		
REMOTE DEPOSIT CAPTURE SERVICES						
40 0003	Remote Deposit Capture Maintenance	13		13		
10 0224	Remote Deposit Capture - Deposited Item	2,841		2,841		
01 0101	Remote Deposit Capture - per Deposit Credited	286		286		
40 0231	Remote Deposit Capture Report per Item	1,487		1,487		
15 1352	Remote Deposit Capture Images Retrieved - per Image Retrieved	366		366		
PAPER DISBURSEMENT SERVICES						
15 0724	Positive Pay Exception - Online Image	79	1	80		
15 0300	MICR Check Rejects >1% Through 2%	12		12		
15 0240	Check Block - Payment Authorization Max Check Dollar Amount Block	18		18		
15 0240	Check Block - Checks Paid to Individuals Block	1		1		
15 0222	Positive Pay Exception Checks Returned	5	1	6		
15 0410	Stop Payment - Online	181	2	183		
15 1350	Online Image Subscription	3		3		
15 1352	Online Image View < 90 Days - per Item Viewed	351	3	354		
15 1352	Online Image View > 90 Days - per Item Viewed	67	1	68		
15 1352	Check Photocopy View or Print	2		2		
15 1350	Check Images with Statement	1		1		
15 0310	Positive Pay Exception - per Item		1	1		
15 0030	Positive Pay Maintenance	5	2	7		
15 0310	Positive Pay Checks - No Issue Record	51		51		
15 0401	Positive Pay Verification Call - Cashed	1		1		
15 0100	Checks Paid	2,814	15	2,829		

10 0230	Checks Paid Reject		1		1	
15 0122	Payee Positive Pay per Item		4,878	11	4,889	
15 0500	Check Cashed for Non-Account Holder		13		13	
15 0412	Stop Payment - Automatic Renewal		753	2	755	
CONTROLLED DISBURSEMENT SERVICES						
01 0101	Controlled Disbursement Credits Posted		56		56	
15 0129	Controlled Disbursement Same Day Positive Pay Return Item		19		19	
15 0700	Online Controlled Disbursement Subscription Maintenance		3		3	
40 0274	Online Controlled Disbursement Subscription - per Item		7		7	
15 0000	Controlled Disbursement Account Maintenance		3		3	
15 0030	Controlled Disbursement Same Day Positive Pay Maintenance		3		3	
15 0110	Controlled Disbursement Checks Paid		2,096		2,096	
15 0310	Controlled Disbursement Same Day Positive Pay Exceptions		49		49	
15 0220	Controlled Disbursement Check Cashed - Float Fee		4		4	
PAPER DISBURSEMENT RECONCILIATION SERVICES						
20 0201	Online Checks Issues - per Item		50		50	
20 0010	Full Reconciliation Maintenance		7	2	9	
20 0201	Full Reconciliation per Item		5,259	20	5,279	
20 9999	ARP Outstanding Issue Records on File - per Item		3,751	48	3,799	
20 0306	Online ARP Statements and Reports Maintenance		11	4	15	
20 0020	Partial Reconciliation Maintenance		1		1	
20 0201	Partial Reconciliation with Positive Pay per Item		27		27	
20 0301	ARP Output - per Transmission		6		6	
20 0306	ARP Optional Reports		13	3	16	
20 0100	Outgoing Transmission - per Item		14,620		14,620	
20 0310	ARP Paper Statement/Report Delivery		1	1	2	
20 0310	ARP paper Statement/Report Maintenance		1	1	2	
20 0120	Partial Reconciliation without Positive Pay per Item		22		22	
40 0051	ARP Statements and Reports (CSV/Excel) Maintenance		11	2	13	
40 0272	ARP Statements and Reports (CSV/Excel) per Item		210,372	441	210,813	
OUTSOURCED CHECK PRINTING						
15 1860	Outsourced Check Printing Package Preparation		12		12	
15 1870	Outsourced Check Printing Postage or Overnight Report		8		8	
30 0100	Outsourced Check Printing Transmission - per Transmission		96	5	101	
30 0221	Outsourced Check Printing Email Service		132	5	137	
30 0105	Outsourced Check Printing Payment Report Subscription Maintenance		8	1	9	
30 0199	Outsourced Check Printing Email Secondary Approver		14		14	
30 9999	Outsourced Check Printing Total Monthly Postage and Handling		TBD	TBD	TBD	
30 9999	Outsourced Check Printing Next Day Check		4,032	20	4,052	
30 9999	Outsourced Check Printing Same Day Check		1,185		1,185	
30 9999	Outsourced Check Printing Additional Page		26		26	
30 0330	Outsourced Check Printing Reject Repair Duplicate		2		2	
30 0000	Outsourced Check Printing Payments Maintenance		8	2	10	
GENERAL ACH SERVICES						
25 0703	ACH Online Subscription - Per Account		35	4	39	
25 0703	ACH Online Subscription - Per Item		11,839	5,863	17,702	
25 0703	Online ACH Hyperlink Item Detailed Inquiry - Per Item		3		3	
25 0201	Electronic Credits Posted		2,132	12	2,144	
25 0400	ACH Online Return Subscription - Per Account		10	2	12	
25 0400	ACH Online Return Subscription - Per Item		1,730	3,814	5,544	
25 0000	ACH Monthly Maintenance		4	1	5	
25 0102	ACH Transaction File Transmission - Per Item		50,408	4,436	54,844	
25 0120	ACH Originated Addenda Record		13,009	3	13,012	
25 0202	ACH Debit/Credit Received Item		2,256	16	2,272	
25 0220	ACH Received Addenda		8	9	17	
25 0302	ACH Return Item - Electronic		72	3	75	
25 0302	ACH Return Admin - Electronic		163	5	168	
25 0312	ACH Return Unauthorized - Electronic		7		7	
25 0312	ACH Return Unauthorized Quality Fee		7		7	
25 0500	ACH Online Batch Release - per Batch		24	3	27	
25 0000	ACH File Processing Maintenance - Third-Party Vendor		1		1	
25 0501	ACH Transmission - per Transmission		99	2	101	
25 0620	ACH Delete Item			1	1	
25 0642	ACH Reversal Item		1	1	2	
25 0710	ACH Fax Service		1	6	7	
25 0102	ACH Item Originated Online		147	1	148	
25 0000	Online ACH Maintenance		3		3	
25 1010	ACH Authorization Investigation		1		1	
25 1010	ACH Special Investigation		1		1	
25 1050	ACH Online Fraud Filter Stop Maintenance		1		1	
25 1050	ACH Online Fraud Filter Review Maintenance		26	2	28	
25 1053	ACH Online Fraud Filter Review - per Item		8		8	
25 1070	ACH NOC - Received Item Stored in Database		653		653	
25 0302	ACH NOC - Electronic		463	3	466	
25 0302	ACH NOC - Transmission Advice		1		1	
25 0302	ACH NOC - Information Reporting Advice		69		69	
E-LOCKBOX SERVICES						
05 0030	E-Lockbox Monthly Maintenance		1		1	
05 9999	E-Lockbox Payment		85		85	
30 0200	E-Lockbox per Transmission		21		21	
05 0030	E-Lockbox Reporting Package Monthly Maintenance		1		1	
05 0030	E-Lockbox Reporting Monthly Maintenance		1		1	

05 0530	E-Lockbox Suspended Payment - Per Item	1		1		
05 9999	E-Lockbox Payment Return	1		1		
40 0054	Online E-Lockbox Report Subscription Maintenance	1		1		
40 0274	Online E-Lockbox Report Subscription per Item	86		86		
INTEGRATED RECEIVABLES						
30 0010	Integrated Receivables Maintenance	2		2		
30 0210	Integrated Receivables ACH Item Received	306		306		
30 0210	Integrated Receivables Received Addenda	1,267		1,267		
30 0200	Integrated Receivables per Transmission	21		21		
30 0210	Integrated Receivables EDI Report per ACH Item	306		306		
30 0210	Integrated Receivables EDI Report per ACH Addenda Item	1,267		1,267		
30 0010	Integrated Receivables Email Maintenance	1		1		
30 0330	Integrated Receivables Invalid CTX Report	3		3		
WIRE & OTHER FUNDS TRANSFER SERVICE						
35 0600	Wire Monthly Maintenance Online - per Account	2		2		
35 9999	Wire Monthly Maintenance Voice - per Account		2	2		
35 0300	Wire In - Domestic	33	9	42		
35 0310	Wire In - International USD or FX	1		1		
35 0320	Wire In - Correspondent Bank USD or FX	1		1		
35 0300	Wire In - Drawdown	4		4		
35 0551	Wire Template Storage Maintenance	1		1		
35 0100	Wire Out Online - Domestic	46		46		
35 0120	Wire Out Online - Book Transfer	1		1		
35 0412	Wire Advice - Mail	2		2		
40 0003	Online Wire Transfer Report Maintenance	25	2	27		
40 0340	Online Wire Inquiry Detail - per Item	1		1		
INFORMATION REPORTING SERVICES						
40 0210	Bank Online Portal Maintenance	1	1	2		
40 0299	Online Reporting Subscription	1	1	2		
40 0270	Automated Information Reporting Download Maintenance	1		1		
40 0274	Online Wire Transfer Report per Item	179	1	180		
40 0340	Online Search (per 100 search items)	602	4	606		
40 0050	Online Previous Day Reporting Maintenance - per Relationship	1	1	2		
40 0052	Online Previous Day Reporting Maintenance - per Account	32	4	36		
40 0271	Online Previous Day Reporting Items Loaded	9,801	59	9,860		
40 0053	Online Current Reporting Maintenance - per Relationship	1	1	2		
40 0055	Online Current Reporting Maintenance - per Account	28	4	32		
40 0274	Online Current Day Items Reported	1,053	1	1,054		
40 0002	BAI Monthly Base	2		2		
40 0221	BAI Transactions Reported	2,705		2,705		
40 0222	Event Messaging Service - Email	902		902		
30 0010	Online EDI Payment Detail Subscription Maintenance	1		1		
30 0225	Online EDI Payment Detail per Item	2,505		2,505		
30 0225	Online EDI Payment Detail per Addenda Item	10,383		10,383		
SWEEP SERVICES						
45 0200	Online Sweep Maintenance	2		2		
45 0405	Online Sweep Account Position Report	1		1		
45 0403	Online Sweep Monthly Statement - Electronic	2		2		
NEW SERVICES						
	Account Validation Services Implementation Fee	TBD	TBD	TBD		
	Account Validation Services Monthly Maintenance	TBD	TBD	TBD		
	Account Validation Services Web Access Annual User Fee	TBD	TBD	TBD		
	Account Verification Inquiry	TBD	TBD	TBD		
	Account Authentication Inquiry	TBD	TBD	TBD		
	Wholesale Lockbox Deposited Item - On-Us** (see note below)	1,118		1,118		
	Wholesale Lockbox Deposited Item - Transit** (see note below)	5,727		5,727		
	Lockbox Deposits** (see note below)	102		102		
**These line items assume the Offeror is awarded both Service Group 1 and Service Group 2.						
ADDITIONAL SERVICES NECESSARY TO MEET CORE RFP REQUIREMENTS						
<i>Provide estimated volumes for each required service</i>						
TOTAL ANNUAL COST						
OPTIONAL SERVICES PROPOSED						

Attachment A: Cost Proposal

Service Group 1: General Banking Services - APS School Activity Accounts

AFP Code	Service Description	Average Monthly Volume	Proposed Unit Cost	Total Monthly Cost
Outside the purview of the Treasurer, every APS school maintains a school activity account with limited cash management functionality (i.e., depositing cash and checks) and related fraud controls. There are currently 41 school activity accounts. Provide a fee schedule for these limited functionality accounts.				
GENERAL ACCOUNT SERVICES				
01 0000	Account Maintenance	41		
01 0100	Debits Posted	3		
01 0610	Check Deposit Adjustment	1		
DEPOSITORY SERVICES				
10 0416	Online Return Item Subscription - Per Account	41		
10 0416	Online Return Item Subscription - Per Item	2		
10 0006	Branch Deposit	404		
10 0225	Deposited Check (Branch)	592		
10 0006	Branch Deposit - Currency and Coin per \$1	99,095		
10 0040	Cash Order Fee - Branch	2		
10 0040	Rolled Coin Furnished - Branch	9		
10 0040	Currency Furnished per \$1 - Branch	548		
10 0400	Return Item - Chargeback	3		
10 0402	Return Item Redeposited	2		
REMOTE DEPOSIT CAPTURE SERVICES				
40 0003	Remote Deposit Capture Maintenance	41		
10 0224	Remote Deposit Capture - Deposited Item	822		
01 0101	Remote Deposit Capture - per Deposit Credited	85		
40 0231	Remote Deposit Capture Report per Item	102		
15 1352	Remote Deposit Capture Images Retrieved - per Image Retrieved	102		
PAPER DISBURSEMENT SERVICES				
15 0240	Check Block - Payment Authorization Max Check Dollar Amount Block	1		
15 0420	Stop Payment - Operator Assisted	1		
15 0724	Positive Pay Exception - Online Image	9		
15 0222	Positive Pay Exception Checks Returned	16		
15 0030	Positive Pay Only Maintenance	41		
15 0120	Positive Pay Only - per Item	1,898		
15 1352	Online Image View < 90 Days - per Item Viewed	1		
15 0310	Positive Pay Exception - per Item	26		
15 0310	Positive Pay Checks - No Issue Record	17		
15 0240	Check Block - Checks Paid to Individuals Block	1		
15 0100	Checks Paid	470		
15 0122	Payee Positive Pay per Item	164		
15 0412	Stop Payment - Automatic Renewal	1		
PAPER DISBURSEMENT RECONCILIATION SERVICES				
20 0201	Online Check Issues - per Item	2,074		
20 9999	ARP Outstanding Issue Records on File - per Item	568		
GENERAL ACH SERVICES				
25 0201	Electronic Credits Posted	102		
25 0202	ACH Debit/Credit Received Item	32		
25 0220	ACH Received Addenda	5		
25 1050	ACH Online Fraud Filter Review Maintenance	41		
25 1053	ACH Online Fraud Filter Review - per Item	1		
INFORMATION SERVICES				
40 0340	Online Search (per 100 search items)	3		
40 022Z	Event Messaging Service - Email	333		
ADDITIONAL SERVICES NECESSARY TO MEET CORE RFP REQUIREMENTS				
<i>Provide estimated volumes for each required service</i>				
TOTAL ANNUAL COST				
OPTIONAL SERVICES PROPOSED				

Attachment A: Cost Proposal			
Service Group 2: Lockbox Processing Services			
Service Description	Average Monthly Volume	Proposed Unit Cost	Total Monthly Cost
CURRENT THIRD-PARTY PROVIDER LOCKBOX PROCESSING SERVICES			
Monthly Management Fee - per Relationship	1		
Lockbox Maintenance - per Lockbox	9		
Lockbox Remittance Processed - OCR	6,309		
Lockbox Remittance Processed - Non-OCR	213		
Lockbox Checks Encoded	6,100		
Lockbox Keying - per Keystroke	76,572		
Lockbox Multi Bill Reconciliations	556		
Lockbox Multi Payment Reconciliations	31		
Lockbox Multi Multiples Reconciliations	110		
Lockbox Image Files - per File	42		
Lockbox Image Files Maintenance	2		
Lockbox Data Files Maintenance	2		
Lockbox Daily Data File to FTP - per File	3		
Lockbox Data Transmission Fee	1		
Lockbox Source Image	6,131		
Lockbox Check Image	5,903		
Lockbox Envelope Image	1,633		
Lockbox Document Image Capture	161		
Lockbox Check 21 File Posting Fee	102		
Lockbox Check 21 Physical Deposit of Checks	1		
Lockbox Check 21 Certified Shred Destruction	14,596		
Lockbox Document Storage - per Pallet	3		
Lockbox Photocopies	5		
Lockbox Postal Pickups - per Day	21		
Lockbox Reporting Fee Maintenance	1		
Lockbox Daily Reports - per Report	21		
Lockbox Daily Reports Maintenance	1		
Lockbox Daily Mail Pickup Fee	3		
Lockbox Envelope Processing & Data Entry (Real Estate Lockbox)	2		
Lockbox Shipment Prep	1		
ALTERNATIVE LOCKBOX PROCESSING APPROACH			
<i>If the Offeror is not selected to provide both Service Group 1 and Service Group 2 and is unable to send an ICL file to the firm awarded Service Group 1, provide volumes and fees for all services required to facilitate the processing and deposit of the County's checks received through the lockboxes.</i>			
ADDITIONAL SERVICES NECESSARY TO MEET CORE RFP REQUIREMENTS			
<i>Provide estimated volumes for each required service</i>			
TOTAL ANNUAL COST			
OPTIONAL SERVICES PROPOSED			

Attachment A: Cost Proposal	
Service Group 3: Integrated Payables	
Aggregate Spend	Proposed Rebate
VIRTUAL CARD REBATE	
Indicate grace period for the below rebate schedule: _____	
\$0 - \$1 million	
\$1 million - \$5 million	
\$5 million - \$10 million	
\$10 million - \$15 million	
\$15 million - \$20 million	
\$20 million - \$30 million	
\$30 million - \$50 million	
\$50 million +	
Large Ticket Rebate Schedule	
Rebate Incentive for Faster Payments	
ACH REBATE	
\$0 - \$1 million	
\$1 million - \$5 million	
\$5 million - \$10 million	
\$10 million - \$15 million	
\$15 million +	

**TREASURER OF ARLINGTON COUNTY, VIRGINIA
REQUEST FOR PROPOSALS**

ATTACHMENT B: SAMPLE LOCKBOX REMITTANCE DOCUMENTS



Arlington County
 Utilities Services Office
 PO Box 1752
 Merrifield, VA, 22116-1752

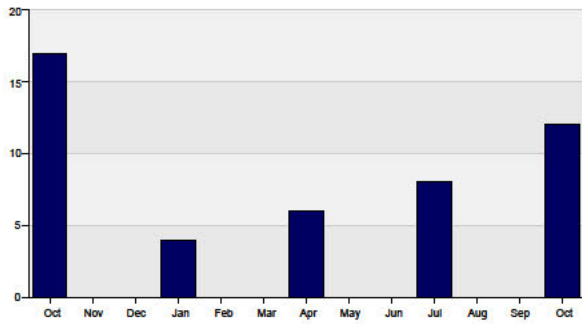


AUTOSCH 5-DIGIT 22204 40 PSS 134603DA10-A-11
 10873 1 AV 0.452



Billing Inquiries: Customer Service (703) 228-5000
 Website: www.arlingtonva.us/Government/Programs/Water-Utilities
 • Pay by Phone: 1-888-272-9829 (code 1000) Nominal fee applies.
 • On-line Payment Options: www.arlingtonva.us/HOME
 • Please allow 7-10 days for mailing and processing for your payment to be credited to your account.

YOUR BILLED CONSUMPTION (IN THOUSAND GALLONS)



Previous Year

Current Year

SPECIAL MESSAGE

Paperless Billing in Arlington County helps YOU go green. Help protect the environment and consider going paperless! Contact our Customer Call Center at 703-228-5000 for more information!

Account Statement

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
 CUSTOMER NAME: [REDACTED]
 SERVICE ADDRESS: [REDACTED]
 ACCOUNT CLASS: Residential
 BILLING DATE: 11/09/22
 LATE AFTER: 12/09/22

CURRENT METER INFORMATION

Service Period	Meter	# Days	Current Read	Previous Read	Consumption (Thou Gal.)
07/08/22-10/10/22	22193627	95	296	284	12

ACCOUNT ACTIVITY

LAST BILL -6.09
 TOTAL PAID SINCE LAST BILL 0.00
 LATE FEE/ADJUSTMENTS/REFUNDS 0.00
 PREVIOUS BALANCE -6.09

NEW CHARGES

WATER BASE CHARGE 14.33
 WATER TIER 1 - 9 TGAL @ 3.98 35.82
 WATER TIER 2 - 3 TGAL @ 6.38 19.14
 SEWER BASE CHARGE 11.55
 SEASONAL SEWER ADJUSTMENT - 4 TGAL @ 9.61 38.44
 REFUSE 07/08/22 - 10/10/22 80.14
 TOTAL NEW CHARGES 199.42

ACCOUNT BALANCE

CHARGES DUE 199.42
 CREDIT BALANCE -6.09
 TOTAL AMOUNT DUE 193.33
 Payable within 30 days after bill date or 6% late fee added.
 AFTER 12/09/22 INCLUDING LATE FEE 204.93

PLEASE SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION

PLEASE FOLD ON PERFORATION BEFORE TEARING - RETURN BOTTOM PORTION WITH YOUR PAYMENT
 MAKE CHECKS PAYABLE TO ARLINGTON COUNTY TREASURER

Utilities Payment Coupon

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
 CUSTOMER NAME: [REDACTED]
 SERVICE ADDRESS: [REDACTED]
 BILLING DATE: 11/09/22
 LATE AFTER: 12/09/22



AMOUNT DUE

CHARGES DUE 199.42
 CREDIT BALANCE -6.09
 TOTAL AMOUNT DUE 193.33

AMOUNT ENCLOSED

REMIT PAYMENT TO:

ARLINGTON COUNTY TREASURER
 PO BOX 1752
 MERRIFIELD VA 22116-1752

UT1597390692528000019333

GENERAL INFORMATION

RATES AND FEES

Water and sewer billings are based on each account's designated customer class, which are: Residential, Commercial and Multifamily. All customer classes receive base charges that appears on each regular bill. Residential accounts are billed quarterly. Commercial and Multifamily accounts are billed monthly.

Water and Sewer charges for all customer classes are calculated from metered water consumption.

Service Period is the time between water meter reads. Water meter reads are used to calculate your volumetric rates and other daily charges, including base charges and the Household Solid Waste Rate for residential customers.

Residential water rates are broken into 2 Tiers, with one rate being charged for Tier 1 - up to 9,000 Gallons of water consumption. A higher rate is charged for Tier 2 – consumption that exceeds 9,000 Gallons of water consumption.

Residential sewer charges are fixed each year, based on residential customers' wintertime water consumption. This Seasonal Sewer Adjustment is recalculated each year during your winter bill period and applies to your 3 other quarterly bills.

Late Fees: A late fee of 6 percent will be imposed on balances that remain outstanding for more than 30 days from the date of this bill.

Connection Fee: The connection fee for water service is \$25.

Returned Check: Customers are charged \$50 for any check returned for non-payment.

Household Solid Waste Rates are charges for the County's collection and disposal of trash, recyclable materials and yard trimmings. All single-family dwellings and townhomes must pay for these services. This annual charge is billed quarterly. More information about trash and recycling services is available at <https://www.arlingtonva.us/Government/Programs/Recycling-and-Trash>.

More information about current water, sewer and refuse rates is at <https://www.arlingtonva.us/Government/Programs/Water-Utilities/Customer-Service/Rates>.

BILLING, PAYMENT AND CUSTOMER SERVICE

Online Account: Customers can review bills, consumption information and opt in for paperless billing by registering for an online account at <https://myutilities.arlingtonva.us/css/public/login/form>.

Payment Options: All payments are made through the County Treasurer's Office. More information about payment options is available on the front side of this bill.

Automated bank debit payments are available for County utilities customers. Visit www.arlingtonva.us/treas or call 703-228-3090 for details.

CUSTOMER SERVICES

Call the Customer Contact Center at 703-228-5000 or email DESContactCenter@arlingtonva.us for any questions about services and billing.

WRITTEN CORRESPONDENCE

Do not include written correspondence with payments.

Mail or deliver correspondence to:

Utilities Services Office
2020 N 14th St., Suite 500
Arlington, VA 22201

Payments may be hand-delivered to:

Treasurer's Office
2100 Clarendon Blvd., Suite 215
Arlington, VA 22201

If you're experiencing a water or sewer emergency, please call our 24-hour hotline at 703-228-6555.

**NOTICE OF PARKING VIOLATION
ARLINGTON COUNTY VIRGINIA**

PARKING CITATION

Parking Violation Number

[REDACTED]

Date

2/2/23

Time

4:54 AM

Officer Name

[REDACTED]

Officer ID

[REDACTED]

Agency

ACPD - PSA

Meter No.

Location

800 S FLORIDA ST

Violation

NO VA SAFETY INSPECTION
(ACC 14.2-2.A.1)

If Paid within 30 Days

\$50.00

If PAID AFTER 30 DAYS

\$75.00

Remarks

VA SAFETY INSPECTION- NONE

Vehicle

License No

[REDACTED]

State

[REDACTED]

Exp

[REDACTED]

Type

[REDACTED]

Make

[REDACTED]

Body Style

[REDACTED]

Color

[REDACTED]

To see images for this ticket visit
<http://police.arlingtonva.us/parking/>

Send payment and this citation to:
TREASURER ARLINGTON COUNTY
P.O. BOX 1750 • MERRIFIELD, VA 22116-1750
SEE BACK FOR PAYMENT OPTIONS AND MORE INFORMATION

Lockbox #2 - Parking Tickets

PLACE POSTAGE HERE

Arlington County Treasurer
 Office: 22201 Merrifield Rd, Suite 100
 Arlington, VA 22201
 Phone: 703-228-3296
 Fax: 703-228-3296
 Email: treasurer@arlingtonva.us
 Receipt #: 01201418
 Type: Parking Ticket Acct: 9472054
 Transaction Total: \$20.00
 2/24/2005 9:23 AM

EasyPark, iPark and County Direct Violations: To contact a station you received while using an EasyPark or iPark device ONLY, or if you received a County Direct violation and are an Arlington County resident, contact the Treasurer's Office at: 703-228-3296 or by email at: treasurer@arlingtonva.us.

Multimedia Parking Matters: If you question the operation of a meter call 703-228-3296 as soon as possible and follow the instructions to leave a message so the meter can be checked. Include accurate contact information and the parking violation number. If a meter is not reported, the citation must be contested in court.

NOTE: Failure to pay this citation may result in serious consequences. The registered owner of this vehicle is subject to a warrant or summons, forfeiture of state income tax refund, liens against bank deposits or wages. All vehicles registered to the owner of this vehicle are subject to being booted or towed, denial of a county decal, seizure and/or sale of property to satisfy unpaid fines.

For additional information, please visit the Arlington County Website at: arlingtonva.us/parkingticket.

DO NOT MAIL CASH

Insert your check and ticket in the envelope provided.

TREASURER ARLINGTON COUNTY
 PO BOX 1750
 MERRIFIELD, VA 22116-1750



How to Pay: Payment must be made within 30 calendar days from the citation issue date and is \$20.00 plus fee.

Pay By Mail: With the ticket number on your check. Make your check payable and send to: Treasurer Arlington County, PO Box 1750, Merrifield VA 22116-1750.

Arbitration will accept citation payment only. Pay online: arlingtonva.us/itapp. Pay By ECheck: 1-888-372-9839. Option 3. Use jurisdiction code 1000.

Pay In Person: Arlington County Treasurer's Office at 2100 Clarendon Blvd, window 300, 9:30 a.m. - 5:00 p.m.

Pay at Payment kiosk located at the 2400 block of Clarendon Blvd, near the commercial center. Make checks payable to "Treasurer Arlington County". Include the ticket number on the check.

DO NOT PUT CASH IN THE BOX. Confirm in Court: You have 30 calendar days from the date the citation was issued to contest in court.

To request a court date (do one of the following): Call the Court Date Processing Center: 1-844-428-3296. Request Court Date Online: arlingtonva.us/parkingticket. Request Court Date In Person: Arlington Police Information Center at 1425 N. Sully Ave, Arlington, VA 22201. Mon-Fri 8am-5pm or Saturday 10am-1pm, closed on Sunday. Information Center personnel do not have the authority to review citations. Mailed correspondence will not be accepted or reviewed.

Contestable: If you received a citation for any of the offenses listed in Arlington County Code 6.14.2-2-A, 1-2 (expired or no state inspection; expired or no state registration), and the issue had not existed for more than 90 days of the time of the violation, you may bring your citation, photo ID, and proof of compliance to the Arlington County Courthouse, Accruey's Office for dismissal at 1425 N. Courthouse Road, Arlington, VA 22201. Mon-Fri 8:30am-5pm.

NOTICE OF PARKING VIOLATION ARLINGTON COUNTY, VIRGINIA

TO THE OWNER OR OPERATOR OF VEHICLE DESCRIBED

REFERENCE THIS NUMBER ON YOUR CHECK

License Plate: [Redacted] State: [Redacted] Plate Type: [Redacted]

Make: [Redacted] Body: [Redacted] Date: 02 05 23 Military Time: 22 23

Location: 1900: Blk: 28th: St: S:

You have thirty (30) calendar days to pay the indicated fine or request a court hearing. After this time, a late payment charge of \$25.00 will be added, and you may no longer appeal this citation to the General District Court. Please see the front of this envelope for additional information.

VIOLATION	IF PAID WITHIN 30 CALENDAR DAYS
100 <input type="checkbox"/> Expired Meter #	40.00
101 <input type="checkbox"/> Restricted Area	50.00
102 <input type="checkbox"/> Not On Right Hand Side	50.00
103 <input type="checkbox"/> Unattended / Abandoned Vehicle	50.00
104 <input type="checkbox"/> Commercial Vehicle in Res. Zone	50.00
105 <input checked="" type="checkbox"/> Not in Designated Space	50.00
106 <input type="checkbox"/> Parking Within 20' of Corner	50.00
107 <input type="checkbox"/> Parking Within 15' of Hydrant	50.00
108 <input type="checkbox"/> Obstruction	50.00
109 <input type="checkbox"/> Motor Running Unattended	50.00
110 <input type="checkbox"/> Failure to Display VA Tag	50.00
112 <input type="checkbox"/> Improper, Expired or No Tag(s)	50.00
113 <input type="checkbox"/> Fail to Display Valid VA Insp	50.00
114 <input type="checkbox"/> Parking in Fire Lane	50.00
115 <input type="checkbox"/> Double Parked	50.00
116 <input type="checkbox"/> Handicapped Space Violation	500.00
117 <input type="checkbox"/> Permit Zone (# _____) Violation	50.00
998 <input type="checkbox"/> Other	50.00
120 <input type="checkbox"/> Weather Emergency Route	60.00
121 <input type="checkbox"/> Idling Buses	50.00
99 <input type="checkbox"/> Warning Violation # _____ (above)	

Officer Signature: [Redacted] Badge No: [Redacted]

DO NOT MAIL CASH

REMOVE TO EXPOSE ADHESIVE REMOVE TO EXPOSE ADHESIVE REMOVE TO EXPOSE ADHESIVE REMOVE TO EXPOSE ADHESIVE



CARLA DE LA PAVA
TREASURER

ARLINGTON COUNTY, VIRGINIA

OFFICE OF THE COUNTY TREASURER
COMPLIANCE DIVISION
2100 CLARENDON BLVD., SUITE 217
ARLINGTON, VA 22201
703-228-4816 FAX 703-228-7439



CAROLYN H. MEADOWS
DEPUTY TREASURER

NOTICE OF DELINQUENT COURT FINES

February 1, 2023

CUSTOMER NAME
STREET ADDRESS
CITY, STATE ZIP

Arlington General District Court
Account No.: COU-1XXXXXXX-02
Case No.: CASE NUMBER
Hearing Date: October 26, 2022

The Arlington General District Court has forwarded the above referenced case to this office for collection.

The amount now due to clear your account is **\$271.73**. To avoid further collection action, please remit full payment immediately. To pay online by e-Check or credit card, log on to www.arlingtonva.us/payment. There is a service fee added to credit card transactions. There is no fee for online e-Check.

Please refer your payment questions to the Compliance Division at 703-228-4816.

DLN: [REDACTED]

In order to credit your account properly,
return this portion with your payment

CARLA DE LA PAVA
ARLINGTON COUNTY TREASURER
PO Box 1756
Merrifield, VA 22116-1756

1001383943

February 1, 2023
Court Collections
Id: [REDACTED]

DLN: [REDACTED]

Balance Due: \$271.73

Amount Enclosed:

Media Number: 10656874244



CUSTOMER NAME
STREET ADDRESS
CITY, STATE ZIP

PLEASE MAKE CHECK PAYABLE TO

Arlington County Treasurer
PO Box 1754
Merrifield, VA 22116-1754

DAADAFTDADDAADTDADTDAAATTAADFTTATTADDFAAFATTTAADDAAADFAATTATT





ARLINGTON COUNTY TREASURER'S OFFICE

COMPLIANCE DIVISION
2100 CLARENDON BLVD., SUITE 217
ARLINGTON, VA 22201

CARLA DE LA PAVA
TREASURER

CAROLYN H. MEADOWS
DEPUTY TREASURER

NOTICE OF UNPAID TAXES

February 21, 2023

[Redacted address block]

Real Estate
Account Number..... [Redacted]
Balance Due.....\$2,630.28
Due Date.....February 5, 2023

Dear Taxpayer:

Our records indicate the above referenced account is unpaid.

The amount of your current tax liability is \$2,630.28. This amount includes a 5% late payment penalty and applicable interest, which are required on any tax not paid by the due date. An additional 5% penalty will be applied to any tax balance not paid within 30 days of the above due date. Other collection fees may apply.

To avoid further collection action, please remit full payment or contact us immediately for payment arrangements.

Log on to www.arlingtonva.us/payment to pay by eCheck, debit, or credit card. There is a service fee added to debit and credit card transactions. There is no fee for online eCheck.

If you have payment questions, or if you feel you have received this notice in error, please contact the Compliance Division at 703-228-4816 or treasurercompliance@arlingtonva.us.

DLN: [Redacted]

In order to credit your account properly,
return this portion with your payment

CARLA DE LA PAVA
ARLINGTON COUNTY TREASURER
PO Box 1756
Merrifield, VA 22116-1756

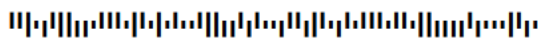
[Redacted box]

DLN: [Redacted]

Real Estate
Id: [Redacted]
Balance Due: \$2,630.28
Amount Enclosed:
Media Number: [Redacted]



[Redacted address block]



PLEASE MAKE CHECK PAYABLE TO

Arlington County Treasurer
PO Box 1754
Merrifield, VA 22116-1754

[Redacted box]

Lockbox #3 - Taxes - Real Estate Tax



Carla de la Pava, Treasurer
 Arlington County Virginia
 2100 Clarendon Blvd, Suite 201
 Arlington, VA 22201

2022 SECOND INSTALLMENT REAL ESTATE TAX BILL

PAY BY October 05, 2022

RPC # [REDACTED]

Account Number	Bill Year
[REDACTED]	2022
Due Date	Installment
October 05, 2022	2 of 2

Tax Information		Installment	
Tota Assessment:	\$963,900	2 ND INSTALLMENT TAX:	\$4,964.08
Tax Rate:	1.030%	2 ND INSTALLMENT CREDIT:	\$0.00
Year y Tax:	\$9,928.16	5% Pena ty f pa d ate:	\$248.20
		<small>(Additional 5% penalty will apply 30-days after due date)</small>	
		2ND INSTALLMENT DUE: 10/05/2022	\$4,964.08
Legal Description		Delinquent Amounts	
Property Address:	[REDACTED]	Past Due Tax:	0.00
		Pena ty:	0.00
		Interest:	0.00
		Fees:	0.00
		PAST DUE AMOUNT:	0.00
		TOTAL AMOUNT DUE:	\$4,964.08

Rea Estate tax s b ed n two nsta ments, due June 15 and October 5 respect ve y. Payments must be rece ved or postmarked by June 15 for the 1st nsta ment and by October 5 for the 2nd nsta ment. A 5% ate payment pena ty w be app ed on any ba ance not rece ved by the due date. An add tona 5% pena ty w be app ed on any ba ance not rece ved 30 days after the due date. Interest, at a 10% annua rate, s ca cu ated da y beg nn ng the day after the due date on any ba ance due. **Neither a pending review by the Department of Real Estate Assessments nor an appeal to the Board of Equalization changes the date on which taxes are due.** V ew up-to-date Rea Estate payment status by v s t ng <https://propertysearch.ar ngtonva.us/>.

Assessment Quest ons: ca 703-228-3920
 B or Payment Quest ons: ca 703-228-4000

Taxpayer Ass stance Program (TAP): ca 703-228-3702
 TTY for the hear ng mpa red: ca 703-228-4611

Please see reverse side for payment options.

Document Locator Number (DLN): [REDACTED]

In order to credit your account properly,
 return this portion with your payment

DLN: [REDACTED]

CARLA DE LA PAVA
ARLINGTON COUNTY TREASURER
 PO Box 1756
 Merrifield, VA 22116-1756

Bill Created: August 5, 2022

Customer Number [REDACTED] Account Number [REDACTED]

Internal Use Only: [REDACTED]
 Balance Due: \$4,964.08
 Amount Enclosed: _____

Installment Due: October 05, 2022



PLEASE MAKE CHECK PAYABLE TO

Arlington County Treasurer
PO Box 1754
Merrifield, VA 22116-1754



Lockbox #3 - Taxes - Real Estate Tax

To Avoid Waiting In Line, Please Use One of the Following Payment Method

Online

Credit card, debit card, or e-check. Use the Customer Assessment and Payment Portal (CAPP) at www.arlingtonva.us/capp. **E-check payments are free of charge.** A 2.5% convenience fee or a minimum of \$1.00 is imposed by the credit card processor for credit card payments. (Debit cards are processed as credit cards.)

Automatic Bank Debit (ABD)

You can have your real estate, personal property, business tangible and/or utilities (water, sewer and refuse) bills automatically paid from your savings or checking account on the due date. There is no charge for this service. To enroll your accounts in ABD, please log in to your CAPP profile and click on "Manage Automatic Payments." If you do not have internet access, please call (703) 228-3702 for assistance.

For real estate tax there are two automatic payment options:

- Pay on the Due Date
- Monthly Payments

For additional information please visit our website at www.arlingtonva.us/payments-options or contact us at 703-228-3702 for program deadlines.

By Mail

Check or money order. Use the enclosed envelope, or mail to PO Box 1754, Merrifield, VA 22116-1754. Make your check payable to **Treasurer, Arlington County**. Write your account number on your check and include the payment stub from your bill. **Property tax payments must be received or postmarked by the due date to avoid late penalties. If a payment is received after the due date, without a postmark, the payment will be considered late and penalties will be imposed, in accordance with Virginia law.**

24-Hour Drop Box

Check or money order only. Make your check payable to **Treasurer, Arlington County**. Write your account number on your check, use enclosed envelope and include the payment stub from your bill. The drop box is located at the 2400 block of Clarendon Boulevard, on the driver's side near the corner of N. Adams Street.

You May Also Pay In Person

Payments may be made at the Treasurer's Office with cash, check, money order, debit (no charge) or credit card (with a 2.5% convenience fee or a minimum of \$1.00 imposed by the credit card processor for credit card payments.) The office is located at 2100 Clarendon Boulevard, on the second floor at window 215. We are open Monday through Friday, 8:00 a.m. to 5:00 p.m. (except holidays).

Penalty

If Real Estate taxes are not paid in full by the due date, a late payment penalty of 5% or \$5, whichever is greater, is imposed by Virginia law on the tax due. If any portion is still unpaid after 30 days, an additional penalty of 5% or \$5, whichever is greater, is imposed on the remaining balance. Interest, at a 10% annual rate, is calculated daily beginning the day after the due date on any balance due. **If you have appealed your real estate assessment and a revised tax bill is not available prior to the due date, you must pay the full amount of the original assessment as billed prior to the due date to avoid late payment penalties and interest. If your assessment is revised and your tax bill is lowered, any overpayment will be refunded by mail.**

Moved/Sold/Other Changes

- If you have sold this property and another party has assumed responsibility for payment, please forward this bill promptly to them or return it to this office with the new owner information.
- If you have an address change, please complete the enclosed "Change of Address" form and return it with your payment.

Customers With A Mortgage

- If you received this bill but maintain an escrow account with a mortgage company, please contact your mortgage company and forward this bill to them for immediate payment.

Online Bill Notification

Sign up for the Customer Assessment and Payment Portal (CAPP) to get email reminders, view online payment history and view bills for real estate, personal property and business tangible taxes. Go to www.arlingtonva.us/capp.

Taxpayer Assistance Program (TAP)

TAP helps Arlingtonians meet their tax obligations with **pre-approved** short-term loans to cover their tax bills. For more information about this program visit our website at www.arlingtonva.us/tap or call 703-228-3702 between 8:00 a.m. and 5:00 p.m. Monday through Friday (except holidays).

Lockbox #3 - Taxes - Vehicle Personal Property



CARLA DE LA PAVA, TREASURER
ARLINGTON COUNTY, VIRGINIA
2100 CLARENDON BLVD., SUITE 215
ARLINGTON, VA 22201

Vehicle Personal Property Bill

DUE DATE: 10/5/2022

Customer Number: [REDACTED]

DLN: [REDACTED]

2022 Tax Rate: 0.05

ARLINGTON VA 22204-3167

If you have sold a vehicle, moved, or have questions about the information below, please contact the Office of the Commissioner of Revenue at 703-228-3135 or vehicle@arlingtonva.us.

Account Number	Description	Co-owner Name	Status	# Months & Period Liabile	Vehicle Value Taxable Value	Late File Penalty (LFP) if applicable + Tax	State Tax Subsidy (PPTRA)	Credits	Amount Due by 10/5/2022
[REDACTED]	[REDACTED]	[REDACTED]	Open	12 Months 1/1/2022 to 12/31/2022	\$6,275.00 \$5,522.00	\$276.10	-\$185.31	\$0.00	\$90.79
[REDACTED]	[REDACTED]	[REDACTED]	Open	12 Months 1/1/2022 to 12/31/2022	\$100.00 \$100.00	\$5.00	-\$5.00	\$0.00	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	Open	12 Months 1/1/2022 to 12/31/2022	\$2,725.00 \$2,398.00	\$119.90	-\$119.90	\$0.00	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	Open	12 Months 1/1/2022 to 12/31/2022	\$2,250.00 \$1,980.00	\$99.00	-\$99.00	\$0.00	\$0.00

Total amount due for all vehicles. **\$90.79**

Pay online at <https://capp.arlingtonva.us>

Balance Due by 10/5/2022: **\$90.79**

Late payment penalty and interest apply to tax not paid by the due date. Please see the back of this bill for more important information about late payments.

Information on the State Tax Subsidy or Personal Property Tax Relief (PPTRA): State Tax Subsidy for eligible vehicles: 100% tax relief on the first \$3,000 of the vehicle's value; 28% tax relief on vehicles valued between \$3,001 and \$20,000; no tax relief for the portion of a vehicle's value that exceeds \$20,000. For handicap accessible or "clean special fuel" vehicles as designated by the Virginia Department of Motor Vehicles, tax relief is 50%.

For information on payment options or questions about setting up a CAPP account, call us at 703-228-4000.

Return this portion with your payment

Carla de la Pava
Arlington County Treasurer
PO Box 1756
Merrifield, VA 22116-1756

DLN: [REDACTED]
Bill Created: August 15, 2022
Customer Number: [REDACTED]
Balance Due: \$90.79
Amount Enclosed: _____
Media Number: [REDACTED]
DUE DATE: 10/5/2022



ARLINGTON VA 22204-3167

PLEASE MAKE CHECK PAYABLE TO:

Arlington County Treasurer
PO Box 1754
Merrifield, VA 22116-1754



Lockbox #3 - Taxes - Vehicle Personal Property

PAYMENT METHODS

ONLINE - Credit card, debit card, or e-check. Use the Customer Assessment and Payment Portal (CAPP) at <https://capp.arlingtonva.us>. E-check payments are free of charge. Credit and debit card payments are subject to a convenience fee, charged directly to you by our service provider.

BY MAIL - Send check or money order in the enclosed envelope to PO Box 1754, Merrifield, VA 22116-1754. Make your check payable to Arlington County Treasurer. Write your account number on your check and be sure to enclose the payment coupon from your bill. Tax payments must be received or postmarked by the due date to avoid late penalties.

24-HOUR DROP BOX - Check or money order only. Make your check payable to Arlington County Treasurer. Write your account number on your check, use enclosed envelope and include the payment coupon from your bill. The drop box is located at the 2400 block of Clarendon Boulevard, on the driver's side near the corner of Adams Street.

For additional information on payment options or help registering for CAPP, call us at 703-228-3702.

ONLINE BILL NOTIFICATION - Sign up for the Customer Assessment and Payment Portal (CAPP) to get email reminders, see online payment history, and view bills for real estate, personal property, business tangible taxes, etc. Go to <https://capp.arlingtonva.us>.

AUTOMATIC BANK DEBIT (ABD) - You can have your real estate, personal property, business tangible and/or utilities (water, sewer and refuse) bills automatically paid from your savings or checking account on the due date. There is no charge for this service. To enroll your accounts in ABD, please log in to your CAPP profile and click on "Manage Automatic Payments." If you do not have internet access, please call 703-228-3702 for assistance.

IN PERSON - Payments are also accepted at 2100 CLARENDON BLVD., SUITE 215, ARLINGTON, VA 22201. The Treasurer's Office accepts payments on the second floor, at window 215. We are open Monday through Friday, from 8:00 a.m. to 5:00 p.m. (except holidays).

PENALTY: If taxes are not paid in full by the due date, a late payment penalty of 10% or \$10, whichever is greater, is imposed by law on the tax due plus late filing penalty, if any. If unpaid after 60 days, an additional penalty of 15% or \$10, whichever is greater, is imposed on the remaining balance. Interest, at a 10% annual rate, is calculated daily beginning the day after the due date on any balance due. If you have appealed your vehicle personal property assessment and a revised tax bill is not available prior to the due date, you must pay the full amount of the original assessment as billed prior to the due date to avoid late payment penalties and interest. If your assessment is revised and your tax bill is lowered, any overpayment will be refunded by mail.



ARLINGTON COUNTY TREASURER'S OFFICE

COMPLIANCE DIVISION
2100 CLARENDON BLVD., SUITE 217
ARLINGTON, VA 22201

CARLA DE LA PAVA
TREASURER

CAROLYN H. MEADOWS
DEPUTY TREASURER

NOTICE OF UNPAID TAXES

November 30, 2022



WESLEY CHAPEL FL 33543-6738

Personal Property
Account Number.....
Vehicle.....
VIN.....
Taxable Period..... 1/1/2021 to 12/31/2021
Balance Due.....\$554.08
Due Date.....October 5, 2021

Dear Taxpayer:

A review of the tax rolls indicates the above referenced account is unpaid.

The amount now due to clear your current tax liability is \$554.08. This amount includes a late payment penalty and interest, which are required on any tax paid after the due date. An additional 15% penalty will apply if not paid within 60 days of the due date.

To avoid further collection action, which may include withholding your vehicle registration, please remit full payment immediately.

Log on to www.arlingtonva.us/payment to pay by eCheck, debit, or credit card. There is a service fee added to debit and credit card transactions. There is no fee for payments made by eCheck.

If you need to make payment arrangements, contact us immediately. Please refer your payment questions to the Compliance Division at 703-228-4816 or treasurercompliance@arlingtonva.us.

If you feel the taxable period referenced above is incorrect, please contact the Commissioner of Revenue's Office at 703-228-3135, option "0", or by emailing vehicle@arlingtonva.us.

DLN: [Redacted]

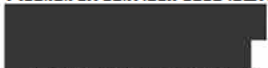
In order to credit your account properly,
return this portion with your payment

CARLA DE LA PAVA
ARLINGTON COUNTY TREASURER
PO Box 1756
Merrifield, VA 22116-1756

1001364712

DLN: [Redacted]

Personal Property
Id: [Redacted]
Balance Due: \$554.08
Amount Enclosed:
Media Number: [Redacted]



WESLEY CHAPEL FL 33543-6738

PLEASE MAKE CHECK PAYABLE TO

Arlington County Treasurer
PO Box 1754
Merrifield, VA 22116-1754





CARLA DE LA PAVA
TREASURER

ARLINGTON COUNTY, VIRGINIA

OFFICE OF THE COUNTY TREASURER
2100 CLARENDON BLVD., SUITE 215
ARLINGTON, VA 22201
703-228-4000 FAX 703-228-7439



CAROLYN H. MEADOWS
DEPUTY TREASURER

Final Notice

Unpaid Parking Ticket

January 30, 2023

[REDACTED]
WASHINGTON DC 20002-4928

Ticket Number: [REDACTED]
Balance Due: \$65.00

This is the **FINAL NOTICE** regarding your outstanding payment on the following parking ticket:

Issue Date & Time: December 17, 2022 10:18
License Plate State: [REDACTED]
License Plate No: [REDACTED]
Vehicle Type: [REDACTED]
VIN No: [REDACTED]
Violation Number: [REDACTED]
Violation Description: MULTIMTR PARK OVR TM PAID (ACC 14.2-42.A)

The amount necessary to clear this ticket is **\$65.00**, which includes a \$25.00 late fee. To avoid further collection action, please remit full payment immediately.

Be advised that the Treasurer will enforce collection by any and all means available under Virginia law. This may include a summons to appear in court or the seizure of your wages or tax refund. Your vehicle may also be booted or towed if you have 3 or more outstanding violations.

If you would like to pay your parking ticket online, log on to www.arlingtonva.us/payment. Please refer your questions to 703-228-4000.

DLN: [REDACTED]

In order to credit your account properly,
return this portion with your payment

CARLA DE LA PAVA
ARLINGTON COUNTY TREASURER
PO Box 1756
Merrifield, VA 22116-1756

January 30, 2023 DLN: [REDACTED]
Ticket Number: [REDACTED]
PT Issue Date: December 17, 2022
Balance Due: \$65.00
Amount Enclosed: _____



WASHINGTON DC 20002-4928

PLEASE MAKE CHECK PAYABLE TO

Arlington County Treasurer
PO Box 1780
Merrifield, VA 22116-1780





CARLA DE LA PAVA
TREASURER

ARLINGTON COUNTY, VIRGINIA

OFFICE OF THE COUNTY TREASURER
2100 CLARENDON BLVD., SUITE 215
ARLINGTON, VA 22201
703-228-4000 FAX 703-228-7439



CAROLYN H. MEADOWS
DEPUTY TREASURER

REMINDER OF UNPAID PARKING TICKET

January 30, 2023



FAYETTEVILLE NC 28314

Ticket Number:



Balance Due:

\$40.00

Issue Date & Time: January 10, 2023 15:44

Officer ID:

License Plate State:

License Plate No:

Vehicle Type:

VIN No:

Violation Location:

Violation Number:

Violation Description: MULTIMTR PARK OVR TM PAID (ACC 14.2-42.A)

The amount now due to clear this ticket is **\$40.00**. To avoid further collection action, please remit full payment immediately. **A late fee of \$25.00 is imposed on every ticket that is not paid within 30 days of the date of issuance.**

You may contest this ticket within 30 days of issuance. For instructions on how to dispute or pay a violation, please log on to www.arlingtonva.us/parkingticket or call 844-426-3256.

DLN:

In order to credit your account properly,
return this portion with your payment

CARLA DE LA PAVA
ARLINGTON COUNTY TREASURER
PO Box 1756
Merrifield, VA 22116-1756

January 30, 2023

DLN:

Ticket Number:



PT Issue Date:

January 10, 2023

Balance Due:

\$40.00

Amount Enclosed: _____



FAYETTEVILLE NC 28314

PLEASE MAKE CHECK PAYABLE TO

Arlington County Treasurer
PO Box 1780
Merrifield, VA 22116-1780



*** FILE ONLINE**
capp.arlingtonva.us

INGRID H. MORROY
Commissioner of Revenue
Arlington County, Virginia



BUSINESS LICENSE TAX RETURN
FILE AND PAY BY MARCH 1, 2023, 11:59 PM EST

(TO AVOID LATE PENALTIES AND INTEREST CHARGES) ACCOUNT #: BLC-1001377395-02

PART 1 CUSTOMER NAME FE N OR SSN

CUSTOMER NAME _____

See Instructions on Reverse *Check this box if any changes were made to Part 1.*

PART 2 CUSTOMER INFORMATION Make any address changes below

CUSTOMER NAME _____
STREET ADDRESS 1 _____
CITY, STATE AIP _____

Fill in INDIVIDUAL PARTNERSHIP CORPORATION LLC { sole proprietor
partnership NON-PROFIT
corporation

DATE YOU BEGAN IN ARLINGTON 11/30/2021 (mm/dd/yyyy) Arlington business is residence

TRADE NAME USED _____ NA CS/TITLE 531120 - Lessors of Nonresidential NO OF EMPLOYEES _____ OFFICE SQ FT _____

ARLINGTON COUNTY BUSINESS ADDRESS INCLUDING ZIP CODE _____ LOCAL BUSINESS PHONE _____ FAX NUMBER _____
BUSINESS LOCATION ADDRESS _____

CONTACT PERSON (NAME & TITLE) _____ TELEPHONE _____ E-MAIL ADDRESS _____

OPTIONAL EMERGENCY CONTACT PERSON FOR BUSINESSES LOCATED IN ARLINGTON COUNTY (Not required for Home-Based businesses)

The Arlington Emergency Communication Center (ECC) will use this information to aid the police and fire department representatives when responding to a theft, fire, etc.

I decline to provide this information

EMERGENCY CONTACT NAME _____ CONTACT TELEPHONE _____

Check this box if any changes were made to Part 2.

PART 3 CALCULATION OF TAX *Check this box if you are paying in installments. (See qualifications on reverse)*

SECTION CODE	INSTRUCTIONS	** GROSS RECEIPTS (A) (to the nearest dollar)	TAX RATE (B) (see reverse)	TAX DUE (C)
71B: Renting Commercial Real Estate	Enter your 2022 gross receipts for this activity in column A, multiply by the rate listed in column B, and enter the resulting tax due in column C.		0.0043	
** If your annual gross receipts are \$100,000 or less, please enter your gross receipts in column A and see instructions for calculating your tax on the reverse.			SUBTOTAL	
* File and pay business license tax online at https://capp.arlingtonva.us			PENALTY	
			TOTAL	

Declaration: I, the undersigned, do affirm that the foregoing information is true and correct to the best of my knowledge.

Print Name & Title _____ Telephone _____

Signature _____ Date _____ E-mail Address _____

Lockbox #5 - Commissioner of Revenue - Business License Tax

INSTRUCTIONS

- WHO MUST FILE** An individual, partnership, or corporation engaged in any type of business, profession, or occupation in Arlington County. The business license tax return must be filed even when the gross receipts are zero.
- WHEN TO FILE** Renewal business license applications, *with payment if applicable*, are due on or before March 1 of each year. **Payments postmarked by the US postal service after March 1, 2023, 11:59 PM EST will be subject to late penalties.**
- LATE PENALTY** Returns AND payments not submitted by the deadline will be assessed a 10% late penalty.
- INSTALLMENTS** If your license tax is based on gross receipts (not a flat-rate) and your annual tax is at least \$100 but does not exceed \$5,000, you may pay one-half of your tax by March 1, 2023. You will be billed for the second half of your tax, and payment will be due by June 15, 2023. Be sure to check the installment box in Part 3 on the face of the return AND enter your **total** gross receipts in column A and **one-half** of your annual tax due in column C (flat-rate taxes must be paid in full). If your first installment is not paid on or before March 1, 2023, you will forfeit your right to pay in installments. Your entire tax, including late penalties, will be due immediately.
- FILE/PAYMENT OPTIONS** All customers are encouraged to file and pay online using CAPP (Customer Assessment and Payment Portal) system. To access CAPP, please go to the website: <https://capp.arlingtonva.us>. If you need assistance accessing your account for the first time, please contact us at 703-228-3060. If filing and paying by mail, send this return with check payable to Treasurer, Arlington County, in the envelope provided.
- IF YOU CEASE** If you have ceased business in a single business activity or all of your business activities, please provide the date that the business ceased, in writing, to: **Commissioner of Revenue, 2100 Clarendon Boulevard, Suite 208, Arlington, VA 22201**, or by e-mail to business@arlingtonva.us, so we can finalize your account.

HOW TO CALCULATE THE TAX DUE

- **** If your gross receipts for an activity are \$10,000 or less, *you owe no payment for that activity.*
- **** If your gross receipts for an activity are between \$10,001 and \$50,000, *you owe \$30 for that activity.*
- **** If your gross receipts for an activity are between \$50,001 and \$100,000, *you owe \$50 for that activity.*
- **** If your gross receipts for an activity exceeds \$100,000, *multiply the gross receipts by the tax rate shown below to calculate your tax for that activity.*

CHAPTER 11 TAX RATES

Sec. Code	Description	Rate per \$100 Gross	Sec. Code	Description	Rate per \$100 Gross
38.2	Peddlers @ Shopping Centers *	.20	61.2	Filing Stations	.10
57A	Professors	.36	61.4	Short Term Rentals	.20
57B	Specialed	.36	62	Whoesers	.08
57.1	Real Estate Brokers / Agents	.36	64	Contractors	.16
58	Personal Services	.35	65	Amusements	.25
59	Business Services	.35	69.1	Conferences, General	.35
59.1	Parking Garages / Lots	.36	71A	Renting Residential Property	.28
60	Repair Services	.35	71B	Renting Commercial Real Estate	.43
61	Retail Merchant	.20	72	Lodging	.36
61.1	Restaurants	.20	72A	Lodging (Accessory Homestay)	.36
* Minimum \$30 flat rate tax applies			81A	Buysers / Developers	.16
			83	Money Lenders / Financial Services	.36

Alcoholic Beverage License Tax, in addition to restaurant licenses:

Sec. Code	Description	Rate
26C	Beer and Wine - On / Off	\$37.50 per year
26D	Beer Only - On / Off	\$25.00 per year
56.2-110	Mixed Drinks - Restaurants:	\$200 per year (1 to 100 seating capacity)
56.2-120		\$350 per year (101 to 150 seating capacity)
56.2-130		\$500 per year (over 150 seating capacity)
56.2-200	Non-Profit Private Clubs:	\$350 per year

Public Service Companies Tax Rates:

Sec. Code	Rate
70B.1	\$0.50 per \$100 gross
70B.2	\$0.50 per \$100 gross
70C	\$1.00 per \$100 gross
70D	\$0.50 per \$100 gross

Miscellaneous Flat License Tax Rates (not based on gross receipts):

Sec. Code	Description	Rate
36	Fortunetellers	\$500 per year
38	Peddlers	\$500 per year; however, non-profit organizations may qualify for non-fee license
38.1	Show and Sale Sponsor	\$30 per year; however, non-profit organizations may qualify for non-fee license

Coin Operated Amusement Machines (in addition to gross receipts reported under Section Code 69.1):

50-003	3 machines or fewer	\$25 per year
50-004	4 machines	\$50 per year
50-005	5 machines	\$75 per year
50-006	6 machines	\$100 per year
50-007	7 machines	\$125 per year
50-008	8 machines	\$150 per year
50-009	9 machines	\$175 per year
50-010	10 machines	\$200 per year

If filing and paying by mail, send this form with check payable to Treasurer, Arlington County, to:

Business License Tax Program
Arlington County, Virginia
 P.O. Box 1757
 Merrifield, VA 22116-1757

Lockbox #5 - Commissioner of Revenue - MEA Form

**INGRID H. MORROY
COMMISSIONER**

ARLINGTON, VIRGINIA

**CARLA DE LA PAVA
TREASURER**

Phone: 703-228-3060 Fax: 703-228-7048



BUSINESS NAME
STREET ADDRESS
CITY, STATE ZIP

FILING PERIOD: November 2022
PAYMENT DUE: December 20, 2022
ACCOUNT #: MEA-1001376606-99
SSN or FEIN: XX-XXXXXXX

MEA1001376606991130220RTN

Trade Name Used:

CUSTOMER NAME

If you have sold or ceased your business, enter the date you ceased here: _____ *

* You must still file this return.

- 1. Gross Receipts Subject to Meals Tax..... \$ _____ .00
- 2. Meals Tax Rate of 4% **X 0.04**
- 3. Tax Amount: Multiply Line 1 by Line 2..... \$ _____
- 4. A Late Penalty Applies After the 20th of the Month:
Multiply Line 3 by 10%, If Applicable..... \$ _____
- 5. Total Due: Add Line 3 and Line 4..... \$ _____

I hereby certify that the figures shown and reported on this form are true, correct, and complete.

Signature _____
DLN: L1694104192

Print Name/Title _____

Telephone _____

**INGRID H. MORROY
COMMISSIONER**

ARLINGTON, VIRGINIA

**CARLA DE LA PAVA
TREASURER**

Phone: 703-228-3060 Fax: 703-228-7048



BUSINESS NAME
STREET ADDRESS
CITY, STATE ZIP

FILING PERIOD: December 2022
PAYMENT DUE: January 20, 2023
ACCOUNT #: MEA-1001376606-99
SSN or FEIN: XX-XXXXXXX

MEA1001376606991231228RTN

Trade Name Used:

CUSTOMER NAME

If you have sold or ceased your business, enter the date you ceased here: _____ *

* You must still file this return.

- 1. Gross Receipts Subject to Meals Tax..... \$ _____ .00
- 2. Meals Tax Rate of 4% **X 0.04**
- 3. Tax Amount: Multiply Line 1 by Line 2..... \$ _____
- 4. A Late Penalty Applies After the 20th of the Month:
Multiply Line 3 by 10%, If Applicable..... \$ _____
- 5. Total Due: Add Line 3 and Line 4..... \$ _____

I hereby certify that the figures shown and reported on this form are true, correct, and complete.

Signature _____
DLN: L1694104192

Print Name/Title _____

Telephone _____



Residential Permit Parking Program

Application for Permits and Passes Households with Off-Street Parking

Please complete this form to receive permits and passes for Arlington County's Residential Permit Parking Program. Application processing may take up to four weeks. You may request temporary parking permits good for 45 days. **If you do not receive your materials within 30 days of submitting this application, please call 703-228-3344 or e-mail park@arlingtonva.us. Passes reported after 60 days as not received will be replaced at normal price.** Additional instructions, terms, and conditions are on the reverse side. **If you own the household at the street address that you intend to list below, but do not reside there, please do not complete this form. Instead, request a Landlord Application.**

Name of Applicant – Please print		Daytime phone	Email Address	
First	MI	Last		
Street Address		Zip	Date	RPP Zone

50% DISCOUNT FOR QUALIFYING RESIDENTS Discounts on permit and pass fees are available for individuals and families that qualify for certain federal and state assistance programs. See the reverse side for a list of acceptable programs and qualifying documents. Qualifying documentation must be presented for staff review before making payment. If you do not qualify, you may purchase permits and passes at the standard price. **We do not accept discount applications via mail. Check this box if you wish to apply for the discount**

FLEXPASS AND VEHICLE-SPECIFIC PERMITS (SELECT ONE)

FLEXPASS				FIRST VEHICLE-SPECIFIC PERMIT				FEE
Households may purchase EITHER a FlexPass OR the first vehicle-specific permit, not both. Check this box to order a FlexPass <input type="checkbox"/>	OR	Vehicle 1 Owner's Name – Please Print						\$40
		First	MI	Last	Vehicle Year, Make, Model		State / Tag No. <i>Required</i>	
		VA Title Number <i>VIN or VA Title Required</i>		Vehicle Identification Number (VIN) <i>VIN or Title Required.</i>				

SECOND VEHICLE-SPECIFIC PERMIT				FEE
Vehicle 2 Owner's Name – Please Print				\$55
First	MI	Last	Vehicle Year, Make, Model	
VA Title Number <i>VIN or VA Title Required</i>		Vehicle Identification Number (VIN) <i>VIN or Title Required.</i>		

READ AND SIGN BELOW

I have read the front and back of this form and agree to all terms and conditions. I affirm that I own the vehicles listed or have permission to obtain vehicle-specific permit(s) for the vehicles listed on this form. I agree that I will attach each vehicle-specific permit only to the vehicle for which it was issued. I understand that misuse of a permit may result in being denied participation in the RPP program and possible criminal penalties. I grant permission to the Parking Office staff to access information pertaining to the vehicles that I have listed on this form from Arlington County personal property tax records.	SHORT-TERM VISITOR PASSES		FEE
	First Book of Short-Term Visitor Passes Check here to order <input type="checkbox"/>		\$5
	Additional Books Enter quantity (max 4) here: _____		\$10 each
	Subtotal Visitor Pass Fees (\$5 + \$10 x quantity)		\$ _____
Signature _____		Total FlexPass/Vehicle-Specific Permit & Visitor Pass Fees	
		\$ _____	

Payment Method: Cash Check (payable to Treasurer of Arlington County) Credit Card/Debit Card

FOR COUNTY USE	<input type="checkbox"/> Date Processed	<input type="checkbox"/> Payment Date	Action: <input type="checkbox"/> Approve	Reason for Denial
Discount: <input type="checkbox"/> Approve <input type="checkbox"/> Deny	<input type="checkbox"/> Phone No.	<input type="checkbox"/> Payment Amount	<input type="checkbox"/> Deny	
<input type="checkbox"/> Application No.	<input type="checkbox"/> Contact Name	<input type="checkbox"/> Verify Cost Same as Pymnt.	Staff Initials: _____	
<input type="checkbox"/> Date Applied				
<input type="checkbox"/> Date Rec'd.				

Lockbox #7 - Parking Permits



RESIDENTIAL PERMIT PARKING PROGRAM TERMS, CONDITIONS, AND APPLICATION INSTRUCTIONS

The Residential Permit Parking (RPP) program is a voluntary program. Blocks may be included in the program when 80 percent of the households on the block request the restriction, and if the block meets the County's criteria for parking occupancy. Once the program is established on a block, each household may choose whether or not to participate in the RPP program. Those who choose not to participate are unable to park on the street during the restricted hours. Vehicles parked on driveways are not required to display RPP permits or passes. Those eligible to purchase passes and permits must submit an application, show proof of residency and pay the appropriate fees each year.

HOUSEHOLD INFORMATION

Applicant Information: Multiple individuals residing in one household (defined as dwellings or units recognized by Arlington County's Real Estate Assessment Office) may apply for permit materials. The applicant must reside at and be able to receive mail either at the Street Address or the Mailing Address shown on the form. **If you own the household at the street address that you intend to list on this form, but do not reside there, please do not complete this form. Instead, request a Landlord Application.** Please provide a Monday – Friday daytime phone number and either a home or work email address.

50% DISCOUNT FOR QUALIFYING RESIDENTS

Residents who qualify for certain assistance programs may receive a 50% discount on the fee for each of the Vehicle Specific Permits, the FlexPass, the Short-Term-Visitor Pass books, and the Landlord Pass. No less often than once per fiscal year, residents must show proof of qualification for one or more of the following programs: a. Supplemental Nutrition Assistance Program (SNAP); b. Special Supplemental Nutrition Assistance Program for Women Infants, and Children (WIC); c. Temporary Assistance to Needy Families (TANF); d. SSI/SSDI Supplemental Security Income; e. Low Income Home Energy Assistance Program (LIHEAP); f. Medicaid; g. VA Veterans Pension Program. Acceptable proof of qualification for the 50% discount include: a. EBT Card (for SNAP and WIC); b. discounted utility bill dated in last 30 days; c. SSI/SSDI Statement of benefits; d. Medicaid Card; e. Veterans Administration Benefit Summary Letter (sometimes known as an Award Letter); f. Other forms as accepted at County staff discretion.

PASS AND PERMIT INFORMATION FOR HOUSEHOLDS WITH OFF-STREET PARKING

If a household has any amount of off-street parking, residents living in that household may apply for up to two (2) vehicle-specific permits in total. **Households have the option to purchase one (1) FlexPass instead of the first vehicle-specific permit but not both.**

FlexPass: A FlexPass is a numbered, address-specific dashboard placard that may be used by a resident or a household visitor. The FlexPass enables a vehicle to be parked on a restricted street during the hours of restriction. FlexPasses may only be replaced under certain conditions. Please see the Residential Permit Parking Program Replacement Policy for more details. The FlexPass may not be sold or transferred. If a FlexPass is sold or transferred to someone not visiting the assigned residence, the result will be forfeiture of receiving a FlexPass for the current and following year. Standard Fee: \$40 (between January 1 and March 31, \$20). Discounted Fee for Qualifying Residents: \$20 (between January 1 and March 31, \$10). FlexPasses are not issued for the current fiscal year between April 1 and June 30.

Vehicle Specific Permit: Vehicle-specific permits are stickers placed on the bumper of the vehicle. The vehicles must be registered with the Arlington County Commissioner of Revenue at the address where RPP restrictions are present. Vehicle-specific permits are non-transferable and non-refundable. Standard Fees: \$40 for the first permit (if the FlexPass is not selected), then \$55 for the second permit (between January 1 and March 31, \$20 and \$27.50 for the first and second). Discounted Fee for Qualifying Residents: \$20 for the first vehicle-specific permit (if the FlexPass is not selected) and \$27.50 for the second permit (between January 1 and March 31, \$10 and \$11.25 for the first and second permit). From April 1 to June 30, the vehicle specific permits for the current fiscal year are free of charge.

Vehicle Identification: Each vehicle-specific permit will be assigned to a specific vehicle. For each vehicle, please include the owner's name, make, model, year, license plate state and number, Virginia title number and/or VIN number.

Short-Term Visitor Pass: Short-term visitor passes are numbered, address-specific and placed on the dashboard enabling household visitors to park on a permitted street. Each pass is valid for a consecutive three-day period. Short-term visitor passes are sold in books of 20. Visitor passes are non-refundable and non-replaceable. On the application form, enter the number of books you would like at this time, up to a maximum of five (5) books per household per year. Short-term visitor passes may not be sold or transferred to people not visiting the assigned residence and will result in forfeiture of receiving the short-term visitor passes for the current and following year. Short-term visitor passes may only be replaced under certain conditions. Please see the Residential Permit Parking Program Replacement Policy for more details. Standard Fees: \$5 for the first book, then \$10 each. Discounted Fees for Qualifying Residents: \$2.50 for the first book, then \$5 each. Short-term visitor passes are not pro-rated after January 1.

SIGNATURE

The contact person must sign the form agreeing to the terms and conditions of the program and granting permission for RPP program staff to confirm that any vehicles for which vehicle-specific permits were requested are registered with the County for vehicle personal property taxes at the Zoned Street Address.

MAILING INSTRUCTIONS

If returning by mail with a check enclosed, please mail to: [V02/23 - Do Not Duplicate](mailto:Ufworsl%jhyts%fwqslts%htzsy-@I%3t}%<:9% jwknjq%F%766:</p></div><div data-bbox=)

Recycling Program Fee Payment Coupon

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
CUSTOMER NAME: [REDACTED]
SERVICE ADDRESS: [REDACTED]
CITY STATE ZIP: Arlington VA 22202
BILLING DATE: 01/01/2019
DUE DATE: 01/31/2019



Deposit Code: [REDACTED]

AMOUNT DUE

CHARGES DUE: 32.50
PAST DUE: 0.00
TOTAL DUE: 32.50
PAYMENT AFTER 1/31/19 - INCLUDE \$50.00 LATE FEE

AMOUNT ENCLOSED

[REDACTED]

REMIT PAYMENT TO:
ARLINGTON COUNTY TREASURER
SOLID WASTE BUREAU, MF/C PROGRAM
PO BOX 1752
MERRIFIELD, VA 22116-1752